

KENTUCKY MEDICAID

2021 Guide to Choosing Your Health Plan

Comparing Kentucky Medicaid Health Plans

Your health care is important. Choosing the health plan that works best for you and your family is also important. This report card shows how Kentucky Medicaid’s health plans compare to each other.

Key

Highest Performance	★ ★ ★ ★ ★
High Performance	★ ★ ★ ★ ☆
Average Performance	★ ★ ★ ☆ ☆
Low Performance	★ ★ ☆ ☆ ☆
Lowest Performance	★ ☆ ☆ ☆ ☆

Performance Areas	Aetna Better Health of Kentucky	Anthem BCBS	Humana Healthy Horizons in Kentucky	Passport Healthplan by Molina Healthcare	UnitedHealthcare Community Plan	WellCare of Kentucky
Getting care	★★★★☆	★★★★☆	★★★★☆	No data	No data	★★★★★
Children and adolescent wellness	★★☆☆☆	★★☆☆☆	★★☆☆☆	available.	available.	★★☆☆☆
Satisfaction with plan services	★★★★☆	★★★★☆	★★★★★	Passport was	Was not a Kentucky	★★★★★
Women’s health	★★☆☆☆	★★☆☆☆	★★☆☆☆	purchased by	Medicaid plan	★★☆☆☆
Treatment	★★★☆☆	★★★☆☆	★★☆☆☆	Molina Healthcare	in 2020.	★★☆☆☆

The information comes from health plans and their members. Independent organizations reviewed it for accuracy. This is the most current information available.

Kentucky Medicaid compared each plan on the following:

Getting Care

- How well the plan provides members with access to care
- If members report they can get the care they need, when they need it

Children and Adolescent Wellness

- If children and adolescents receive care needed to stay healthy, such as immunizations, well-child visits, and dental visits
- If children and adolescents with behavioral health conditions get the care they need

Satisfaction with Plan Services

- How happy members are with their plan
- If members feel satisfied with their physicians
- If members feel satisfied with their plan’s care and services

Women’s Health

- If women receive tests that check for female cancers and infections
- If women receive care before and after their babies are born

Treatment

- How well the plan provides care and services to help people with illnesses, such as diabetes, high blood pressure, asthma, depression, and addiction

Choosing a Health Plan

There are many things to think about when choosing a plan for you and your family. Here are some questions to ask yourself before you pick a plan:

- » Which plans have all or most of the doctors and hospitals my family and I visit?
- » Which plans have doctors with office hours and locations that are easy for my family and me?
- » Which plans offer extra services that I need or want? Such services may include health and wellness programs, extra help for pregnant women and more transportation choices.
- » How do the plans cover my medications?
- » How well did the plans do in each section of this report card?

You may have other questions or concerns that are important to you. You can contact the plans using the information below. They can tell you which providers and extra services they offer. You can also use the [Kentucky Medicaid Provider Directory](#) to find out which providers each plan offers. The directory is on the internet at this address: prdweb.chfs.ky.gov/ProviderDirectory/.

Aetna Better Health of Kentucky	1-855-300-5528	www.aetnabetterhealth.com/kentucky
Anthem Blue Cross Blue Shield	1-855-690-7784	www.anthem.com/kymedicaid
Humana Healthy Horizons in Kentucky	1-800-444-9137	www.humana.com/medicaid/kentucky-medicaid
Passport Health Plan by Molina Healthcare	1-844-778-2700	www.PassportHealthPlan.com
UnitedHealthcare Community Plan	1-866-293-1796	www.uhccommunityplan.com/ky
WellCare of Kentucky	1-877-389-9457	www.wellcare.com/Kentucky

Information as of October 2020



Learn More:

Visit the Kentucky Department of Medicaid Service online: chfs.ky.gov/agencies/dms

Call the Kentucky Healthcare Customer Service toll-free: 1-855-446-1245

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