

## Kentucky Medicaid Managed Care

Managed care is a way to get health care that concentrates on preventative services and coordinates care. A health plan or Managed Care Organization (MCO) will pay for the physical, dental and mental health services you need. People in managed care will pick or be assigned to an MCO. That MCO will have a network of physicians, specialists, hospitals, and other medical providers that you must use.

Some Medicaid members cannot be in managed care. This includes people who just have Medicare Savings Plans, who are in nursing facilities and other long term care, who get time-limited Medicaid, or who are in a waiver program such as Michelle P, Acquired Brain Injury (ABI), Supports for Community Living (SCL) or Home and Community Based Services (HCB).

The MCO will match most Medicaid members with a Primary Care Provider (PCP). This PCP will serve as your “*medical home*.” The PCP will help you get services you need from other providers in your MCO. Some Medicaid members, like people with both Medicaid and Medicare, may not have a PCP.

You will use your MCO card for most Medicaid services. However, some services will still be covered by Kentucky Medicaid. You will use your Medicaid ID Card for these services. These services are:

- First Steps - A program which helps children with developmental disabilities from birth to age 3 and their families, by offering services through a variety of community agencies. Call 877-417-8377 or 877-41-STEPS for more information.
- HANDS (Health Access Nurturing and Development Services) – This is a voluntary home visitation program for new and expectant parents. Contact your local health department for information and to learn about resources.
- Non-emergency Medical Transportation – If you cannot find a way to get to your health care appointment, you may be able to get a ride from a transportation company. Call 1-888-941-7433 for help, or see <http://chfs.ky.gov/dms/trans.htm> for a list of transportation brokers or companies and how to contact them.
- Services for Children at School – These are for children from 3 to 21 years of age, who are eligible under the Individuals with Disabilities Education Act (IDEA) and have an Individual Education Plan (IEP). These services include speech therapy, occupational therapy, physical therapy, and behavioral (mental) health services. Call 502-564-9444 for more information.

Here is information about covered benefits and services and cost for by MCO. The information provided in the following pages is effective November 1, 2012. Please read it carefully and keep it in a safe place. You may need it later.

If you cannot read or understand this booklet, please call us at 1-855-446-1245. We can read this to you, provide free interpreter services, or provide the information in another format. Find more information at <http://chfs.ky.gov/dms/member+information.htm>. If you do not have a computer, your public library may have a computer you can use.

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

## CoventryCares of Kentucky

1-855-300-5528

[www.coventrycaresky.com](http://www.coventrycaresky.com)

**CoventryCares** believes in building healthy families and that's why we provide dozens of extra benefits and services at **no cost to you**. Services like:

- Text4baby –gives info to pregnant women and new moms for their babies
- Diabetic cookbooks – tips on healthy, delicious foods
- Tobacco cessation – information and resources to help you quit
- The Baby Crib Program – for pregnant mothers who attend prenatal checkups
- 24-Hour Nurse Line – dedicated line staffed by registered nurses
- *Doc Bear Club* for kids – Doc Bear will send CoventryCares member ages 1 thru 16 a birthday card and other special offers throughout the year.
- For a complete list of member benefits visit us at [www.CoventryCaresKY.com](http://www.CoventryCaresKY.com)

We all want to make the right choice for our family's health care and CoventryCares is that choice in Kentucky!  
*We ask you to be a part of the **CoventryCares** of Kentucky family by calling us today at 1-855-300-5528*

## Humana-CareSource

1-855-852-7005

[www.caresource.com/KY](http://www.caresource.com/KY)

**Humana-CareSource** knows that staying healthy is important to you. We also know that finding the right services and the time to keep your family healthy can be hard. We give you the care and support you need when you need it. With Humana-CareSource, you get all of your Medicaid benefits and services plus much more! Your extra benefits include:

