



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

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Governor

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Janie Miller
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Acting Commissioner

September 21, 2011

IMPORTANT MEDICAID NOTICE

We are writing to tell you something important about Medicaid Managed Care. The starting date has changed.

Managed Care Organizations (MCOs) will begin providing your health care services November 1, 2011.

In October, you will get your health care services through Medicaid, just like today.

You also have more time to change your MCO. To change your plan, call us by October 5. Call toll free 1-855-446-1245. You can call Monday through Friday from 8:00 am to 6:00 pm Eastern Time. If you are happy with your MCO, there is nothing else you need to do. You will stay with this MCO.

If we do not hear from you by October 5, your MCO will be the one we matched you with or the one you selected. After November 1, you will have 90 days to try out your MCO or switch to another.

If you have questions, or need to know more now, call Medicaid Member Services toll-free at 1-855-446-1245 or view the Kentucky Medicaid Member web site at <http://chfs.ky.gov/dms/member+information.htm>

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