

Kentucky Medicaid Managed Care Open Enrollment Information for January 1, 2020

Managed care is a way to get health care that focuses on preventive services and coordinated 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 choose or be assigned to an MCO. That MCO will have a group of doctors, specialty doctors, hospitals, and other medical providers that you must use.

There are good reasons for all family members to use the same MCO. Having only one MCO to contact with questions and one MCO sending notices to your household, are two reasons. While there are good reasons to have one MCO, you will always have a choice.

Some Medicaid members cannot be in managed care. This may include 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 home and community based 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 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 may 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.

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 – 2020

The following are extra benefits or services the MCOs may provide

				
<p>NEW & Returning BONUS BENEFITS:</p> <ul style="list-style-type: none"> • CVS Weight Management Program Health Coach & More • FREE UNITE US Resource access to real-time social services to assist with Transportation, Housing, Food, Behavioral Health, etc. • NO LIMITS on Over-the-Counter (OTC) medications with doctor prescription • FREE Slow Cooker & FREE Community Education to include Nutrition and Chronic Disease management • Homeless Vending Machine: Access to Food, Toiletries, and More • TEXT and E-MAIL notification program • FREE baby showers for expecting mothers #MaternityMatters • FREE Kids Health program: access to interactive, online resources to support your child's health • FREE access to our Member Mobile Application • FREE sports physicals for school aged children 	<p>FREE Eye Glasses every YEAR Free yearly eye glasses, or \$50 credit for contacts for adults (21 and up)</p> <p>FREE Criminal Record Expungement - We'll pay the application fee(s) to have eligible criminal records expunged.</p> <p>Up to \$600 in FREE TRANSPORTATION to work, school, or local community resources. We can also help connect you to things like food and housing assistance!</p> <p>FREE GED - Earn your high school degree on us with free GED test vouchers.</p> <p>FREE Over-the-Counter drugs when prescribed by your doctor</p> <p>FREE Smartphone - Up to 1,000 monthly minutes & unlimited texts.</p> <p>Healthy Rewards Program Rewards include:</p> <ul style="list-style-type: none"> • Well-Child Visit - \$50 a year • Adult Well Visit - \$25 a year • Dental Visit - \$25 a year • Diabetes HbA1c screening – Up to \$50 a year • Breast Cancer Screening – \$50 a year • Cervical Cancer Screening- \$50 a year • Get your Flu Shot - \$25 a year • And MANY MORE! 	<p>FREE Allergy shots and treatment</p> <p>PHARMACY BENEFITS NO LIMITS for over-the-counter (OTC) items with a doctor's prescription</p> <p>MIND, BODY AND SPIRIT Behavioral Health Services Humana knows good health means more than just taking care of physical needs</p> <ul style="list-style-type: none"> • We have online support, tools and resources <p>GIFT CARDS and REWARDS! Mom's 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 and postpartum visits • Timely well-child visits for babies up to 15 months old <p>Other GIFT CARDS: \$70 in gift cards for preventive services</p> <p>TOOLS FOR BUSY LIVES FREE Mobile App with tools to help find a doctor, request an ID card on the go and MORE</p> <p>FREE Smartphone with monthly data, texts, and minutes included for those qualifying through Tracfone</p>	<p>With Passport Health Plan, qualified members have access to:</p> <ul style="list-style-type: none"> • FREE SafeLink smartphone with 1GB of data, 350 minutes of talk time, and unlimited texts • Over-the-counter drugs when prescribed by your doctor • Health counseling services and personal Case Managers <p>Qualified Members can earn special REWARDS for a wide variety of healthy habits. Below are a few of our Rewards:</p> <ul style="list-style-type: none"> • Pregnant women: Up to \$95 in gift cards for completing visits before and after delivery • Diabetics: Up to \$60 in gift cards for getting important tests • Females (21-65 years old): A \$20 gift card for a Pap test • Females (50-75 years old): A \$20 gift card for a mammogram 	<p>NO REFERRALS REQUIRED for in-network providers</p> <p>FREE Over-the-Counter Items Get up to \$120 in free OTC items each year. Choose from over 150 items, like diapers, pain relievers, vitamins, etc. No prescription required!</p> <p>FREE Smartphones Two ways to get a phone 1,000 minutes, unlimited text, and 1GB of data monthly for all members</p> <p>Unlimited talk and text for members with a high-risk pregnancy or chronic condition</p> <p>FREE Adult Eye Glasses Free eye glasses every 24 months for eligible members age 21 and over</p> <p>FREE Boy Scouts/Girl Scouts Membership for all members ages 5-18</p> <p>FREE Sports Physical One physical per year, for children age 6-18 to play after-school sports.</p>

