

MAC Binder Section 11 – Member Communications

Table of Contents with Document Summary

Located online at <http://chfs.ky.gov/dms/mac.htm>

1 – 2016 Member Enroll Guide:

Member's Guide to Choosing a Medicaid Health Plan for the 2016 open enrollment.

2 – 2016 Open Enrollment Information:

Member Information related to the 2016 open enrollment.

Members now have five health plans to choose from: **Anthem BCBS Medicaid, CoventryCares of Kentucky is becoming Aetna Better Health of Kentucky , Humana - CareSource, Passport Health Plan, and WellCare of Kentucky.**

Some questions to consider in deciding upon a health plan:

- “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?”

In managed care:

- You have a choice of doctors, dentists, hospitals, pharmacists and labs available to you.
- You have a choice of health plans to select.
- Your copayments cannot be more than regular Medicaid and may be less.

Please check our website at <http://chfs.ky.gov/dms/mcolinks.htm> for resources you can use to help you learn more about managed care, including:

- Links to the health plans’ websites,
- Information on eligibility,
- Enrollment information.

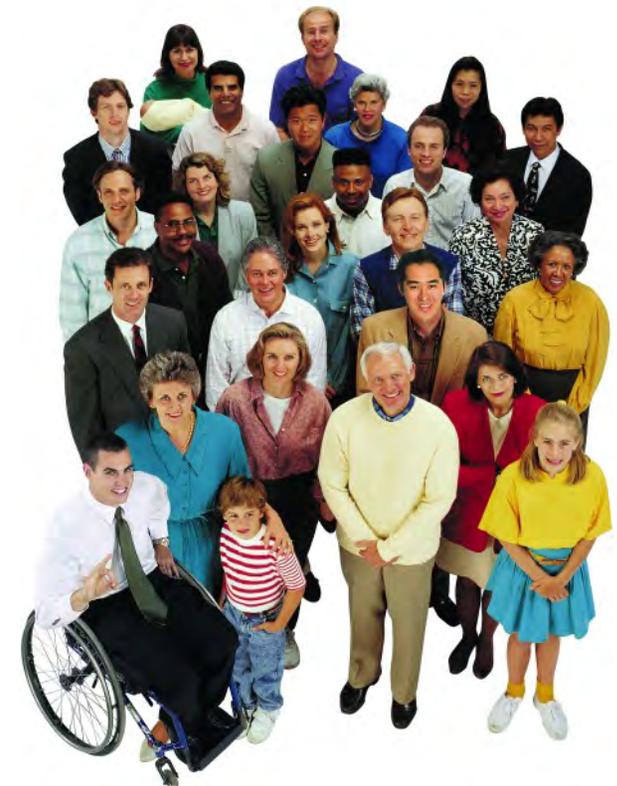
If you have any questions or problems with your health plan call:

1-855-446-1245

Health Plan		Phone Number	Website
Anthem BCBS Medicaid		1-855-690-7784	https://mss.anthem.com/ky/pages/aboutus.aspx/
CoventryCares of Kentucky is becoming Aetna Better Health of Kentucky		1-855-300-5528	http://www.coventrycaresky.com/
Humana - CareSource		1-855-852-7005	https://www.caresource.com/members/kentucky/medicaid
Passport Health Plan		1-800-578-0603	http://www.passporthealthplan.com/
WellCare of Kentucky		1-877-389-9457	https://kentucky.wellcare.com/



Member’s Guide to Choosing a Medicaid Health Plan



2016 Member's Guide to Choosing a Medicaid Health Plan



KEY: ★★★★★ Excellent ★★★★ Above Average ★★★ Average ★★ Below Average ★ Much Below Average

