

The Commonwealth of Kentucky



kynect
benefits

Quick Reference Guide
Medicaid Identification (MAID) Card





This Quick Reference Guide is designed to help users view, download, and request a Medicaid Identification (MAID) Card.

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Medicaid Identification Card Overview

Medicaid identification (MAID) cards are issued to Kentucky Medicaid members and contain the member's name and a Medicaid identification number on the front. kynect benefits members who have been approved for Medicaid are able to view and download their MAID card through kynect benefits. Medicaid members can also request a replacement MAID card if theirs was lost or stolen.

The head of household is able to view and download a MAID card for all members of the household. Household dependents can only view and download their own MAID card.

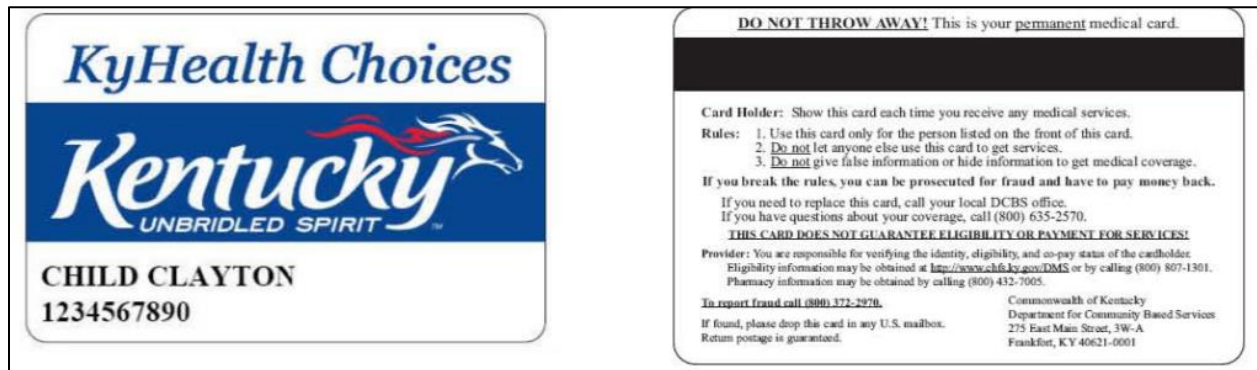


Figure 1: View of a Medicaid ID (MAID) Card



Please Note: Members enrolled in a Managed Care Organization (MCO) must contact their MCO provider to request a new MCO card.

Viewing or Downloading a Medicaid Identification Card

1. Navigate to the "I want to..." section at the bottom of the Resident Dashboard

-OR-

Click the arrow at the top of the benefits tile to go to the Benefits screen.

2. Click the "View/Download Medicaid Card" link from the "I want to..." section or from the Medicaid section of the Benefits screen.

