

Date

Case Number

NAME

ADDRESS

CITY, STATE ZIP

Medicaid Managed Care Open Enrollment

Hello from your Kentucky Department for Medicaid Services. It is that time of the year for your Medicaid Managed Care Open Enrollment. This packet of information will give you answers to your Medicaid questions. Right now your Managed Care Organization (MCO) is:

NAME

MCO

NAME

MCO

You can stay with this MCO or you can pick a new one. If you want to stay with the MCO listed above, you do not have to do anything. If you want to pick a new MCO, you must do so during your open enrollment period. Your open enrollment period is November 4, 2019 through December 13, 2019. Your MCO choices are:

Anthem	800#
Aetna Better Health of KY	800#
Humana	800#
Passport Health Plan	800#
WellCare of Kentucky	800#

If you would like to learn more about an MCO, please call the number listed above. They can tell you about their benefits and their doctors and providers.

IF YOU WANT TO CHANGE YOUR MANAGED CARE ORGANIZATION

There are good reasons for all family members to use the same MCO, such as having only one MCO to contact with questions and one MCO sending notices to your household.

To change your MCO to one of the MCOs listed above, please follow these steps:

1. Check with your doctor. Be sure they work with the MCO you want to choose.
2. If you use more than one doctor, check with each one.
3. Call 1-855-446-1245 or 1-800-635-2570 between 8:00 am and 5:00pm to talk with a Medicaid Services Representative.
4. Have your date of birth and social security number ready when you call. If you want to make changes for the other people listed on this letter, have their date of birth and social security number ready, as well.

YOU CANNOT MAKE CHANGES BEFORE 11/4/2019

MCO changes will be effective on January 1, 2020. You and your household members will still get benefits from your current MCO until this date. You will get a letter from your new MCO sometime before January 1, 2020. Once you enroll in the new MCO, you will have 90 days to make a change, if you wish. After 90 days, you cannot make another change until the next open enrollment period, unless you have an event that allows a change.

Thank you for allowing us to provide you with benefits and services. We look forward to serving you in 2020.

Most Sincerely,

The Department for Medicaid Services