PREVENTIVE CARE

Health Plan	Childhood Immunizations	Well-Child Visits in the First 15 Months of Life	Well-Child Visits Ages 3 to 6	Adolescent Immunizations	Adolescent Well-Child Visits	Cervical Screening	Prenatal Care
Anthem BCBS Medicaid	New Plan, No Rating	New Plan, No Rating	New Plan, No Rating	New Plan, No Rating	★	★	★
Aetna Better Health of Kentucky*	★★★★	★★	★	★★★★★	★★★	★	★★★★
Humana - CareSource	★	★★	★★	★★★	★	★	★
Passport Health Plan	★★★★★	★★★★	★★★★	★★★★★	★★★★	★	★★★★
WellCare of Kentucky	★★	★★	★	★★★★	★★★	★	★★★★

ACCESS TO CARE

Health Plan	Child Doctor Availability	21 and Under Dental Visits	Adult Doctor Visits	Adult Doctor Availability
Anthem BCBS Medicaid	★★★	New Plan, No Rating	New Plan, No Rating	★★★★★
Aetna Better Health of Kentucky*	★★★★	★★★★	★★★★	★★★
Humana - CareSource	★★★	★★★	★★★	★★★★★
Passport Health Plan	★★★	★★★★★	★★★★★	★★★
WellCare of Kentucky	★★	★★★★	★★★★	★★★

GETTING HELP WHEN NEEDED

Health Plan	Getting Child Care Quickly	Child Customer Service	Parent Overall Satisfaction with Child's Health Plan	Getting Adult Care Quickly	Adult Customer Service	Adult Overall Satisfaction with Health Plan
Anthem BCBS Medicaid	★★★	★★	★	★★★★	★★★★	★★★
Aetna Better Health of Kentucky*	★★★★★	★★	★	★★	★★★★	★
Humana - CareSource	★★	★★★★★	★★	★★★	★★★★★	★★★★
Passport Health Plan	★★★	★★★★	★★★★★	★★	★★★★	★★★★★
WellCare of Kentucky	★★	★	★★★	★★★	★★★★★	★★★★

Ratings are compared to NCQA (National Committee for Quality Assurance) national averages and from information submitted by the health plans.

*Formerly Coventry Cares of Kentucky

Kentucky Medicaid Managed Care Open Enrollment for January 1, 2016

Managed care is a way to get health care that concentrates on preventative services and coordinates care. A health plan or Managed Care Organization (MCO) will provide you with the physical and behavioral health services you need. People in managed care will pick or be assigned to an MCO. That MCO will have a network of physicians, specialty physicians, hospitals, and other medical providers that you must use.

Some Medicaid members cannot be in managed care. This includes people who have Medicaid Savings Plans, who are in nursing facilities and other long term care, who get time-limited Medicaid, or who are in a waiver program.

The MCO will match most Medicaid members with a Primary Care Provider (PCP). This PCP will serve as your "*medical home*". The PCP will help you get the services you need from other providers in your MCO.

Most Medicaid services will be provided by the MCO. Some services will still be provided by Kentucky Medicaid. You will use your Medicaid ID Card for these services. These services are:

- **First Steps** - A program which helps children with developmental disabilities from birth to age 3 and their families, by offering services through a variety of community agencies. Call 877-417-8377 or 877-41-STEPS for more information.
- **HANDS (Health Access Nurturing and Development Services)** - This is a voluntary home visitation program for new and expectant parents. Contact your local health department for information and to learn about resources.
- **Non-emergency Medical Transportation** - If you cannot find a way to get to your health care appointment, you may be able to get a ride from a transportation company. Call 1-888-941-7433 for help, or see <http://chfs.ky.gov/dms/trans.htm> for a list of transportation brokers or companies and how to contact them.
- **Services for Children at School** - These services are for children from 3 to 21 years of age, who are eligible under the Individuals with Disabilities Education Act (IDEA) and have an Individual Education Plan (IEP). These services include speech therapy, occupational therapy, physical therapy, and behavioral (mental) health services. Call 502-564-9444 for more information.

