

MAC Binder Section 9 – Provider & Member Communications

Table of Contents with Document Summary

Located online at <http://chfs.ky.gov/dms/mac.htm>

1-Memb Ltr – Open Enrollment_Sept16:

Letters were sent to all members regarding Open Enrollment. This letter contained information stating who the member's current MCO is and procedures if they so choose to change MCO's during the open enrollment dates.

2-Memb Ltr-Guide to Plans _Sept16:

Members were sent a Guide to Choosing a Plan flyer. This flyer talks about programs and incentives that each MCO offers to the members.

3-Memb Ltr- Benefits Chart _Sept16:

Members were sent a 2017 Benefit Chart; this explains what each MCO offers in the plans. This chart also lays out rewards programs offered as incentives.

Date

NAME
ADDRESS
CITY, STATE ZIP

Medicaid Managed Care Open Enrollment

Greetings from your Kentucky Department for Medicaid Services. It is that time of the year again, time for your Medicaid Managed Care Open Enrollment. This packet of information will give you answers to your Medicaid questions. Right now your Managed Care Organization (MCO) is:

NAME	MCO
NAME	MCO

You can stay with this MCO or you can pick a new one. If you want to stay with the MCO listed above, you do not have to do anything. If you want to pick a new MCO, you must do so during your open enrollment period. Your open enrollment period is from: October 24, 2016 through December 16, 2016. Your MCO choices are:

Aetna Better Health of Kentucky	1-855-300-5528
Anthem	1-855-690-7784 (TTY 711)
Humana - CareSource	1-855-852-7005
Passport	1-800-578-0603
Wellcare of Kentucky	1-877-389-9457

If you would like to learn more about an MCO, please call the number listed above. They can tell you about their benefits and give you a list of the providers that they work with.

IF YOU WANT TO CHANGE YOUR MANAGED CARE ORGANIZATION

To change your MCO to one of the MCOs listed above, please follow these steps:

1. Check with your doctor. Be sure they work with the MCO you want to choose.
2. If you use more than one doctor, check with each one.

3. Call 1-855-446-1245 or 1-800-635-2570 between 8:00 am and 5:00pm to talk with a Member Services Representative.
4. Have your date of birth and social security number ready when you call. If you want to make changes for the other people listed on this letter, have their date of birth and social security number ready, as well.

PLEASE KNOW - YOU CANNOT MAKE CHANGES BEFORE 10/24/2016

MCO changes will be effective on January 1, 2017. You and your household members will still get benefits from your current MCO until this date. You will get a letter with your new MCO sometime before January 1, 2017. Once you are enrolled in the new MCO, you will have 90 days to make a change, if you wish to. After 90 days, you will not be able to make another until the next open enrollment period, unless you have an event that allows a change.

Thank you for allowing us to provide you with benefits and services. We look forward to serving you in 2017.

Most Sincerely,

The Member Services Team

Special Programs

Aetna Better Health of Kentucky

Aetna Better Way to Health Incentive Program:
Gift Cards for completing certain checkups,
FREE Cribs for Moms Program, Gift Cards and
Diaper Bags for moms who keep postpartum visits

Anthem BCBS Medicaid

FREE Eye Glasses for ADULTS, Reloadable Gift
Cards for Prenatal Rewards, NO COPAYS, Portable
Crib or Car Seat, FREE Sports Physicals, FREE Boys
& Girls Club membership, FREE Community
Resource Guide, FREE SafeLink Cell Phone,
FREE Hearing Aid Batteries

Humana-CareSource

Babies First Program - Rewards for moms who
keep their prenatal visits
Bridge to Home Program, Tobacco Cessation
Program, Medication Therapy Management
Program, Disease and Case Management
Programs

Passport Health Plan

Member Screening Incentives – Gift Cards for
making healthy choices and taking steps to
prevent disease
FREE Telehealth, FREE Mommy Steps, FREE Tiny
Tots, FREE Stork Care

WellCare of Kentucky

Adult Vision - FREE pair of glasses every 24 months
Healthy Rewards program: Receive a Visa debit card
or gift card for taking steps to healthy living,
\$0 copays for physician office visits, urgent care,
dental, vision, Generic Drugs, and more!
FREE Over-the-Counter (OTC) supplies, FREE Sports
Physical, FREE Baby Showers, FREE GED Test

Before You Decide

Not all healthcare providers accept
all Plans. Make sure your doctor,
dentist, hospital, and pharmacy
participate in a plan before
deciding on one.

Some other questions to consider
before choosing a health plan:

- “Are all my medications covered?”
- “Are there any co-pays?”
- “Does the plan have any special
services that I or someone in my
family might need?”
- “Is there someone at the plan who
can speak my language?”

