

Kentucky Medicaid Managed Care

Open Enrollment Information for January 1, 2019

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 provide you with the physical and behavioral health services you may need. In managed care, you will pick or be assigned to an MCO. That MCO will have a network of physicians, specialty physicians, hospitals, and other medical providers that you must use.

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. The Commonwealth may begin charging a \$1 - \$15 monthly premiums (fees) for Medicaid services in the future. If adult members of a household are in the same MCO, that household would only pay one premium each month.

Some Medicaid members cannot be in managed care. This includes people who have Medicare Savings Plans, who are in nursing facilities and other long term care, who get time-limited Medicaid, or who are in a waiver program.

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 the services you need from other providers in your MCO.

Most Medicaid services will be provided by the MCO. Some services will still be provided by Kentucky Medicaid. You will use your Medicaid ID Card for the services below:

- **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 services 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.

Below is the information about covered benefits, services, and costs for each MCO. Please read this carefully and keep it in a safe place. You may need it later. 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/>. 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.

Aetna Better Health of Kentucky**1-855-300-5528****Healthy Happens Together:** We have **LOCAL**, in your community **member services** and **care management staff**Aetna Better Health of Kentucky is one of the **TOP-RATED MEDICAID HEALTH PLANS in Kentucky** for 2016-17, according to the National Committee for Quality Assurance (NCQA).**NEW BONUS BENEFITS/SERVICES:**

- **FREE EYE GLASSES** for adults
- **FREE Walmart Gift Card** program
- **FREE gift for Mom-to-Be** including gift card, portable Pack N Play crib and baby bag; **Back-to-School** Assistance Program
- **NO LIMITS** on Over-the-Counter **OTC medications** with doctor prescription
- **Easy to use kiosk** for enhanced customer experience; Access to **Community retail** options for qualifying members
- **FREE Vending Machine access for the homeless**; **FREE text message** and **email** notification program
- **\$20 Gift Card Rewards** for Follow-up visits; **\$10 Gift Card Rewards** Lead Screenings, Diabetic Retinal eye exam **AND MORE**

You don't join us, we **join you**. Call to **SWITCH TODAY**. For more information visit, aetnabetterhealth.com/Kentucky**Anthem Medicaid****1-855-690-7784****We're with you every step of the way!** Call Anthem Member Services 1-855-690-7784 (TTY 711)Check us out online at facebook.com/AnthemMedicaid or <https://mss.anthem.com/ky/home.html>

- **FREE Smartphone** – Monthly data, texts, and minutes included
- **FREE Transportation** when enrolled in our Personalized Community Resource Navigation Support Program
- **FREE Childcare Assistance** – Get help you while you're at work or school
- **FREE Eye Glasses** for adults or discounts on contacts
- **FREE GED** - Get your high school diploma on us with **free GED test vouchers**
- **FREE Car Seat or Portable Crib** by going to your PCP or OB/GYN visits
- **Unlimited Over-the-Counter Medicines** with a prescription

Humana – CareSource**1-855-852-7005****We've Got Your Back!** We offer health benefits to treat mind, body and spirit. **Learn more at CareSource.com/KY**

- **Unlimited over-the-counter items (OTC)** with a prescription at participating pharmacies
- **Retail GIFT CARDS** Pregnant and new moms can earn up to **\$150** for prenatal and well child visits for babies up to 15 months
- **NO REFERRAL** required for specialty care with participating providers; **FREE Sports Physicals** when visiting your doctor
- **Large statewide network** of doctors to choose from; **24/7 Nurse Advice Line** for health care advice
- **Behavioral Health Services** No prior authorization for most outpatient services and **24/7 Behavioral Health Crisis Line**
- **Allergy shots** and treatment, **immunizations** and **vaccines**
- **Dental care for adults**, with two cleanings per year for those who are Medicaid State Plan beneficiaries.
- **Foster care support**, including coordination of medical and behavioral health needs and **help accessing community resources**
- **Local Care Managers** to help connect you to community resources such as utility assistance, housing and food banks
- **Child Obesity Program** Coming in 2019
- **Interpreter Services** for language and hearing impaired; **Mobile App** Tools to help find a doctor, request an ID Card on the go and **MORE**