Here is information about covered benefits and services and costs for each MCO. Please read this carefully and keep it in a safe place. You may need it later. If you cannot read or understand this booklet, please call us at 1-855-446-1245. We can read this to you, provide free interpreter services, or provide the information in another format. Find more information at <http://chfs.ky.gov/dms/>. If you do not have a computer, try your public library.

Para ayuda en español, llame al 1-855-446-1245. Las llamadas son gratuitas.

Anthem Blue Cross and Blue Shield Medicaid**1-855-690-7784****NO COPAYS****FREE Sports Physicals** for members 6-18**FREE Boys & Girls Club membership** for kids age 6-19, with after-school care, at participating locations**FREE Prenatal Rewards Reloadable Gift Cards** (\$50 for Post-Partum, \$25 for 1st Trimester visit & \$50 when kids get their checkups on time!)**FREE Portable Crib or Car Seat** for members who go to their PCP or OB/GYN at least seven times**FREE Community Resource Guide****FREE SafeLink Cell Phone****FREE Entertainment Book (Coupons)****FREE Hearing Aid Batteries (Sizes 10, 13, 312 or 675)****CoventryCares of Kentucky is becoming Aetna Better Health of Kentucky****1-855-300-5528**

- **NO COPAYS** for Physician Office Visits **NO COPAYS** for urgent care visits
- **Text4baby** provides text messages for pregnant women and new moms on their pregnancy and new born babies
- **Free portable crib** for all new moms who attend prenatal checkups **Baby Showers** for our moms to be
- **Support** for taking care of your conditions like diabetes, asthma, substance abuse, heart problems and **Tobacco Cessation**
- **Diabetic Cookbooks** with recipes and tips on healthy food choices for diabetics
- **24 Hour nurse line** –speak with a nurse to help you with your health questions
- **Ted E. Bear M.D. Club for Kids** – Ted E. Bear M.D. sends mail to members age 1 to 16 and their parents about healthy lifestyles
- **FREE Cell Phone** – Supported through the Kentucky Lifeline program

For a complete list of member benefits visit us at www.aetnabetterhealth.com/kentucky or call us at 1-855-300-5528 (TTY callers dial 711; TDD users call 1-800-627-4702).

Humana – CareSource™**1-855-852-7005**

The **HOME GROWN** choice for **quality health care**. The well-being of **you and your family** is our #1 priority!

With our focus on **care, service and dignity**, you get:

- **NO COPAYS** for covered prescriptions, including over-the-counter meds
- **NO COPAYS** for all covered medical services
- **NO REFERRAL REQUIRED** Go to any participating provider for services needed
- **PREGNANT WOMEN** Retail **GIFT CARDS** for visiting your doctor

Call and SWITCH TODAY to the MCO with **NO COPAYS** and **NO REFERRALS!!**

Se usted prefiere informacion en Espanol, favor del llamar a Humana-CareSource™ al 1-855-852-7705 (TTY 1-800-648-6056 or 711)

Passport Health Plan**1-800-578-0603**

Did you know that you can ask to change your own health insurance plan? That's right – you get to choose the insurance plan that works for you. If you are already a Passport member you don't have to do anything and we **thank you!** If not did you know you can....

#ASKFORPASSPORT!

Here are the top reasons to ASK for Passport Health Plan:

- We treat you with respect because **we take the time to care about you.**
- Your calls are answered quickly right here in Kentucky
- Can't find a doctor? We have the **MOST doctors all over Kentucky**, including many providers right in your community!
- Need help getting an appointment? Call us, and we can help you – in just one call!
- **NEW THIS YEAR:** More **member health rewards** and **new dental benefits just for Passport members!**

Switching your health insurance plan is a free and easy process, and we're here to help –and we will help you.

