

(case name)
(mail address)
(mail address city), (State) (zip-code)

November 2, 2012
(case number)

Dear (case name),

Here is more information about Medicaid managed care and the Managed Care Organizations (MCOs) that will be serving your area starting January 1, 2013. These MCOs are health plans. The MCOs are:

CoventryCares of Kentucky 1-855-300-5528 www.coventrycaresky.com	Humana-CareSource 1-855-852-7005 www.caresource.com/KY	Passport Health Plan 1-800-578-0603 www.passporthealthplan.com	WellCare of Kentucky 1-877-389-9457 www.kentucky.wellcare.com
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The MCOs will cover all the same health services as before plus behavioral health services. Each person in your household will be a member of the one of these four plans starting January 1, 2013.

Based on where you live and the health providers you use, we matched you and your family members with one of these four MCOs:

Member Name	MCO
Member 1 first name MI last name	MCO name
Member 2 first name MI last name	MCO name
Member 3 first name MI last name	MCO name

You can change your MCO if you do not want the MCO listed above.

If you would like to change from your assigned MCO to another MCO, call us toll-free at **1-855-446-1245**. You have until December 14 to call us to make a change and choose a different plan. You can call Monday through Friday from 8:00 am to 5:00 pm Eastern Time

If we do not hear from you by December 14, your MCO will be the one we matched you with above. After January 1, 2013, you will have 90 days to try out your MCO or switch to another one by calling our toll free number 1-855-446-1245.

More information about the MCOs

The rest of this mailing tells you more about all four MCOs. You can use it to decide which MCO is right for you. Please read it carefully and keep this information.

Are my health providers in my MCO?

Each MCO has participating doctors, hospitals and other health providers. To find out if your provider is in your MCO, call 1-855-446-1245. If you want a copy of an MCO provider directory, call the same number or send us the enclosed form.

What if my Medicaid eligibility ends?

You are receiving this letter because you are Medicaid eligible today. If your Medicaid eligibility ends before January 1, 2013, this letter will not apply.

Questions? Need Help?

If any part of this letter is hard to understand, call 1-855-446-1245. We can read this letter to you. We can provide free interpretive services. We can also give you this information in another format that is easier for you to read and understand.

On the web

You can find more information at <http://chfs.ky.gov/dms/member+information.htm>.

Español

Para ayuda en español, llame al 1-855-446-1245. Las llamadas son gratuitas.