

KENTUCKY MEDICAID AND YOU

Welcome to Kentucky Medicaid

Thank you for letting us be a part of your healthcare team. This Member Handbook is designed to provide you with answers to your healthcare questions. Read this handbook and keep it with your medical information. Should you have any questions, please call our Member Services team at 800-635-2570.

Your Kentucky Medicaid Card

When you first become a Kentucky Medicaid member, you will get a Kentucky Medicaid card in the mail. On the following page, you can see what the Medicaid card looks like. It has your name and Kentucky Medicaid identification (ID) number on the front of the card. The ID number is a made-up number. When you get your card, make sure that your name is spelled correctly. If you see something wrong on your card, contact the Department for Community Based Services at 800-306-8959. Your Medicaid card is active as long as you are eligible.

Do not throw your card away. You will not get a new card each month. If you lose your card, contact your local DCBS office for another one. You can call DCBS at 855- 306-8959.



Managed Care Organization (MCO) Card

If you are a member of an MCO you will get a card from that MCO. Keep the MCO card with your Kentucky Medicaid card. They will both be required to obtain services.

You will need to take your card when you:

- Go to the doctor
- Go to a dentist or eye doctor
- Go to a clinic
- Get a vision or hearing exam
- Get a prescription filled
- Go to the hospital or emergency room
- Get medical supplies

You can only use your Kentucky Medicaid card with a participating Kentucky Medicaid Provider. It is your responsibility to make sure that the Provider accepts the Kentucky Medicaid card. Failure to do so will result in you being charged for the services you receive. NOTE: If you are a member of a MCO with Kentucky Medicaid, you will need to follow their rules for seeing healthcare providers.

If your personal information changes (name, address, etc.), contact your DCBS worker or local Social Security Administration (SSA) office right away. If you do not show your Kentucky Medicaid card each time you see a provider, you may be charged for the services you receive.

If you forget your card when you go for a service, you can ask the provider to call Medicaid at 800-635-2570 or your provider can go to <https://www.kymmis.com/kyhealthnet/DMS/DMSaffIn.aspx> to verify that you are a Kentucky Medicaid member. Your provider will need:

- **Your name**
- **Your Medicaid ID number**
- **If you don't have your Medicaid ID number, you can use your Social Security number and date of birth**