We hope you call and Ask for Passport! 1-800-578-0603

WellCare of Kentucky**1-877-389-9457**

We put you and your family first. Listed below are just some of the **FREE** benefits you can get with our plan:

- **NO COPAY** for physicians, and inpatient/outpatient hospital services, or for **extra benefits**
- **FREE Over-the-Counter (OTC)** items like diapers, reading glasses and pain relievers. Get up to **\$120 in free OTC items** each year
- **FREE Sports Physical**, one (1) physical per year, provided by a PCP, for children age 6-18
- **FREE** items like diapers, gift cards or a Reloadable Debit Card through our **Healthy Rewards Program**
- **FREE Meal Program** for members discharged from inpatient hospital, rehabilitation or skilled nursing facility
- **FREE Baby Shower** if you're pregnant. You can get a gift basket and tips to keep you and your baby healthy
- **FREE GED Testing**, Members age 16 and up, without a high school diploma can take the GED test at no cost

WellCare of Kentucky has the **most providers** statewide; this means you get the care and services you need to stay healthy. Call 1-877-389-9457 (TTY/TDD 1-877-247-6272) to enroll with WellCare of Kentucky today!

Managed Care Organization Benefits Chart - 2016

Here is the information about covered services for each MCO. Please use this to help you pick your MCO.
Please see "Important Note" at the end of the chart for more information.

Benefit	Copay	Limits	Anthem	Coventry Cares is becoming Aetna Better Health® of Kentucky	Humana	Passport	Wellcare
Hospitalization							
Acute Inpatient Hospital Services	\$50		\$0	\$25	\$0	\$0	\$0
Inpatient Physician/Surgeon Services	\$0		\$0	\$0	\$0	\$0	\$0
Transplant	\$0		\$0	\$0	\$0	\$0	\$0
Emergency Services							
Emergency Room	\$0;		\$0	\$0	\$0	\$0	\$0 emergency;
	non-emergency use: \$8		\$0	\$8	\$0	\$0	non-emergency use: \$8
Emergency Ambulance	\$0		\$0	\$0	\$0	\$0	\$0
Ambulatory Patient Services							
Physician Office Services	\$3		\$0	\$0	\$0	\$0	\$0
Outpatient Hospital/Ambulatory Surgical Center	\$4	Does not cover cosmetic surgery (except for post-mastectomy re-constructive surgery)	\$0	\$0	\$0	\$0	\$0
Dental Services (children)	\$0		\$0	\$0	\$0	\$0	\$0
Dental Services (adults)	\$3	1 cleaning and 1 set of x-rays per 12 month period	\$0	\$0	\$0	\$0 and 1 additional cleaning	\$0
Home Health Care	\$0		\$0	\$0	\$0	\$0	\$0
Vision Services (children)	\$0		\$0	\$0	\$0	\$0	\$0
Vision Services (adults)	\$3	1 eye exam per year	\$0	\$0	\$0	\$0	\$0
Urgent Care	\$3		\$0	\$0	\$0	\$0	\$0
Radiation Therapy	\$0		\$0	\$0	\$0	\$0	\$0
Chemotherapy	\$0		\$0	\$0	\$0	\$0	\$0
Family Planning	\$0		\$0	\$0	\$0	\$0	\$0
Podiatry	\$3		\$0	\$0	\$0	\$0	\$0

