



**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES**

275 E. Main Street, 6W-A  
Frankfort, KY 40621  
www.chfs.ky.gov

**Steven L. Beshear**  
Governor

**Janie Miller**  
Secretary

**Neville Wise**  
Acting Commissioner

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

(dd/mm/ccyy)  
(case number)

Dear (case name),

On November 1, 2011, the new Managed Care Organizations (MCOs) will begin providing your medical services.

These eligible family members will be in MCOs starting November 1, 2011:

<b>Member Name</b>	<b>MCO</b>
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

If you have questions for the MCOs, call the phone numbers below:

CoventryCares of Kentucky 1-855-300-5528 www.coventrycaresky.com	Kentucky Spirit Health Plan 1-866-643-3153 www.kentuckyspirithealth.com	WellCare of Kentucky 1-877-389-9457 www.kentucky.wellcare.com
--	---	---

**What to look for?**

Each person listed above will get a new ID card from their MCO. Most medical services will be given by the MCO. Since some medical services will be given by Kentucky Medicaid, you will also need to keep your Kentucky Medicaid card. Keep both cards in a safe place.

The MCO will send you a member handbook and other material. Your MCO may ask you to pick a Primary Care Provider (PCP) who will serve as your medical home and help you get the services you need. You may change your PCP at any time, by calling your MCO.

After November 1, 2011, you may need to check to see if your medical provider is listed with your MCO before you get medical care, except for emergency care. Please look at your MCO provider directory or call your MCO to check and make sure your medical provider is enrolled with the MCO.

## **What about services already approved by Medicaid?**

The Department for Medicaid Services (DMS) may have approved you for future medical services on or after November 1, 2011. DMS has given this information to the MCOs. The MCOs will work with you to make sure you get the medical services, follow-ups, or drugs that were approved ahead of time by DMS.

For example, what if Medicaid approved you to get physical therapy? Your MCO will honor that approval while they review your medical needs. Your MCO will tell you if their review changes your planned treatment. You may be asked to change to a medical provider who works with your MCO.

## **You can change your MCO**

After November 1, you have 90 days to change your MCO. If you want to change your MCO, call us toll-free. The toll free number is 1-855-446-1245. You can call Monday through Friday, from 8:00 am to 6:00 pm Eastern Time. After the 90-day change period, you will only be able to change your MCO once a year.

## **Have questions? Need Help?**

If any part of this letter is hard to understand, give us a call at 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.

## **Español**

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