



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

275 E. Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Steven L. Beshear
Governor

Janie Miller
Secretary

Neville Wise
Acting Commissioner

Member Name
Address
Address

August 18, 2011
(case number)

Dear Member Name,

Here is more information about Medicaid managed care and the new Managed Care Organizations (MCOs). These MCOs are health plans. If you were in the KenPAC program, these plans are replacing that program. The MCOs are:

CoventryCares of Kentucky 1-855-300-5528 www.coventrycaresky.com	Kentucky Spirit Health Plan 1-866-643-3153 www.kentuckyspirithealth.com	WellCare of Kentucky 1-877-389-9457 www.kentucky.wellcare.com
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The MCOs will cover all the Medicaid services you have now. Starting October 1, each person in your household will be a member of a plan. Based on where you live and the health providers you use, we matched you and your family members with these MCOs:

Member Name	MCO
Member 1 Name	MCO name
Member 2 Name	MCO name
Member 3 Name	MCO name

You can change your MCO

If you would like to change your MCO, call us toll-free. You have until September 6 to call us. The toll free number is 1-855-446-1245. You can call Monday through Friday from 8:00 am to 6:00 pm Eastern Time or Saturdays and Labor Day 9:00 am to 5:00 pm Eastern Time.

If we do not hear from you by September 6, your MCO will be the one we matched you with. After October 1, you will have 90 days to try out your MCO or switch to another.

More information about the MCOs

The rest of this mailing tells you more about all three MCOs. You can use it to decide which MCO is right for you. Please read it carefully and keep this information.

Are my health providers in my MCO?

Each MCO has participating doctors, hospitals and other health providers. To find out if your provider is in your MCO, call 1-855-446-1245. For an MCO provider directory, call the same number or send us the enclosed form.

What if my Medicaid eligibility ends?

You are receiving this letter because you are Medicaid eligible today. If your Medicaid eligibility ends before October 1, 2011, this letter will not apply.

Questions? Need Help?

If any part of this letter is hard to understand, give us a call at 1-855-446-1245. We can read this letter to you. We can provide free interpretive services. We can also give you this information in another format that is easier for you to read and understand.

On the web

You can find more information at <http://chfs.ky.gov/dms/member+information.htm>.

Español

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

Kentucky Medicaid Managed Care

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 give you the physical and mental health services you need. People in managed care will pick or be assigned to a MCO. That MCO will have a network of physicians, specialists, hospitals, and other medical providers that you must use.

Some Medicaid members cannot be in managed care. This includes people who just 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.

Passport Health Plan is the only MCO allowed for people living in these counties: Breckenridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, and Washington.

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 services you need from other providers in your MCO. Some Medicaid members, like people with both Medicaid and Medicare, do not get a PCP.

Most Medicaid services will be given by the MCO. Some services will still be given 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 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 it carefully and keep it in a safe place. You may need it later. If you need a MCO provider directory, please call us toll-free at 1-855-446-1245 or send us the enclosed form.

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/member+information.htm>. 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.

Meet your Managed Care Organizations (MCOs)

CoventryCares of Kentucky

CoventryCares of Kentucky is your new choice for managed care. For over 25 years, we have served Medicaid members. Today we care for over 470,000 people in 8 states. With CoventryCares of Kentucky, you will have medical, vision, dental and prescription drug coverage with easy access to doctors and hospitals. With CoventryCares of Kentucky, you will have **NO COPAYS and no referrals to specialists!** Healthy families are our business. CoventryCares of Kentucky has no cost extra benefits and services including, Beary Important Bundle Pregnancy Program, Baby Crib Program and a 24-Hour Nurse Line. Also, we offer the Doc Bear Club for kids, KidsHealth online library, and After School Programs. We all want choices for our family's health care and we are now your new choice! We look forward to helping you and your family with your health care needs. Choose **CoventryCares of Kentucky**. Call us today at 1-855-300-5528.