Benefit	Copay	Limits	Anthem	CoventryCares is becoming Aetna Better Health of KY	Humana	Passport	WellCare
Maternity and Newborn Care							
Prenatal and Postnatal Care	\$0		\$0	\$0	\$0	\$0	\$0
Maternity Services	\$0		\$0	\$0	\$0	\$0	\$0
Prescription Drugs							
Home Infusion Therapy	\$0	Limited to administration by parent or guardian in the home	\$0	\$0	\$0	\$0	\$0
Prescription Drugs	\$1 Generic;	Non-preferred brand copay is applicable to all members (including those typically excluded from copays)	\$0	\$0 Generic	\$0	\$0 Generic	\$0
	\$4 Preferred Brand;	o Family planning, no copays	\$0	\$0 Brand	\$0	\$2 Preferred Brand	\$0
	\$8 Non-preferred Brand	o Tobacco cessation, no copays	\$0	\$4 Non-Preferred brand	\$0	\$4 Non-Preferred Brand	\$0 Preferred Brand and generic
		o 2 nd Generation Antipsychotics and Injectable Antipsychotics, \$1 copay	\$0	\$0 Preferred brand \$4 Non Preferred	\$0	\$0	\$0 Preferred Brand and generic
		o Anticonvulsants, non-preferred bands, \$4 copay	\$0	\$0 Preferred Brand \$4 Non-Preferred brand	\$0	\$0	\$0 Preferred Brand and generic
		o Oral oncology, non-preferred brands, \$4 copay	\$0	\$0 Preferred brand \$4 Non-preferred brand	\$0	\$0	\$0 Preferred Brand and generic
		o Diabetic supplies	\$0	\$0	\$0	\$0	\$0
		▪ Meters, no copays	\$0	\$0	\$0	\$0	\$0
		▪ Test strips, control solutions, insulin needles, lancets, etc. \$4 copay with no more than one copay per calendar day being charged	\$0	\$0	\$0	\$0	\$0
Rehabilitative and Habilitative Services and Devices							
Skilled Nursing and Rehabilitation	\$0		\$0	\$0	\$0	\$0	\$0
Chiropractic Services	\$3	26 visits per 12 month period	\$0	\$3	\$0	\$0	\$0
Durable Medical Equipment	\$4 per date of service		\$0	\$0	\$0	\$0	\$0
Hearing Aids/Audiometric Services	\$0	Limited to children under 21	\$0	\$0	\$0	\$0	\$0
Prosthetic Devices	\$4		\$0	\$0	\$0	\$0	\$0
Physical / Occupational / Speech Therapy	\$3	20 visits per year per therapy (combined for rehabilitative and habilitative); no limit for children	\$0	\$0	\$0	\$0	\$0
Private Duty Nursing	\$0	2,000 hours per year	\$0	\$0	\$0	\$0	\$0

Benefits	Copay	Limits	Anthem	CoventryCares is becoming Aetna Better Health of KY	Humana	Passport	WellCare
Laboratory Services							
Laboratory, Diagnostic, and Radiology Services	\$3		\$0	\$0	\$0	\$0	\$0
Pediatric Services							
Autism Spectrum Disorders	\$0	Up to Age 21	\$0	\$0	\$0	\$0	\$0
EPSDT Special Services	\$0	Limited to medically necessary services not included in the State Plan and authorized under Section 1905(a) of the Social Security Act, or 42 USC Section 1396d(a)	\$0	\$0	\$0	\$0	\$0
EPSDT Screening	\$0		\$0	\$0	\$0	\$0	\$0
Commission for Children with Special Health Care Needs	\$0	Limited to children who meet the eligibility criteria of the Kentucky Commission for Children with Special Health Care Needs	\$0	\$0	\$0	\$0	\$0
Specialized Children's Services Clinics	\$0	Services limited to children under age 18 and must be performed by specialized clinics	\$0	\$0	\$0	\$0	\$0
Targeted Case Management: Children with SED, Substance Use Disorders or co-occurring mental health of substance use disorders and chronic or complex physical health issues.	\$0		\$0	\$0	\$0	\$0	\$0
First Steps Services		Services are available to children from birth through age two who have developmental delays or diagnosed physical or mental conditions associated with developmental delay.	\$0	N/A	\$0		\$0
HANDS		The Health Access Nurturing Development Services (HANDS) program is a voluntary home visitation program for new and expectant parents and is now available for new or expectant parents who are parenting other children	\$0	N/A	\$0		\$0
School Based Services		The School-Based Health Services (SBHS) program authorizes local education agencies in Kentucky, to enroll as a Medicaid Health service provider for children who are eligible under the Medicaid program and under the Individuals with Disabilities Education Act(IDEA). Children from age three to 21 who are eligible under the Individuals with Disabilities Education Act (IDEA) and who have an IEP are eligible for School-Based Health Services	\$0	N/A	\$0		\$0

