

Member Rights

As a Medicaid Member rights. You have the right to:

- Get information about your plan, services, doctors, and providers.
- Get information about your rights and responsibilities.
- Know the names and titles of doctors and other health providers caring for you.
- Be treated with respect and dignity.
- Confidentiality and nondiscrimination.
- Have your privacy protected.
- Have a reasonable opportunity to choose your provider and to change to another provider in a reasonable manner.
- Agree to or refuse treatment and actively participate in making decisions.
- Decide with your doctor on the care you get.
- Talk openly about care you need for your health, no matter the cost or benefit coverage, and the choices and risks involved (this information must be given in a way you understand).
- Timely access to care that does not have any communication or physical access barriers.
- Have the risks, benefits and side effects of medications and other treatments explained to you.
- Know about your health care needs after you get out of the hospital or leave the doctor's office
- Refuse care, as long as you agree to be responsible for your decision.
- Refuse to take part in any medical research.
- Complain about your plan or the care provided; also, to know that if you do, it will not change how you are treated.

Before You Decide

Not all healthcare providers accept all Plans. Make sure your doctor, Dentist, hospital, and pharmacy participate in a plan before deciding on one.

Some other questions to consider before choosing a health plan:

- "Are all my medications covered?"
- "Does the plan have any special services that I or someone in my family might need?"
- "Is there someone at the plan who can speak my language?"

Please visit our website at <http://chfs.ky.gov/dms/mcolinks.htm> for information you can use to learn more about managed care, or scan this code with your QR scanner.



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

1-855-446-1245

2018 Guide to Choosing a Medicaid Health Plan



*See inside for
Important
Information*



2018 Guide to Choosing a Medicaid Health Plan



KEY – ★★★★★ Excellent ★★★★ Above Average ★★★ Average ★★ Below Average ★ Much Below Average

	AETNA	ANTHEM	HUMANA	PASSPORT	WELLCARE
	855-300-5528	855-690-7784	855-852-7005	800-578-0603	877-389-9457
ADULT MEASURES					
Rating of Health Plan	★★	★★	★★★★★	★★★★★	★★★★★
Got care as soon as needed when care was needed right away	★★★★★	★★★★★	★★★	★★★	★★★★★
Ease of getting care, tests, or treatment	★★★★★	★★★	★★★★★	★★★	★★★★★
Personal doctor explained things	★★	★★★	★★★★★	★★	★★★★★
Personal doctor listened carefully	★★★★★	★★★	★★★	★★★★★	★★★★★
Personal doctor showed respect	★★★	★★★	★★	★★★	★★★
Personal doctor spent enough time	★★	★★★★★	★★★★★	★★★	★★★
Got appointment with specialist as soon as needed	★★	★★	★★★★★	★★★★★	★★★★★
Customer service provided information or help	NA	★★	NA	★★★★★	★★
Customer service treated member with courtesy and respect	NA	★★★★	NA	★★★★★	★★★★★
Health plan forms were easy to fill out	★★★★★	★★★★★	★★★★★	★★★	★★★★★
CHILD MEASURES					
Rating of Health Plan	★	★★	★★	★★★★★	★★★★★
Got care as soon as needed when care was needed right away	★★★	★★★★★	★★★★★	★★★	★★★★★
Got check-up routine appointment as soon as needed	★★★★★	★★★	★★★★★	★★★★★	★★★★★
Ease of getting care, tests, or treatment	★★★★★	★★★	★★★★★	★★★★★	★★★★★
Personal doctor explained things	★★	★★	★★	★★	★★★★★
Personal doctor listened carefully	★★★	★★	★★★★★	★	★★★★★
Personal doctor showed respect	★★★★★	★★	★★★	★	★★★★★
Personal doctor spent enough time	★★★★★	★★★	★★★	★★	★★★★★
Got appointment with specialist as soon as needed	★★★★★	★★★	NA	★★★★★	★★★★★
Customer service provided information or help	★★★	★★★	NA	★★★	★★★★★
Customer service treated member with courtesy and respect	★★★★★	★★	NA	★★★★★	★★★★★
Health plan forms were easy to fill out	★★★★★	★★★★★	NA	★★★	★★★★★

NA-the health plan did not receive a rating because there were less than 100 members that answered that question.

The Star Ratings are based on a comparison of NCQA (National Committee for Quality Assurance) national averages and information submitted by the health plans.