- **Over the counter medications** – free with a prescription from your doctor
- **A 24-hour nurse advice line** – this award-winning service lets you speak to a registered nurse regarding your health questions available to you 365 days of the year
- **Medication Therapy Management** - help from local pharmacists to help you learn about your medication needs and drug safety
- **Babies First**® - Pregnant members and new moms can get gift cards to local stores
- **Text for Baby**® – messages to help you through your pregnancy and your baby's first year
- **Disease Management Program** – help with chronic health conditions like asthma, diabetes, or heart disease
- **Stop smoking program** – support to help you quit
- **No co-pays** for medical services or prescriptions
- **Find-a-Doctor** – You can search for a doctor on our website
- You can call 1-855-852-7005 or visit [www.caresource.com/KY](http://www.caresource.com/KY)

## Passport Health Plan

1-800-578-0603 [www.passporthealthplan.com](http://www.passporthealthplan.com)

When everything is changing, you need **someone you can count on** to take care of you and your family. You need to know that when you or your kids are sick, you can get help right away, without any problems. If you choose Passport, you won't get any last-minute surprises. That's the Passport Promise. We will always take the time to care for you, during the good times *and* the bad.

### Stay with Passport and you can keep:

- **Your same doctor**
- **Your same pharmacy**
- **Your same medical services and case managers**
- **Your same medicines and over-the-counter medicines (*now for only \$0!*)**

### Plus, now you can get:

- **Free gift cards and prizes** for seeing your doctor!
- **Fun family events** just for Passport members!

All of this for \$0 every month. **Don't wait - call today to enroll with Passport!**

***Programa especial para personas que no hablan inglés.** Nosotros nos aseguramos de que tenga un intérprete y de que reciba la información de salud en su propio idioma.*

## WellCare of Kentucky

1-877-389-9457 [www.kentucky.wellcare.com](http://www.kentucky.wellcare.com)

WellCare of Kentucky is part of the WellCare Group of Companies. We've been in business for more than 25 years. We're new to your area, but we have many years of experience here in Kentucky and in other states. We'll use that experience to help you and your family get the care you deserve.

As you think about which health plan to choose, here are just a few of the things we provide to our members:

- Up to \$120 each year in personal care items (things like toothpaste, cold medicine and diapers) mailed right to your front door
- Unlimited prescription drugs
- Free flu shots
- \$0 or low co-pays
- A prenatal rewards program for our pregnant members
- Free nurse advice line available 24 hours a day, 7 days a week

As you'll see, at WellCare we put you and your family first. That means you get the care and services you need to stay healthy and live happy.