Benefit	Copay	Limits	Anthem	CoventryCares is becoming Aetna Better Health of KY	Humana	Passport	WellCare
Mental Health and Substance Use Disorder Services							
Targeted Case Management: Individuals with Severe Mental Illness (SMI), Substance Use Disorders (SUD) or co-occurring mental health or substance use disorders and chronic or complex physical health issues.	\$0		\$0	\$0	\$0	\$0	\$0
Inpatient Mental Health/Substance Use Services	\$50		\$0	\$25	\$0	\$0	\$0
Outpatient Mental Health/Substance Use Services	\$3		\$0	\$0	\$0	\$0	\$0
Crisis Services	\$0		\$0	\$0	\$0	\$0	\$0
Residential Services or Substance Use Disorders	\$0		\$0	\$0	\$0	\$0	\$0
Preventive Services and Chronic Disease Management							
Smoking Cessation	\$0		\$0	\$0	\$0	\$0	\$0
Allergy Services	\$0		\$0	\$0	\$0	\$0	\$0
Immunizations and other preventive health services recommended by national expert groups (such as annual check-ups, pap smears, blood pressure screenings, etc.)	\$0		\$0	\$0	\$0	\$0	\$0
Other							
Long Term Care	\$0	Limited to individuals who meet level of care criteria for a nursing facility or an Intermediate Care Facility for Individuals with Intellectual Disabilities	\$0	\$0	\$0	\$0	\$0
Non-Emergency Transportation	\$0		\$0	\$0	\$0	\$0	\$0
Hospice	\$0		\$0	\$0	\$0	\$0	\$0
Renal Dialysis/Hemodialysis	\$0		\$0	\$0	\$0	\$0	\$0

IMPORTANT NOTE: Not all information about all covered Medicaid services is included. For example, the boxes do not have information about services that require MCO prior approval; services for pregnant women only; services for children only; services that may be limited to a certain number per month; or other services which may be limited or restricted in some other way. More specific information about covered services will be sent to you after joining a MCO. Copays and coinsurance cannot be more than 5% of a family's income for a quarter.