Passport Health Plan**1-800- 578-0603**Choosing your health insurance is easy and **Passport is here to help!** **Remember: We're in this TOGETHER!**

- Passport is the **ONLY nonprofit, provider-sponsored Medicaid managed care plan** headquartered **right here in Kentucky!** We have been caring for Kentucky Medicaid members for over 20 years!
- With nearly 30,000 in-network providers across Kentucky, we are one of the **TOP-RATED Medicaid health plans in Kentucky** for 2016-17, according to the National Committee for Quality Assurance (NCQA).
- We offer **REWARDS** for preventative care and healthy habits, like seeing a dentist or getting a mammogram.
- Our **FREE health, wellness, and disease management programs** provide personalized attention and coaching for your specific health needs, like diabetes, heart health, pregnancy, behavioral health, and more!
- Our **FREE Community Assistance Program** connects you to job training, transportation, healthy food, utility & housing assistance, and much more!
- Our **FREE Text & Email Alert Program** and Member Portal provide convenient, helpful reminders and tips about your healthcare, benefits, and eligibility! We can help you keep the great benefits you deserve!
- Our Member Services team is **right here in Kentucky!** We understand your needs and answer calls quickly.

If you already have Passport... relax. You don't have to do a thing during Open Enrollment!**WellCare of Kentucky****1-877-389-9457**We put you and your family first. Listed below are just some of the **FREE** benefits you can get with our plan:






- **FREE Over-the-Counter (OTC)** items like diapers, reading glasses and pain relievers. Get up to **\$120 in free OTC items** each year.
- **Adult Vision**, free pair of eyeglasses for members age 21 and over.
- **Boy Scouts and Girl Scouts**, **FREE annual membership for members age 6-18**
- **FREE** items like diapers, gift cards or a Reloadable Debit Card through our **Healthy Rewards Program**
- **FREE Meal Program** for members discharged from inpatient hospital, rehabilitation or skilled nursing facility
- **FREE Wireless cellphone** with 350 monthly minutes and **UNLIMITED TEXT MESSAGES for all members.**
- **Steps2Success**, includes **Free GED testing for members 16 and older, job training assistance, and reading scholarships.**
- **FREE Sports Physical**, one (1) physical per year, provided by a PCP, for children age 6-18






WellCare of Kentucky has the **most providers** statewide; this means you get the care and services you need to stay healthy. Call 1-877-389-9457 (TTY/TDD 1-877-247-6272) to enroll with **WellCare of Kentucky** today!






Copayment amounts may vary based on the type of service and range from \$3.00 for an office visit to \$50.00 for a hospital visit.

Service or Item	Copayment Amount
Preferred and non-preferred generic drug	\$1.00
Preferred brand name drug that does not have a generic equivalent	\$1.00
Non-preferred brand name drug	\$4.00
Chiropractor	\$3.00
Dental	\$3.00
Podiatry	\$3.00
Optometry	\$3.00
General ophthalmological services	\$3.00
Office visit for care by a physician, physician's assistant, advanced registered nurse practitioner, certified pediatric and family nurse practitioner, nurse midwife, or any behavioral health professional	\$3.00
Physician service	\$3.00
Visit to a rural health clinic, primary care center, or federally qualified health center	\$3.00
Outpatient hospital service	\$4.00
Emergency room visit for a non-emergency service	\$8.00
All Inpatient hospital admission	\$50.00
Physical therapy, speech therapy, occupational therapy	\$3.00
Durable medical equipment	\$4.00
Ambulatory surgical center	\$4.00
Laboratory, diagnostic, or x-ray service	\$3.00

Bonus Benefits/Services – 2019
The following are extra benefits or services the MCOs may provide

