

# KENTUCKY MEDICAID

## 2024 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	Anthem BCBS	Humana	PHP by Molina Healthcare	UnitedHealthcare Community Plan	WellCare of Kentucky
Overall Rating	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Getting Care	★★★★☆	★★★★☆	★★★★☆	★★★★☆	Not enough information	Not enough information
Satisfaction with Plan & Plan Services	★★☆☆☆	★★★★☆	★★★★☆	★★★★☆	★★★☆☆	★★★★☆
Children and Adolescent Wellness	★★★☆☆	★★★☆☆	★★★☆☆	★★★☆☆	★★☆☆☆	★★☆☆☆
Women’s Health	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Respiratory Treatment	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★☆☆	★★★★☆
Diabetes Treatment	★★★★☆	★★★★☆	★★★★☆	★★★☆☆	★★★★☆	★★★★☆
Heart Disease Treatment	★★★★☆	★★★★☆	★★★★☆	★★★☆☆	★★★★☆	★★★★☆

This 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

#### Satisfaction with Plan & Plan Services

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

#### 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

### 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

### Respiratory, Diabetes and Heart Disease Treatment

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

### 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.

Aetna Better Health of Kentucky	1-855-300-5528	<a href="http://www.aetnabetterhealth.com/kentucky">www.aetnabetterhealth.com/kentucky</a>
Anthem Blue Cross Blue Shield	1-855-690-7784	<a href="http://mss.anthem.com/ky">mss.anthem.com/ky</a>
Humana Healthy Horizons in Kentucky	1-800-444-9137	<a href="http://www.humana.com/medicaid/kentucky-medicaid">www.humana.com/medicaid/kentucky-medicaid</a>
Passport Health by Molina Healthcare	1-800 578-0603	<a href="http://www.molinahealthcare.com/members/ky/en-US">www.molinahealthcare.com/members/ky/en-US</a>
UnitedHealthcare Community Plan	1-866-293-1796	<a href="http://www.uhccommunityplan.com/ky">www.uhccommunityplan.com/ky</a>
WellCare of Kentucky	1-877-389-9457	<a href="http://www.wellcare.com/Kentucky">www.wellcare.com/Kentucky</a>

Information as of June 2023



Learn More:

Visit the Kentucky Department for Medicaid Services online: [chfs.ky.gov/agencies/dms](http://chfs.ky.gov/agencies/dms)

Call the Kentucky Healthcare Customer Services toll-free: 1-800-635-2570

The Kentucky Department for Medicaid Services is an equal opportunity employer and service provider.