				
<ul style="list-style-type: none"> • FREE well adult and well child visit, annually • FREE eyeglasses for adults • FREE hearing aids for adults • FREE meal delivery for qualifying members • FREE interactive wellness portal, including tutorials, healthy recipes, and wellness support • FREE second chance support services and resources • FREE opioid lockbox for qualifying members • FREE Back-To-School Assistance Program • FREE Smart Phones with unlimited text messages • MOMS-TO-BE Moms can earn FREE gift cards, portable Pack N Play cribs and baby bag, and get support before and after your baby is born. • SNIFFLES AND SNEEZES Allergy & Asthma Assistance. • THE SUPPORT YOU NEED personal service to members to support their physical and behavioral health conditions. 	<p>Complete a qualifying healthy activity and we'll add money to your very own Healthy Rewards debit card. You can use your card to buy a variety of health and wellness items at places like Walmart and Dollar General. You can buy:</p> <ul style="list-style-type: none"> • Baby and children's care (diapers, baby food, etc.) • Personal care items (dental, hair, and skin care, etc.) • Healthy food (fruits, veggies, granola bars, etc.) • And much more! <p>FREE Crib or Car Seat when you go to your doctor at least 7 times while you are pregnant.</p> <p>FREE Baby Shower Gift</p> <p>FREE Gift Cards when you go to your doctor appointments before and after you deliver.</p> <p>FREE Substance Abuse Support for expecting mothers</p> <p>FREE Smoking cessation kit to quit for good</p> <p>FREE Blood pressure monitor to track your numbers at home</p> <p>FREE Welcome Kit for foster parents</p> <p>Dental Benefits - Cleanings, exams, X-rays, fillings, extractions for eligible members.</p> <p>FREE Hearing Aid Batteries</p>	<p>FREE TEXT MESSAGES Expecting moms can get FREE text messages for 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 and help you make appointments <p>EXTRA DENTAL BENEFITS Dental Benefits include 2 dental cleanings for adults</p> <p>FREE Child Obesity Program to help children reach and maintain a healthy weight</p> <p>EXTRA VACCINES for ADULTS</p> <p>Criminal Record Expungement Humana will pay you back for these fees to get your record cleaned up and help you get a job</p> <p>FREE Case & Disease Manager To help you with asthma, diabetes, and more</p> <p>GED Assistance Earn your high school degree by having unlimited access to study materials and testing so you can get your GED.</p>	<ul style="list-style-type: none"> • Youth (0-15 months old): Up to \$60 in gift cards (\$10 for each well visit in the first 15 months) • Youth (3-6 years old): A \$20 gift card for a well visit • Youth (7-21 years old): A \$25 gift card for a well visit • Youth (2-20 years old): Up to \$30 in gift cards for visiting a dentist • Adult (21 and older): Up to \$20 in gift cards for a well visit • Adult (18 – 25 years old): Up to three \$20 vouchers for your GED • All members: A \$20 gift card for getting a flu shot. Children under age two must get two doses. <p>Check our Website, passporthealthplan.com, for the most up-to-date list of Passport's Rewards.</p> <p>Our FREE Community Assistance Program connects you to job training, transportation, healthy food, utility & housing assistance, and much more!</p> <p>Our FREE Text & Email Alert Program and Member Portal provide convenient, helpful reminders and tips about your healthcare, benefits, and eligibility!</p>	<p>EARN \$135 in Gift Cards</p> <p>Earn rewards for: Well-Child Visit Annual Adult Visit Annual Dental Visit Prenatal Visit, and more!</p> <p>FREE Benefits for MOM & Babies FREE Car Seat, Stroller, Diapers or Play Yard</p> <p>Earn \$50 in Gift Cards For completing your Prenatal & Postpartum visits</p> <p>FREE Text4Baby® Free health tips on pregnancy and baby's first year</p> <p>Steps2Success Program FREE Job Training FREE Financial Education FREE Reading Scholarship</p> <p>FREE GED Program Earn your high school diploma; WellCare provides free GED test vouchers</p> <p>Record Expungement We will pay the application fee to have your criminal record sealed or removed to help you find a job</p> <p>FREE Meal Program For members discharged from an inpatient hospital, rehabilitation, skilled nursing facility (SNF), or behavioral health facility</p>