Bonus Benefits/Services – 2016

The following are extra benefits or services the MCOs may provide

Anthem	CoventryCares is becoming Aetna Better Health® of Kentucky	Humana	Passport	Wellcare
<p>NO COPAYS</p> <p>FREE Sports Physicals for members 6-18</p> <p>FREE Boys & Girls Club Memberships for kids age 6-19, with after-school care, at participating locations</p> <p>FREE Community Resource Guide</p> <p>FREE Prenatal Rewards Program with:</p> <ul style="list-style-type: none"> • FREE portable crib or car seat for members who go to their PCP or OB/GYN at least seven times while they are pregnant • FREE Reloadable Gift Cards - <ul style="list-style-type: none"> ○ \$50 when kids get their checkups on time ○ \$50 for post-partum checkups ○ \$25 for 1st trimester visit <p>*FREE SafeLink Wireless® cellphone and phone service, with 250 monthly free minutes, unlimited text messages and a one-time bonus of 200 free minutes for</p>	<p>No Copays: \$0 copays for physician office visits, urgent care, dental, vision, home health, family planning, prenatal and postnatal visits, labs, crisis services, PT, OT, ST, and hospice.</p> <p>Care Management: Care managers are personally assigned to members who want assistance with their physical and mental health conditions.</p> <p>Condition Management: Free health education about conditions such as diabetes, asthma and other chronic lung conditions, heart problems, and depression.</p> <p>Face-to-face visits: Care managers make in-home or Dr. Office visits to members who want that in-person experience.</p> <p>FREE 24-hour Nurse Advice Line: Available 7 days a week.</p>	<p>NO COPAYS for covered prescriptions</p> <p>NO COPAYS for covered medical services</p> <p>FREE Over-the-Counter medicine with a prescription</p> <p>FREE Vision, Dental, and Hearing services</p> <p>Retail GIFT CARDS for pregnant women who visit their doctor</p> <p>Baby Showers for pregnant women</p> <p>A STATEWIDE Network of Doctors to choose from</p> <p>NO REFERRAL Required go to any participating provider for services needed. For example: Teeth care (Dentist) * Eye Care (Optometrist) * Mental health care (Psychologist) * Female Care (OB/Gyn) * Back care (Chiropractor) * Foot care (Podiatrist)</p> <p>Behavioral Health Services – No prior authorization for most outpatient services</p> <p>NO COPAYS for covered behavioral health services</p> <p>Pharmacy HELP where you and your pharmacist talk about medicines and drug safety</p>	<p>We offer the most PCPs of any MCO across the state of Kentucky</p> <p>We offer THE SERVICES YOU NEED at NO COST TO YOU, including:</p> <ul style="list-style-type: none"> • Physical Exams • Dental Exams • Vision Tests • Hearing Tests • Over-the-Counter Medicines • Generic Prescription Drugs • Mental Health Counseling • Alcohol and Drug Treatment Services • And Much More! <p>NEW THIS YEAR: An ADDITIONAL FREE dental visit every year</p> <p>We are the only plan in Kentucky to earn three stars out of three for customer satisfaction!</p> <p><u>MEMBER HEALTH REWARDS!</u> Earn Special Rewards for healthy habits. Gift cards available for:</p> <ul style="list-style-type: none"> • Pregnant women: Up to \$110 in gift cards* for completing visits before and after your delivery • Diabetics: Up to \$50 in gift cards* for getting important tests • Females (21-65 years old): A 	<p>The MOST providers STATEWIDE</p> <p>NO COPAYS for all covered medical services:</p> <p>NO COPAYS for children’s immunizations, allergy shots, dental checks and cleanings</p> <p>NO COPAYS for hospital services</p> <p>FREE Over-the-Counter (OTC) Items. Get up to \$120 in free OTC items each year. Choose from over 150 items, like diapers, reading glasses, hand soap, dental travel kit, lotions, pain relievers and more.</p> <p>FREE Healthy Rewards Program Earn rewards for taking steps that help you live a healthy life (completing annual wellness visits). Rewards include:</p> <ul style="list-style-type: none"> • Gift Cards to selected retailers • Reloadable Debit Card • FREE diapers <p>FREE Meal Program for members discharged from inpatient hospital, rehabilitation or skilled nursing facility.</p>