**The following are extra benefits or services the MCOs may give you if you are in the MCOs plan.**

**Bonus Benefits/Services**

| CoventryCares of Kentucky  | Humana-CareSource   | Passport Health Plan  | WellCare of Kentucky  |
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| <p><b>Diabetic Cookbooks:</b><br/>CoventryCares of Kentucky has partnered with the Kentucky Diabetes Prevention and Control Program to offer <i><b>Nutrition Basics</b></i>. This book has tips on healthy food habits.</p> <p><b>Baby Crib Program:</b> The program is designed to motivate expectant mothers to attend their prenatal appointments. CoventryCares is encouraging nothing in the crib but baby and wants to assist in giving baby a safe place to sleep.</p> <p><b>Doc Bear Club for Kids:</b> Members between the ages of 1 through 16 are automatically enrolled into the Doc Bear Club for Kids. The Doc Bear Club is an additional benefit offered to CoventryCares members. Members receive a birthday card during the month of their birthday from Doc Bear.</p> <p><b>After School Programs:</b> CoventryCares is pursuing contracts with the YMCA and the 4-H in selected areas.</p> <p><b>KidsHealth Online Library:</b> This online resource provides comprehensive tools for children's health from experts. Information topics include general health, infections, emotions and behavior, growth and development, and</p> | <p><b>Over the Counter Medications:</b> We cover OTC medications with a prescription from a doctor.</p> <p><b>Medication Therapy Management:</b> We work with local pharmacists to help you learn about your medication needs and drug safety. We also share the information with your doctor to make sure the drugs prescribed for you are safe and effective.</p> <p><b>Babies First®:</b> Pregnant members and new moms can earn up to \$150 in gift cards to local stores through this program. You can get gift cards by keeping certain doctor appointments while you are pregnant and shortly after your baby's birth. You can also earn gift cards by getting certain preventive checkups for your baby.</p> <p><b>Disease Management Program:</b> We offer one-on-one coaching for conditions such as diabetes, asthma, and heart disease. Programs include education and reminders that can help you take control of your health.</p> <p><b>Stop Smoking Program:</b> We know it can be hard to stop smoking. We have a comprehensive program that provides support to help you quit.</p> <p><b>Find-a-Doctor</b> – You can search for a doctor on our website. This online</p> | <p><b>Up to \$40 in retail and gas cards, PLUS your choice of a crib or car seat!</b> For pregnant moms who see their doctor.</p> <p><b>Free Text4Baby, community baby showers, and advice from special nurses!</b></p> <p><b>Up to \$45 in retail and gas cards for health tests</b> related to diabetes, women's health, and teen wellcare.</p> <p><b>Free cell phone</b> with 250 monthly minutes every month</p> <p><b>Teen Program –\$10 gift card</b> to help your teen avoid risky behavior.</p> <p><b>Yes, You Can! Stop Smoking program</b></p> <p><b>Care For You</b> – a free 24-hour nurse advice line that includes doctors on call</p> <p><b>Health Buddy</b> – get electronic tests and advice without leaving home.</p> <p><b>LIFE Program</b> –learn how to live a healthy lifestyle at any age!</p> <p><b>Free mobile dental units and free dental supplies such as toothbrush or toothpaste.</b></p> <p><b>Free eye care supplies such as over-the-counter eye wash.</b></p> | <p><b>Personal care items</b> – Up to \$10 each month. Choose from over 100 items, like vitamins, cold medicine and diapers. And we mail them right to your home!</p> <p><b>Prenatal rewards program for our moms-to-be</b> – Free baby showers, plus a stroller if you go to all of your doctor visits before and after your pregnancy</p> <p><b>Free nurse advice line</b> – Available 24/7. Talk to a registered nurse for help with colds, minor cuts and other medical advice</p> <p><b>Free care for kids</b> – \$0 for allergy shots and treatments, immunizations, dental checks and cleanings, and hearing and eye exams</p> <p><b>Highly-trained Customer Service team</b> – They can answer your questions, help you choose a provider or help set doctor appointments, and more</p> <p><b>Quality rewards program</b> – Earn a free gift card for getting certain preventive care for you and your family</p> <p><b>Free disease and case management programs</b> – personalized help and support for your health conditions from our</p> |

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| nutrition and fitness.<br><br><b>Smoking Cessation Program</b> to assist members who want to quit smoking. | feature is easy to use. It allows you to search for a doctor who is close to where you live. It includes simple instructions to help you find just what you need. | <b>Fun Family Events</b> – like Healthy Hoops Kentucky and Louisville Zoo Safaris, exclusively for Passport members and families! | nurses<br><br><b>Unlimited prescriptions</b><br><br><b>\$0 co-pays.</b> |
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**IMPORTANT NOTE:** Not all information about all covered Medicaid services is included. For example, the boxes do not have information about services that require MCO prior approval; services for pregnant women only; services for children only; services that may be limited to a certain number per month; or other services which may be limited or restricted in some other way. More specific information about covered services will be sent to you after joining a MCO.

✂ Cut Here ✂

## Medicaid MCO Provider Directory Request Form

To find the most up-to-date information about MCO providers:

- Call toll-free 1-855-446-1245, Monday – Friday, 8 am to 5 pm Eastern Time. For TDD/TTY, dial 711 for Ky Relay.
- Visit the online Provider Directory at [MedicaidMC.ky.gov](http://MedicaidMC.ky.gov); or,

If you want a printed MCO Provider Directory, please return this form to:

Cabinet for Health and Family Services, Department for Medicaid Services, 275 East Main Street 6E-C, Frankfort KY 40621

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_