 Aetna Better Health® of Kentucky	 Anthem BlueCross BlueShield Medicaid	 Humana CareSource	 PASSPORT HEALTH PLAN	 WellCare® Beyond Healthcare. A Better You.
<p><u>NEW EXTRA BENEFITS</u></p> <ul style="list-style-type: none"> • Adult vision benefit receive a FREE pair of eye glasses • New member Health Risk Assessment gift card program with Walmart • Back-to-School Assistance Program • NO LIMITS on Over-the-Counter OTC medications with doctor prescription • FREE slow cooker nutrition course • Now offering vending Machine access for the homeless <p><u>GIFT CARD REWARDS</u></p> <ul style="list-style-type: none"> • \$10 completing lead screening prior to 2nd birthday • \$10 diabetic retinal eye exam for adults 18-75 • \$10 for completing spirometry testing for members 42 or older with COPD <p><u>TEXT</u> and <u>E-MAIL</u> notification program</p>	<p><u>FREE Smartphone</u> Monthly data, texts, and minutes included.</p> <p><u>FREE Childcare Assistance</u> Get help while you're at work or school. Simply engage in our Resource Navigation Support Program</p> <p><u>FREE Transportation Assistance</u> Simply engage in our Personalized Community Resource Navigation Support Program</p> <p><u>FREE Unlimited Medicines</u> Over-the-Counter medicines and covered items with a prescription. <i>(CMS rebated products)</i></p> <p><u>FREE Eye Glasses</u> Free yearly eye glasses, or discounts on contacts for adults (21 and up) for eligible members</p> <p><u>FREE Blood Pressure Cuffs</u> Track your blood pressure at home</p> <p><u>FREE Hearing Aid Batteries</u></p> <p><u>FREE Sports Physicals</u> Free physicals for your child to play after-school sports</p>	<p><u>EASY ACCESS TO CARE</u> NO REFERRAL required for specialty care with participating providers Large STATEWIDE network of doctors to choose from</p> <p><u>PHARMACY BENEFITS</u> UNLIMITED over-the-counter (OTC) items with a prescription at participating pharmacies Pharmacy HELP where you and your pharmacist talk about medicines and drug safety</p> <p><u>EXTRA DENTAL BENEFITS</u> Vision, Dental, and Hearing Benefits including 2nd dental cleaning for adults that are Medicaid State Plan beneficiaries.</p> <p><u>EXTRA HELP FOR MOMS AND KIDS</u></p> <p>Babies First reward program Pregnant and new moms can earn up to \$150 in retail gift cards for:</p> <ul style="list-style-type: none"> • Prenatal visits • Postpartum exam after your baby is born • Timely well-child visits for babies up to 15 months <p>Sports Physicals for kids when visiting your doctor</p>	<p>Qualified members have access to:</p> <ul style="list-style-type: none"> • FREE physical & dental exams • FREE second dental cleaning for adults each year • FREE vision & hearing tests • FREE eyeglasses for your children • FREE over-the-counter drugs when prescribed by your doctor • FREE Flu shots and immunizations • FREE Substance Use Treatment Services • FREE 24-Hour Hotline to speak with a nurse or a behavioral health professional • FREE health counseling services and personal Case Managers • FREE SafeLink smartphone with 1GB of data, 350 minutes, and unlimited texts 	<p>NO IN-NETWORK REFERRALS REQUIRED</p> <p>FREE Over-the-Counter (OTC) Items. Get up to \$120 in free OTC items each year. Choose from over 150 items, like diapers, reading glasses, hand soap, lotions, pain relievers, etc.</p> <p>Adult Vision Benefit, FREE pair of glasses every 24 months for Members age 21 and over.</p> <p>Heathy Rewards Program! Earn rewards for healthy living checks/visits Rewards include: Well-Child Visit Rewards up to \$60 in first 15 mos.</p> <ul style="list-style-type: none"> • Annual Child Health Visit \$20 (ages 3-21) • Annual Adult Visit \$20 • Annual Dental Visit \$20 • Prenatal & Postnatal Visits up to \$70 + FREE diapers • And MANY MORE! • Gift Cards to retailers Reloadable VISA Card <p>Boy Scouts membership Free for all members ages 6-18</p> <p>Girl Scouts membership Free for all members ages 6-18</p> <p>FREE Sports Physical, one (1) physical per year, provided by a PCP, for children age 6-18.</p>