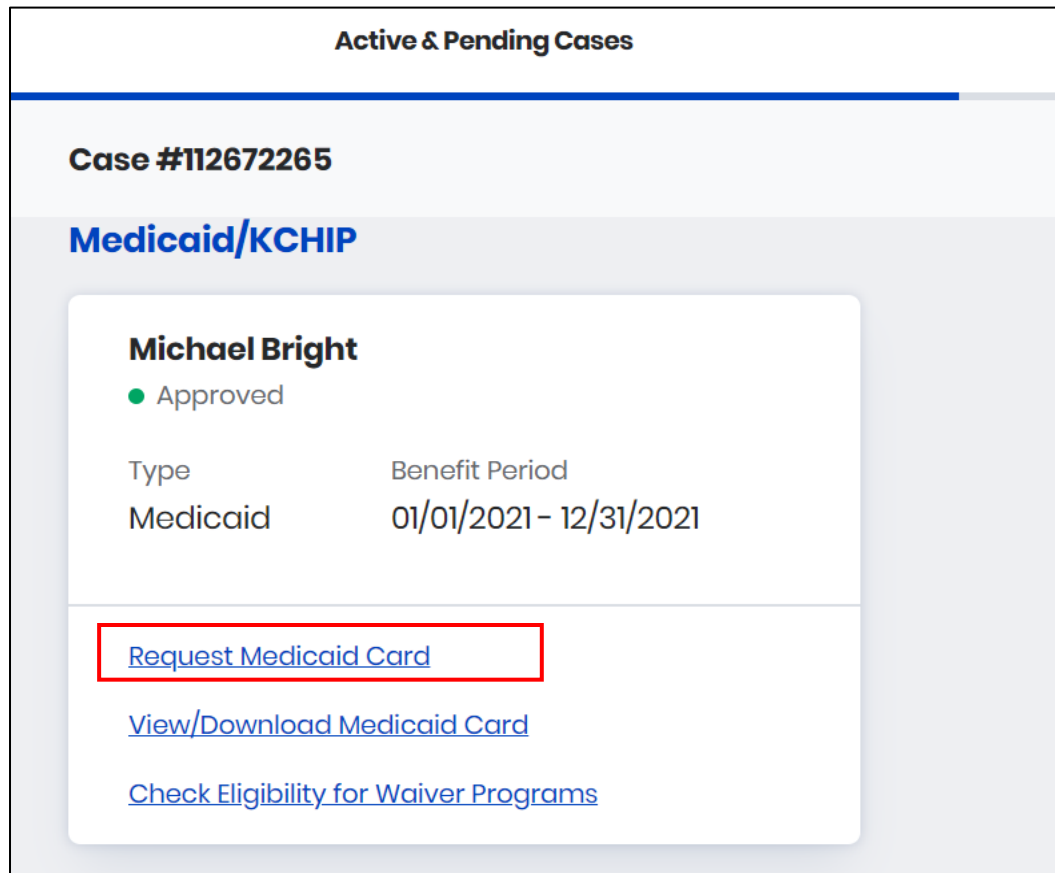


Figure 2: View of "Request Medicaid Card" link in benefits tile

3. A PDF version of the Medicaid identification card appears in a new tab from the internet browser.
4. kynect benefits users can download their Medicaid identification card by clicking the download icon in the top right of the new internet browser tab.

Electronically Requesting a Medicaid Identification Card

1. Navigate to the “I want to...” section at the bottom of the Resident Dashboard.

-OR-

Click the arrow at the top of the benefits tile to go to the Benefits screen.

2. Click “Request a Medicaid Card” from the “I want to...” section or from the Medicaid section of the Benefits screen to be taken to the Request a Medicaid Card screen.

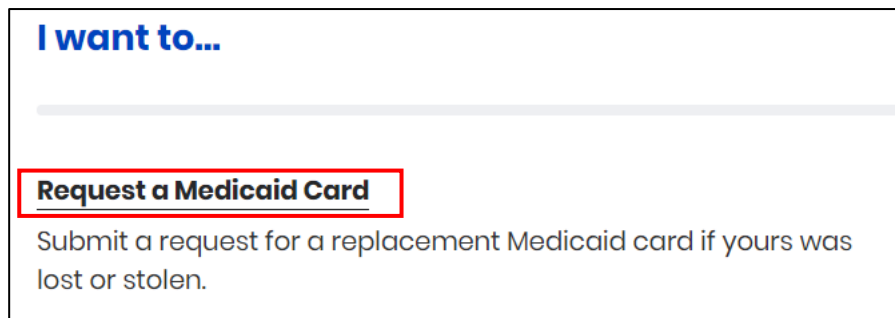


Figure 3: View of the "Request a Medicaid Card" link from the "I want to..." section

3. Select the household member from the “Who needs a new Medicaid card?” drop down.
4. Select an answer from the “Why are you replacing your Medicaid card?” drop down.
5. Enter any necessary additional information related to requesting a new Medicaid card in the “Add any additional information.” field.
6. Select either “My Mailing Address” or “A DCBS Office” for the “Where should we send your new card?” question.




Please Note: Only choose a DCBS office if you have no other place to receive mail. The Medicaid Card must be picked up from a DCBS office if DCBS Office was selected.


Request a Medicaid Card

Note: If you are enrolled in a MCO and need a replacement card, you must contact your MCO provider. [How do I contact my MCO provider?](#)

Who needs a new Medicaid card?

Select 

Why are you replacing your Medicaid card?

Select 

Add any additional information.

Figure 4: View of the Request a Medicaid Card screen

7. Check the agreement box indicating that the Commonwealth of Kentucky will deactivate your current Medicaid card. The Medicaid identification is not affected and stays the same.
8. Click “Submit Request” to submit the request for a new Medicaid identification card.



Please Note: A Medicaid identification card can only be requested once every 14 calendar days. The “Request a Medicaid Card” link disappears for 14 calendar days after a Medicaid identification card is requested.