

November 20, 2014 MAC Binder  
Section 10 – Provider Communications  
Table of Contents

- General Provider Letter #A-97 – Medicaid Managed Care Open Enrollment



**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES**

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Commissioner

To: All Medicaid Providers  
Provider Letter A-97

Date: October 1, 2014

Re: **Medicaid Managed Care Open Enrollment**

Beginning October 27, 2014 and ending December 12, 2014 the Commonwealth of Kentucky Medicaid Managed Care members will be in their Open Enrollment period. All Medicaid members will have the option to change MCOs or remain with their current plan. The MCO choices are: Anthem (not available in the counties in Region 3 – Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble and Washington) Coventry Cares, Humana, Passport, and Wellcare. MCO changes made during this Open Enrollment period will be effective on January 1, 2015. **Note:** If a member does not proactively change their MCO during the Open Enrollment period, they will remain with the same MCO for 2015.

Should you have questions about this Open Enrollment period, please contact the Department for Medicaid Services Call Center at 800-635-2570. Should your patients have questions or wish to make a change to their MCO, please refer them to our Call Center. For those members who came into Medicaid through the Kentucky Health Benefits Exchange - *kynect*, they can return to the *kynect* website to make MCO changes. The web address for *kynect* is: [kynect.ky.gov](http://kynect.ky.gov) Please also know that members can make their MCO changes on a *kynect* Kiosk. These kiosks are located in many of our Commonwealth's hospitals, for the member's convenience.

Should you have questions, please contact the Division of Provider and Member Services, Provider Services Branch at 855-824-5615. Many thanks for providing services to our members. We appreciate everything you do for the citizens of this Commonwealth.