				
<ul style="list-style-type: none"> • <u>Pre-DIABETES & TYPE 1 DIABETICS</u> HealthRunsDEEP class to help improve health for pre-diabetics and home delivered supplies for qualifying members • <u>KICK THAT SMOKING HABIT</u> Join our <u>QUIT Smoking Program</u> to live a healthier smoke free life. • <u>INTERPRETER SERVICES</u> We offer interpreter services for doctor visits. • <u>24-HOUR SUPPORT</u> member services, nurse line and behavioral health crisis line 	<p>FREE <u>Sports Physicals</u> - Free physicals for your child to play after-school sports.</p> <p>FREE <u>Crisis Hotline</u> - 24/7 support for drug and alcohol abuse and behavioral health matters.</p> <p>FREE 24/7 <u>Nurse Advice Line</u></p> <p>FREE <u>Care Coordination</u> - Our care coordination team will help all of your doctors and nurses talk with each other to make sure all of your health needs are met.</p> <p>FREE <u>Case Management</u> - Case managers will work closely with you and your doctors and nurses to create a plan to help you get healthy.</p> <p>FREE <u>Vaccines</u></p> <p>FREE <u>Interpretation or sign-language services</u> at doctor visits</p>	<p>Humana has resources to help members in all areas of their lives.</p> <ul style="list-style-type: none"> • LOCAL Care Managers to assist with connecting you to community resources such as utility assistance, housing and food • FREE 24/7 Nurse Advice Line - Talk with caring, experienced nurses and get medical help whenever you need it. • Health Coaches to help understand conditions like diabetes, asthma, and heart disease. Our staff also assists when you are discharged from the hospital. • FREE Interpreter Services for language differences and hearing impaired <p>Want to know more? Call Humana Member Services 1-855-852-7005 (TTY: 1-800-648-6056 or 711) Monday – Friday, 7 a.m. – 7 p.m.</p>	<p>New Passport Members have access to our NEW orientation videos that help get them off to a great start with their Medicaid Benefits.</p> <p>Members can earn a \$10 gift card for attending the Member Education Sessions that our Community Engagement Team conducts across the state.</p>	<p><u>XtraSaving Discount Program</u> OTC4Me: Get 10% discounts on more than 500 over-the-counter items CVS Discount Card: Members receive a 20% discount on CVS branded healthy items</p> <p>FREE <u>Reading Scholarships</u> for Grades K through 5th</p> <p><u>CommUnity Connections Help Line</u> Help with food, rent & utilities</p> <p>FREE <u>Personal Care Manager</u> Personalized support for conditions like asthma, diabetes and more</p> <p>FREE <u>Crisis Line</u> 24 hour support for help with drug and alcohol abuse and behavioral health concerns</p>