 <p>Aetna Better Health® of Kentucky</p>				
<p>FREE baby showers for expecting mothers</p> <p>FREE KidsHealth program: access to interactive, online resources to support your child's health</p> <p>FREE flu shots, hepatitis A vaccines, and other immunizations</p> <p>FREE access to our Member Mobile Application</p> <p>FREE sports physicals for school aged children</p> <p>FREE well adult and well child visit, annually</p> <p>FREE eyeglasses for your children</p> <p>FREE interactive wellness portal, including tutorials, healthy recipes, and wellness support</p> <p>FREE second chance support services and resources, including job fairs and employment opportunities</p>	<p>FREE Vaccines Flu, shingles, allergy, HEP-A and other shots</p> <p>FREE Interpretation or sign-language services at doctor visits</p> <p>FREE GED Earn your high school degree on us with free GED test vouchers</p> <p>FREE Community Assistance Hotline connects you to community services like utility assistance, food banks, and transportation.</p> <p>FREE Care & Disease Manager Personalized support for chronic conditions such as asthma, diabetes, and more</p> <p>FREE Crisis Hotline 24/7 support for drug and alcohol abuse and behavioral health matters</p> <p>FREE Care on Call Free medical advice from a registered nurse 24/7</p> <p>BENEFITS FOR PREGNANT WOMEN OR NEW MOMS</p> <p>FREE Car Seat or Portable Crib To qualify, go to your PCP or OBGYN visits</p> <p>GET PAID up to \$125 in Gift Cards Get paid for prenatal and well-baby checkups</p>	<p>Child Obesity Program Coming in 2019! Allergy shots and treatment, immunizations and vaccines</p> <p>TOOLS FOR BUSY LIVES</p> <p>FREE Mobile App with tools to help find a doctor, request an ID card on the go and MORE</p> <p>Text4Baby® Expecting moms can get FREE text messages offering health tips on pregnancy and baby's first year. Topics include:</p> <ul style="list-style-type: none"> • Exercise and diet and what to expect during pregnancy • Reminders to choose a pediatrician before baby is born and make a postpartum appointment after birth <p>HELP WHEN YOU NEED IT</p> <p>FREE 24/7 Nurse Advice Line Talk with caring and experienced nurses and get help:</p> <ul style="list-style-type: none"> • Deciding when self-care, a doctor visit or the ER is the right choice • Understanding a medical condition or recent diagnosis • Prepare questions for doctor visits <p>LOCAL Care Managers to assist with connecting you to community resources such as utility assistance, housing and food banks</p>	<p>Qualified Members can earn special MEMBER HEALTH REWARDS for a wide variety of healthy habits, including gift cards for:</p> <ul style="list-style-type: none"> • Pregnant women: Up to \$110 in gift cards for completing visits before and after delivery • All members: A \$20 gift card for getting a flu shot • Diabetics: A \$50 in gift card for getting key tests • Females (21-65 years old): A \$25 gift card for a Pap test • Females (50-75 years old): A \$20 gift card for a mammogram • Youth (10-20 years old): A \$50 gift card for a well visit, up to \$45 in gift cards for visiting a dentist <ul style="list-style-type: none"> ○ Members who see a dentist: A \$30 gift card for a checkup <p>NEW "Healthify" Services – our FREE Community Assistance Program connects you to job training, transportation, healthy food, utility & housing assistance, and much more!</p> <p>NEW Text & Email Alert Program and our NEW "MyPassportPlan" Member Portal – you'll be the first to know with convenient, helpful reminders and tips about your healthcare, benefits, and eligibility!</p> <p>Passport is your ONLY non-profit, Kentucky-based, provider-sponsored health plan, with an extensive state-wide network of nearly 30,000 in-network providers</p>	<p>FREE Wireless cellphone with 350 monthly minutes and UNLIMITED TEXT MESSAGES for all members.</p> <p>Steps2Success Program</p> <ul style="list-style-type: none"> • Training – free Job Training and Financial Education classes. • Reading Scholarships – Free reading scholarships for qualified members who are in Pre-Kindergarten to 5th grade who want to improve their reading skills. • GED Program – Free GED testing for members 16 and older <p>WellStart Prenatal Program</p> <ul style="list-style-type: none"> • The Prenatal Care Management Program will encourage pregnant women to practice good prenatal care through face-to-face contact with WellCare care managers and provide incentives for completing pregnancy milestones. Members select rewards, based on their completion of prenatal visits in the Healthy Rewards program, either diapers, stroller, or play yard. <p>StayConnected</p> <ul style="list-style-type: none"> • Members with a high-risk pregnancy or chronic condition receive a free cellphone to stay in touch with their Case Manager, provider, and family members.