Please visit our website at

<http://chfs.ky.gov/dms/mcolinks.htm>

for information you can use to help
learn more about managed care,
including:

- Links to the health plans’ websites
- Information on eligibility
- Enrollment information

If you have any questions or problems
with your health plan call:

1-855-446-1245

2017

Guide to Choosing a Medicaid Health Plan



See inside for Special Free Programs and
Important Information

Kentucky
UNBRIDLED SPIRIT

2017 Guide to Choosing a Medicaid Health Plan



KEY – ★★★★★ Excellent ★★★★ Above Average ★★★ Average ★★ Below Average ★ Much Below Average

PREVENTIVE CARE

Health Plan	Childhood Immunizations	Well-Child Visits in the First 15 Months of Life	Well-Child Visits Ages 3 to 6	Diabetes Testing HbA1c	Tobacco Use Cessation	Cervical Screening	Prenatal Care
Aetna Better Health of Kentucky	★★	★★	★	★★	★	★	★★
Anthem BCBS Medicaid	★	★	★	★★★	★	★	★★
Humana - CareSource	★	★	★	★★★	★	★	★★
Passport Health Plan	★★★★★	★★★★	★★	★★	★★	★★	★★★
WellCare of Kentucky	★	★★	★	★★★	★★★★	★	★★★

GETTING HELP WHEN NEEDED

Health Plan	Getting Child Care Quickly	Child Customer Service	Parent Overall Satisfaction with Child's Health Plan	21 and Under Dental Visits	Getting Adult Care Quickly	Adult Customer Service	Adult Overall Satisfaction with Health Plan
Aetna Better Health of Kentucky	★★★★★	★★★	★	★★★	★★	★	★
Anthem BCBS Medicaid	★★★★	★★★	★	★	★★★★	★★★★	★★★
Humana - CareSource	★★★	★★★	★	★★	★★★★	★★	★★★★
Passport Health Plan	★★	★★★	★★★★	★★	★★★	★★★★★	★★★★★
WellCare of Kentucky	★★★★★	★	★★★	★★★★	★★★★	★★★	★★★★★

CONTACT HEALTH PLAN FOR MORE INFORMATION

Health Plan	Phone Number	Website
Aetna Better Health of Kentucky	1-855-330-5528	https:// www.aetnabetterhealth.com/kentucky
Anthem BCBS Medicaid	1-855-690-7784	https://mss.anthem.com/ky/pages/aboutus.aspx/
Humana - CareSource	1-855-852-7005	https://www.caresource.com/members/kentucky/medicaid
Passport Health Plan	1-800-578-0603	http://www.passporthealthplan.com/
WellCare of Kentucky	1-877-389-9457	https://kentucky.wellcare.com/

Ratings are compared to National Committee for Quality Assurance national averages and from information submitted by the health plans.

Kentucky Medicaid Managed Care Open Enrollment for January 1, 2017

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 provide you with the physical and behavioral health services you need. People in managed care will pick or be assigned to an MCO. That MCO will have a network of physicians, specialty physicians, hospitals, and other medical providers that you must use.

Some Medicaid members cannot be in managed care. This includes people who have Medicaid Savings Plans, who are in nursing facilities and other long term care, who get time-limited Medicaid, or who are in a waiver program.

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 the services you need from other providers in your MCO.

Most Medicaid services will be provided by the MCO. Some services will still be provided 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 services 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 502-564-6890 for more information.

Here is information about covered benefits and services and costs for each MCO. Please read this 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/>. If you do not have a computer, try your public library.

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

Helping Kentuckians Live Healthier Lives
Serving ALL 120 counties in Kentucky

- **NO COPAYS** for Physician Office Visits **NO COPAYS** for urgent care visits **Earn Gift Cards** for qualifying Healthy Behaviors
- **NO COPAYS** for Behavioral Health Outpatient Treatment **More Behavioral Health providers** covered **Substance Use Disorder** treatment options available **with NO COPAYS**
- **FREE portable crib** for attending prenatal checkups **FREE Baby Bag and Gift Card** for new moms who attend post-partum checkups **Text4baby** text message service to help pregnant women and new moms **Baby Showers** for new moms
- **Support** for taking care of your conditions like diabetes, asthma, substance abuse, heart problems and **Tobacco Cessation**
- **24 Hour Informed Health Line** talk to a nurse to help you with your health questions - **24/7 Behavioral Health Crisis Line**
- **FREE TracFone with Unlimited Texts** and 350 Free minutes a month Supported through the Kentucky Lifeline program

For a complete list of member benefits visit us at www.aetnabetterhealth.com/kentucky or call us at 1-855-300-5528 (TTY callers dial 711; TDD users call 1-800-627-4702).