<p>eligible households</p> <p>FREE one-year subscription to <i>Parents, Diabetic Living</i> or <i>EatingWell</i></p> <p>FREE Entertainment® Book with discounts on local and online retailers</p> <p>FREE Tornado Safety Kit with tips on how to prepare for a tornado</p> <p>FREE Hearing Aid Batteries (sizes 10, 13, 312 or 675)</p> <p>FREE smoking cessation support group offers weekly sessions to help members quit</p> <p>FREE programs to help manage difficult health conditions like asthma, diabetes and chronic obstructive pulmonary disease (COPD)</p> <p>FREE Flu Shots and immunizations</p> <p>FREE Vision and Dental Services</p> <p>FREE Care On Call to speak to a nurse about your medical questions 24 hours a day, 7 days a week, even on holidays</p> <p>FREE Behavioral Health Services</p> <p>FREE Online Health Information site and symptom checker — Health A</p>	<p>FREE Behavioral Health Crisis Line: Available 7 days a week.</p> <p>FREE Baby Crib Program: Free Pack N' Play to expecting mothers who attend their prenatal visits.</p> <p>FREE Baby Shower: Community baby shower for moms to be.</p> <p>FREE Program for expecting mother's with substance abuse issues: Call case management to enroll.</p> <p>Free Interpreter Services: Language translation and hearing impaired members receive interpreter services for their physician visits.</p> <p>FREE Diabetic Cookbooks: Recipes and tips on healthy food choices for diabetics provided in partnership with the Kentucky Diabetes Prevention and Control Program.</p> <p>Member Services: Our call center is available to help you get services to gain better physical, behavioral and emotional health. We can help set up</p>	<p>FREE 24-Hour Nurse Advice Line available 7 days a week. Talk with caring and experienced nurses</p> <p>FREE 24/7 Behavioral Health Crisis Line</p> <p>FREE Interpreter Services for language and hearing impaired</p> <p>One-on-one Health Education for conditions such as diabetes, asthma, and heart disease</p> <p>Allergy shots and treatment for adults and children</p> <p>Preventive health care benefit for children under 21</p> <p>Text4Baby® – free service offering health tips on pregnancy and baby's first year</p> <p>LOCAL Care Managers at your request</p> <p>Stop Smoking Program assisting those who want to quit smoking</p> <p>CARE Transition Program to help you when you are discharged from the hospital</p> <p>iConnect® – a fun, unique email and text program for members</p> <p>Quality Member Access Committee – your chance to give feedback on plans and programs</p>	<p>\$20 gift card* for a Pap test</p> <ul style="list-style-type: none"> • Females (50-75 years old): A \$20 gift card* for a mammogram • Youth (10-20 years old): A \$20 gift card** for a well visit • Members with COPD: A \$20 gift card* for a spirometry test • Members who go to the dentist: A \$20 gift card* for a checkup • Any Many MORE! <p><i>* Gift card can be used for groceries, personal care products, or gas.</i> <i>** Gift card can be used for downloadable music/apps or a movie pass.</i></p> <p>We offer FREE Text4Baby, Text4Kids, and Text4Health reminders, health resources, & coaching tips for new parents to keep you and your baby healthy and safe! And we'll even provide the phone, too!</p> <p>Additional programs available at no cost to you:</p> <ul style="list-style-type: none"> • Asthma • COPD • Diabetes • Pregnancy/Newborns • Heart Disease • Childhood Obesity • Dangers of Smoking and Tobacco Use • Foster Care & Adoption • Mental Health resources • Alcohol and Drug abuse treatment and recovery 	<p>FREE Sports Physical, one (1) physical per year, provided by a PCP, for children age 6-18.</p> <p>FREE GED Testing, Members age 16 and up, without a high school diploma can take the GED test at no cost</p> <p>FREE Baby Shower if you're pregnant. You can attend a shower right in your community, where you can get a gift basket and tips to keep you and your baby healthy.</p> <p>FREE Community Assistance Line to connect you to community services such as utility assistance, food banks and transportation.</p> <p>FREE personal care and disease manager to offer you help and support for your conditions like asthma, diabetes, etc.</p> <p>FREE 24-hour crisis line for help with drug and alcohol abuse and behavioral health concerns</p> <p>FREE Nurse Advice Line available 24/7. You can talk to a registered nurse for help and to get medical advice</p> <p>Text4Baby® – free service offering health tips on pregnancy and baby's first year</p>
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<p>to Z is your one stop for questions about your health</p> <p>FREE Interpreter Services</p> <p>FREE Community Events</p> <p>*SafeLink Wireless® is a Lifeline-supported service. Lifeline is a government benefit program. Only those who qualify may enroll in Lifeline. It can't be transferred. It is limited to one per household. You may need to show proof of income or that you take part in the program to enroll.</p> <p>Call us toll free at 1-855-690-7784 (TTY 711) if you have Medicaid and would like to know more about Anthem.</p>	<p>appointments, arrange transportation and provide information about other services.</p>		<p>Other cost-free services include:</p> <ul style="list-style-type: none"> • Flu shots and immunizations • 24-Hour Hotlines to speak with a nurse or a mental health professional • Your own personal Case Manager <p>Fun events for you and your family!</p>	<p>NO IN-NETWORK REFERRALS REQUIRED</p>
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