 <p>Aetna Better Health® of Kentucky</p>				
<p><u>YOU'RE MOBILE – SO ARE WE</u> Aetna Better Health offers <u>FREE Smart Phones</u> with unlimited text messages</p> <p><u>MOMS-TO-BE</u> Moms can earn FREE gift cards, portable Pack N Play cribs and baby bag, and get support before and after your baby is born.</p> <p><u>SNIFFLS AND SNEEZES</u> Don't let Allergies get you down we offer Allergy & Asthma Assistance.</p> <p><u>THE SUPPORT YOU NEED</u> Our care managers provide personal service to members to support their physical and behavioral health conditions.</p> <p><u>TYPE 1 DIABETETICS</u> Get a FREE quality Insulin Pump from Omnipod System.</p> <p><u>KICK THAT SMOKING HABIT</u> Join our QUIT Smoking Program to live a healthier smoke free life.</p> <p><u>INTERPRETER SERVICES</u> We offer interpreter services for doctor visits.</p> <p><u>24-HOUR SUPPORT</u> member services, nurse line and behavioral health crisis line</p>	<p><u>FREE Baby Shower Gifts</u> Celebrate your pregnancy with free gifts from Anthem Medicaid.</p> <p><u>FREE Breast Pump</u> (With prior authorization)</p> <p><u>FREE Welcome Kit</u> for foster parents</p> <p><u>FREE Text4Baby®</u> Get tips on pregnancy and your baby's first year</p> <p><u>FREE Substance Abuse Support</u> Program for expecting mothers with substance use challenges</p> <p><u>Attention Diabetics</u> Receive \$50 in gift cards to local stores for getting two HbA1c diabetic screenings each year.</p> <p><u>Dental Benefits</u> Cleanings, exams, X-rays fillings, extractions for eligible members</p> <p><u>Record Expungement</u> We'll pay the application fee to have your criminal record modified, sealed or removed to help you get a job</p>	<p>Health Coaches to help understand conditions like diabetes, asthma, and heart disease. Our staff also assists when you are discharged from the hospital.</p> <p><u>MIND, BODY AND SPIRIT Behavioral Health Services</u> Humana – CareSource knows good health means more than just taking care of physical needs</p> <ul style="list-style-type: none"> No prior authorization for most outpatient services Mental illness, behavioral and addiction treatment options for kids and adults Online support, tools and resources FREE 24/7 Behavioral Health Crisis Line <p>MyStrength An online program with resources to improve mental health and well being</p> <p>FREE Stop Smoking Program including Fit 4 Two</p> <p>Foster Care Support, including coordination of medical and behavioral health needs and help accessing community resources</p> <p><u>WE'VE GOT YOUR BACK</u> CareSource has resources to help members in all areas of their lives.</p> <p>FREE Interpreter Services for language and hearing impaired</p> <p>Benefit Questions? Call Humana – CareSource Member Services 1-855-852-7005 (TTY: 1-800-648-6056 or 711) Monday – Friday, 7 a.m. – 7 p.m.</p>	<p>Our Member Services and Community Engagement teams work right here in Kentucky, so you know your questions will be answered quickly by someone who knows and understands your needs. It's just one of the many reasons we've been caring for our Kentucky members for over 20 years.</p>	<p>XtraSaving Discount Program WellCare offers members two ways to get discounts on healthy items members use everyday</p> <ul style="list-style-type: none"> OTC4Me: Get discounts on more than 500 over-the-counter items members use every day. Save on vitamins, toothpaste, diapers and much more. Members get a 10% discount on each order. CVS Discount Card: Members will receive a CVS discount card in the mail. Use it at a CVS store or online at CVS.com on CVS branded health and wellness items. <p>FREE Meal Program for Members discharged from inpatient hospital, rehabilitation or skilled nursing facility.</p> <p>Text4Baby® – free service offering health tips on pregnancy and baby's first year.</p> <p>FREE Community Assistance Line connects you to community services like utility assistance, food banks, and transportation.</p> <p>FREE personal care and disease manager offers you help and support for conditions like asthma, diabetes, etc.</p> <p>FREE 24-hour crisis line for help with drug and alcohol abuse and behavioral health concerns.</p> <p>FREE Nurse Advice Line Talk to a registered nurse for help or get medical advice 24/7</p>