Kentucky Spirit Health Plan

When you select Kentucky Spirit Health Plan, feel confident knowing you will continue to receive the same health services you do with Medicaid, plus *much more!* We offer innovative health programs designed around you and your busy life. Depend on Kentucky Spirit Health Plan to be there for your health needs when it counts, with extra benefits like:

- Vision Benefits - a contact lens allowance offered in addition to your current benefits
- Dental Benefits - covers cleanings, x-rays and other procedures
- CentAccount®- earn dollar rewards on a prepaid MasterCard
- Start Smart for Your Baby® - Our pregnancy education program for moms and families
- NurseWise®- a 24/7 nurse advice telephone line staffed by registered nurses
- Connections Plus® - eligible members without reliable phone access can receive a free pre-programmed cell phone

Kentucky Spirit Health Plan is Your Partner for Success!

WellCare of Kentucky

WellCare is a managed care health plan that has been serving Medicaid and Medicare members for over 25 years. We currently serve 2.4 million members across the nation. We will work with you, your primary care provider, and other health providers to manage your health care.

At WellCare you will see that we put you and your family first. We make every effort to make sure you get the care you need to stay healthy. This means that you get better health care. We do this by:

- **Understanding** your health care needs
- **Providing** extra benefits at no costs
- **Building** programs designed to meet individual and family needs
- **Giving** you a choice of quality providers to choose from

We are experienced in providing quality health care. Our people, services and beliefs are all centered on caring for you so that you can live happier and healthier.

Managed Care Organization Benefits Chart

If you do not have a copay for a Medicaid service today, you will not have a copay to the MCO for that service.

Most children do not have copays or coinsurance.

Here is information about covered services and each MCO. Please use this to help you pick your MCO.

Please see “Important Note” at the end of the chart for more information.

Benefits/Services	CoventryCares of Kentucky		Kentucky Spirit Health Plan		WellCare of Kentucky	
	Copay/Coinsurance		Copay/Coinsurance		Copay/Coinsurance	
	Family	Global	Family	Global	Family	Global
Allergy Services (Children)	\$0	\$0	\$2	\$0	\$0	\$0
Ambulance - Emergency	\$0	\$0	\$0	\$0	\$0	\$0
Ambulatory Surgical Centers	\$0	\$0	\$0	\$3	\$0	\$0
Behavioral (Mental) Health Services	\$0	\$0	\$0	\$0	\$0	\$0
Chiropractic Services	\$0	\$0	\$0	\$2	\$0	\$2
Dental Services	\$0	\$0	\$0	\$2	\$0	\$0
Diagnostic Lab & X-ray Services (Doctor’s office or independent lab)	\$0	\$0	\$0	\$3	\$0	\$0
Durable Medical Equipment	\$0	\$0	\$0	3% (not more than \$15 per month)	\$0	3% (up to \$15 per month)
Emergency Room	\$0	\$0	\$0 emergency care 5% - nonemergency care (up to \$6 per visit)	\$0 emergency care 5% - nonemergency care (up to \$6 per visit)	\$0	\$3
EPSDT - Early & Periodic Screening, Diagnostic, & Treatment Services	\$0	\$0	\$0	\$0	\$0	\$0
Family Planning	\$0	\$0	\$0	\$0	\$0	\$0
Hearing Aids (Children)	\$0	\$0	\$0	\$0	\$0	\$0
Hearing Services (Children)	\$0	\$0	\$0	\$0	\$0	\$0
Home Health Services	\$0	\$0	\$0	\$0	\$0	\$0
Hospice (Non institutional)	\$0	\$0	\$0	\$0	\$0	\$0

