In managed care:

- You have a choice of health plans to select.
- Your benefits are the same as regular Medicaid.
- You may be entitled to additional services if you need them.
- Your copayments cannot be more than regular Medicaid and may be less.
- You have a choice of doctors, dentists, hospitals, pharmacists and labs available to you.

Please check our website at **www.medicaidmc.ky.gov** for resources you can use to help you learn more about managed care, including:

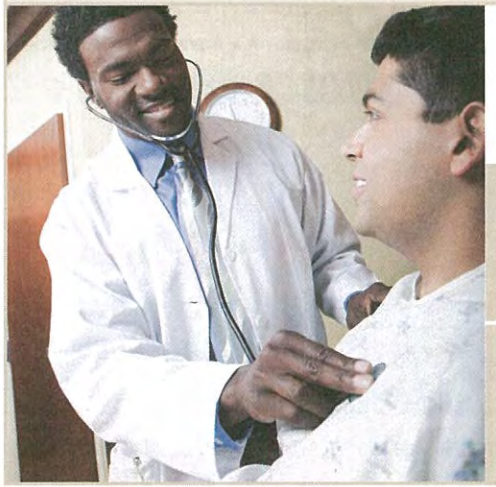
- Links to the health plans websites (links and phone numbers can also be found in this guide.)
- An online Provider Directory to help you determine if your doctor is in a particular plan.
- Coverage information.
- Enrollment information.

If you have any questions or problems with your health plan, call:

1-855-446-1245

Kentucky UNBRIDLED SPIRIT™

A Member's Guide to Choosing a Medicaid Health Plan



Kentucky UNBRIDLED SPIRIT™

A Member's Guide to Choosing a Medicaid Health Plan

Kentucky UNBRIDLED SPIRIT

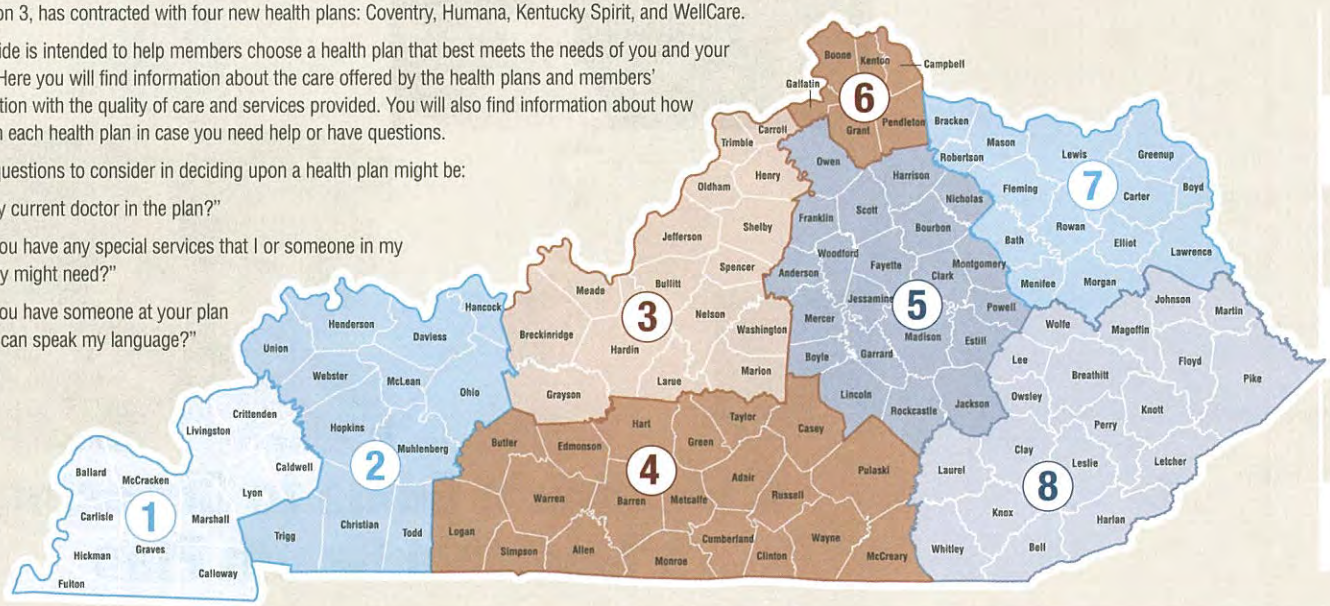
2013

Kentucky Medicaid has expanded managed care across the state and, in addition to continuing with Passport Health Plan in Region 3, has contracted with four new health plans: Coventry, Humana, Kentucky Spirit, and WellCare.

This guide is intended to help members choose a health plan that best meets the needs of you and your family. Here you will find information about the care offered by the health plans and members' satisfaction with the quality of care and services provided. You will also find information about how to reach each health plan in case you need help or have questions.

Some questions to consider in deciding upon a health plan might be:

- "Is my current doctor in the plan?"
- "Do you have any special services that I or someone in my family might need?"
- "Do you have someone at your plan who can speak my language?"



Medicaid Managed Care Plans

Health Plan	Regions
CoventryCares of Kentucky 1-855-300-5528 http://chcmedicaid-kentucky.coventryhealthcare.com	1 2 3 4 5 6 7 8
Humana CareSource 1-855-852-7005 www.caresource.com/members/kentucky	3
Kentucky Spirit Health Plan **(NO LONGER PARTICIPATING)**	~~1 2 4 5 6 7 8~~
Passport Health Plan 1-800-578-0603 www.passporthealthplan.com	3
WellCare of Kentucky 1-877-389-9457 www.kentucky.wellcare.com	1 2 3 4 5 6 7 8

Key: More stars mean better health plan performance. ★★★ Above Average ★★ Average ★ Below Average

	PREVENTIVE CARE				ACCESS TO CARE					GETTING HELP WHEN NEEDED					
Health Plan	Childhood Immunizations	Adolescent Immunizations	Cervical Cancer Screening	Prenatal Care	Dental Visits	Adult Primary Care Visits	Child Primary Care Visits	Adult Doctor Availability	Child Doctor Availability	Getting Adult Care Quickly	Getting Child Care Quickly	Adult Customer Service	Child Customer Service	Adult Overall Satisfaction	Parent Overall Satisfaction with Child's Care
CoventryCares of Kentucky	★	★★	★★	★★★	★★★	★★★	★★★	★★	★★	★★	★★	★★	★★	★	★★
Humana CareSource	NEW PLAN. NO RATING YET AVAILABLE.														
Kentucky Spirit Health Plan	★	★	★	★★	★	★	★★	★★	★	★★	★	★★	★★	★	★
Passport Health Plan	★★★	★★	★★★	★★	★★★	★	★	★★	★★	★★	★★	★★★	★★★	★★★	★★★
WellCare of Kentucky	★	★★★	★★	★★	★★★	★★★	★★★	★★★	★★	★★	★★	★★	★★	★★	★

Ratings are based on a comparison of plan rates to statewide averages. Quality and Satisfaction ratings are from information submitted by the health plans.