

Kentucky Medicaid has expanded managed care across the state. Members now have five health plans to choose from: **Anthem, CoventryCares of Kentucky, Humana CareSource, Passport Health Plan, and WellCare of Kentucky.**

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?"

## 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 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.

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 (links and phone numbers can also be found in this guide.)
- Information on eligibility.
- Enrollment information.

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

**1-855-446-1245**



# A Member's Guide to Choosing a Medicaid Health Plan

..... **2014** .....



# A Member's Guide to Choosing a Medical Health Plan



2014

**KEY:** More Stars Mean Better Health Plan Performance. ★★★ Above Average ★★ Average ★ Below Average

## PREVENTIVE CARE

Health Plan	Childhood Immunizations	Adolescent Immunizations	Cervical Cancer Screening	Prenatal Care
Anthem	NEW PLAN NO RATING AVAILABLE			
CoventryCares of Kentucky	★★	★	★★	★
Humana CareSource	★	★★	★	★
Passport Health Plan	★★★	★★★	★★★	★★★
WellCare of Kentucky	★★	★★	★	★★

## ACCESS TO CARE

Health Plan	Dental Visits	Adult Primary Care Visits	Child Primary Care Visits	Adult Doctor Availability	Child Doctor Availability
Anthem	NEW PLAN NO RATING AVAILABLE				
CoventryCares of Kentucky	★	★	★★★	★★	★★
Humana CareSource	★	★	★	★	★★
Passport Health Plan	★★★	★★★	★	★★	★★
WellCare of Kentucky	★★★	★★★	★★★	★★★	★★

## GETTING HELP WHEN NEEDED

Health Plan	Getting Adult Care Quickly	Getting Child Care Quickly	Adult Customer Service	Child Customer Service	Adult Overall Satisfaction	Parent Overall Satisfaction with Child's Care
Anthem	NEW PLAN NO RATING AVAILABLE					
CoventryCares of Kentucky	★★	★★	★	★★	★★	★★
Humana CareSource	★	★★	★★	★★	★★	★★
Passport Health Plan	★★	★★	★★★	★★	★★	★★
WellCare of Kentucky	★★	★★	★★	★★	★★	★★

## CONTACT HEALTH PLAN FOR MORE INFORMATION

Health Plan	Phone Number	Website
Anthem (Not Available in Jefferson County and Surrounding counties, Region 3)	1-800-901-0020	<a href="https://mss.anthem.com/ky/pages/aboutus.aspx">https://mss.anthem.com/ky/pages/aboutus.aspx</a>
CoventryCares of Kentucky	1-855-300-5528	<a href="http://chcmedicaid-kentucky.coventryhealthcare.com/">http://chcmedicaid-kentucky.coventryhealthcare.com/</a>
Humana CareSource	1-855-852-7005	<a href="https://www.caresource.com/members/">https://www.caresource.com/members/</a>
Passport Health Plan	1-800-578-0603	<a href="http://www.passporthealthplan.com/">http://www.passporthealthplan.com/</a>
WellCare of Kentucky	1-877-389-9457	<a href="https://kentucky.wellcare.com/">https://kentucky.wellcare.com/</a>

Ratings are compared to state averages and from information submitted by the health plans.