Benefits/Services	CoventryCares of Kentucky		Kentucky Spirit Health Plan		WellCare of Kentucky	
	Copay/Coinsurance		Copay/Coinsurance		Copay/Coinsurance	
	Family	Global	Family	Global	Family	Global
Hospital Services (Inpatient)	\$0	\$0	\$0	\$50	\$0	\$50
Hospital Services (Outpatient)	\$0	\$0	\$0	\$3	\$0	\$3
Kidney Dialysis & Transplants	\$0	\$0	\$0	\$0	\$0	\$0
Maternity Care	\$0	\$0	\$0	\$0	\$0	\$0
Office Visits (Doctor/Practitioner)	\$0	\$0	\$0	\$2	\$0	\$0
Podiatry Services	\$0	\$0	\$0	\$2	\$0	\$0
Prescription Drugs (RX) G=Generic Drugs P=Preferred Drugs NP=Non Preferred Drugs	\$0	\$0	\$1 G \$2 P \$3 NP \$0 Tobacco cessation drugs	\$1 G \$2 P 5% NP (up to \$20 per prescription) \$0 Tobacco cessation drugs	\$0 G \$2 P \$0 Tobacco cessation drugs	\$0 G \$2 P \$0 Tobacco cessation drugs
Preventive/Wellness Services	\$0	\$0	\$0	\$0	\$0	\$0
Prosthetic Devices	\$0	\$0	\$0	\$0	\$0	\$0
Substance Abuse	\$0	\$0	\$0	\$0	\$0	\$0
Therapy Services OT=Occupational PT=Physical ST=Speech	\$0	\$0	\$0	\$0 OT \$2 PT \$1 ST	\$0 OT \$2 PT \$1 ST	\$0 OT \$2 PT \$1 ST
Tobacco Cessation	\$0	\$0	\$0	\$0 assessment \$2 office visit	\$0	\$0
Urgent Care Center	\$0	\$0	\$0	\$2	\$0	\$0
Vision Services	\$0	\$0	\$0	\$2	\$0	\$0
Extra Benefits and Services	\$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.

The following are extra benefits or services the MCOs may give you if you are in the MCOs plan.

Bonus Benefits/Services

Coventry Cares of Kentucky	Kentucky Spirit Health Plan	WellCare of Kentucky
<p>Baby Crib Program</p> <p>Beary Important Bundle Pregnancy Program</p> <p>Doc Bear Club for Kids</p> <p>KidsHealth® Online Library</p> <p>No referrals for specialists</p> <p>Peridental care for pregnant women</p> <p>After School Programs</p> <p>Diabetic Cookbooks</p> <p>Disease management - special programs for our members with asthma, diabetes, congestive heart failure, chronic obstructive pulmonary disease (COPD) and high-risk pregnancy. These programs help you care for yourself through education</p>	<p>CentAccount®- Earn dollar rewards on a prepaid MasterCard, by achieving healthy behaviors.</p> <p>Connections Plus® - Eligible members without reliable phone access can receive a free pre-programmed cell phone</p> <p>Fluvention®- Provides information about preventing the flu. Free flu shots.</p> <p>In-home Telemonitoring – Use your telephone to transmit health monitoring results.</p> <p>Start Smart for Your Baby® - Our pregnancy education program for moms and families</p> <p>Start Smart for Your Health – Connect with wellness programs, educational information and case management services.</p> <p>Disease Management – Includes one-on-one coaching for members with complex health conditions.</p> <p>MemberConnections® Program – Local KY representatives provide personal outreach to members.</p> <p>Vision – An elective contact lens allowance option adds to vision benefits.</p>	<p>Personal Care Items – up to \$10 in personal care items free each month, like vitamins, medicines, and health supplies.</p> <p>Prenatal Rewards – Free group baby showers for pregnant mothers.</p> <p>Free baby stroller for going to all doctor visits during and after pregnancy.</p> <p>Free Disease/Case Management Programs</p> <p>Quality Reward Program – Earn a free gift card for getting preventative care and taking care of you and your family.</p> <p>Customer Care – Personal help setting doctor appointments, getting rides to doctor visits, social services and more.</p> <p>Free toothpaste, toothbrushes, and dental floss.</p> <p>Free children’s medication for teething pain.</p> <p>Free eye care supplies such as over-the-counter eye wash.</p>

✂ Cut Here ✂

**Medicaid MCO Provider Directory
Request Form**

To find the most up-to-date information about MCO providers:

- Call toll-free 1-855-446-1245
- Visit the online Provider Directory at MedicaidMC.ky.gov; or,

If you want a printed MCO Provider Directory, please return this form in the enclosed return envelope to the Department for Medicaid Services or call toll-free at 1-855-446-1245 Monday through Friday, 8 am to 6 pm Eastern Time or Saturday and Labor Day 9 am to 5 pm Eastern Time. For TDD/TTY, dial 711 for KY Relay.

(case number)

(case name)

(mail address)

(mail address city), (State) (zip-code)