Anthem Blue Cross and Blue Shield MEDICAID**1-855-690-7784**

- **FREE EYE GLASSES or credit towards CONTACT LENSES for ADULTS** (age 21 & over starting April 1, 2017)
- **FREE Adult Dental** dental cleanings, exams, x-rays, extractions and fillings
- **NO COPAYS** for doctors, hospitals, prescriptions or anything else
- **FREE Boys & Girls Club membership** for members age 6-18 at 17 participating locations
- **FREE Rewards Gift Cards** \$50 when kids get their checkups on time, \$50 for Post-Partum visit, \$25 for 1st & 3rd trimester visits
- **FREE Portable Crib or Car Seat** for members who go to their PCP or OB/GYN at least seven times
- **FREE Sports Physicals** for members 6-18
- **FREE SafeLink Cell Phone** with **UNLIMITED TEXT MESSAGING** and 350 free minutes each month, plus bonus minutes

Humana – CareSource™**1-855-852-7005**

The **HOME GROWN** choice for **quality health care**. The well-being of **you and your family** is our #1 priority!

With our focus on **care, service and dignity**, you get:

- **NO COPAYS** for covered prescriptions, including over-the-counter meds
- **NO COPAYS** for all covered medical services
- **NO REFERRAL REQUIRED** Go to any participating provider for services needed
- **PREGNANT WOMEN** Retail **GIFT CARDS** for visiting your doctor

Call and SWITCH TODAY to the MCO with **NO COPAYS** and **NO REFERRALS!!**

Se usted prefiere informacion en Espanol, favor del llamar a Humana-CareSource™ al 1-855-852-7705 (TTY 1-800-648-6056 or 711)

Passport Health Plan**1-800-578-0603**

Did you know you can ask to change your health insurance plan? That's right – **you get to choose** the insurance plan that works for you. If you are already a Passport member you don't have to do anything and we **thank you!** If not did you know you can **#ASKFORPASSPORT!**

Here are the top reasons to ASK for Passport Health Plan:

- We treat you with respect because **we take the time to care about you**.
- Your **calls are answered quickly** right here in Kentucky!
- Can't find a doctor? We have **doctors all over Kentucky**, including many providers right in your community!
- Need help getting an appointment? Call us, and **we can help you** – in just one call!
- **Extra dental benefits** just for Passport members!
- We are the **only nonprofit Medicaid managed care plan** and we are headquartered **right here in Kentucky!**
- We have people working **right in your community** who are there to **answer any questions** you have!

Switching your health insurance plan is a free and easy process, and we're here to help – and we will help you.

We hope you call and **Ask for Passport!** 1-800-578-0603

WellCare of Kentucky**1-877-389-9457**

We put you and your family first. Listed below are just some of the **FREE** benefits you can get with our plan:

- **NO COPAY** for physicians, and inpatient/outpatient hospital services, or for **extra benefits**
- **NEW Adult Vision Benefit, FREE pair of eyeglasses** for members age 21 and over
- **FREE Over-the-Counter (OTC)** items like diapers, reading glasses and pain relievers. Get up to **\$120 in free OTC items** each year
- **FREE Sports Physical**, one (1) physical per year, provided by a PCP, for children age 6-18
- **FREE** items like diapers, gift cards or a Reloadable VISA Debit Card through our **Healthy Rewards Program**
- **FREE Meal Program** for members discharged from inpatient hospital, rehabilitation or skilled nursing facility
- **FREE Baby Shower if you're pregnant. You can get a gift and tips to keep you and your baby healthy**
- **FREE Cell Phone** for members with a high-risk pregnancy or chronic condition to stay in touch with your WellCare case manager, providers, and family members
- **FREE GED Testing**, Members age 16 and up, without a high school diploma can take the GED test at no cost

WellCare of Kentucky has **providers** statewide; this means you get the care and services you need to stay healthy. Call 1-877-389-9457 (TTY/TDD 1-877-247-6272) to enroll with **WellCare of Kentucky** today!

Managed Care Organization Benefits Chart - 2017

Here is the information about covered services for each MCO. Please use this to help you pick your MCO.
Please see "Important Note" at the end of the chart for more information.

Benefit	Copay	Limits	Aetna	Anthem	Humana – CareSource™	Passport	Wellcare
Hospitalization							
Acute Inpatient Hospital Services	\$50		\$25	\$0	\$0	\$0	\$0
Inpatient Physician/Surgeon Services	\$0		\$0	\$0	\$0	\$0	\$0
Transplant	\$0		\$0	\$0	\$0	\$0	\$0
Emergency Services							
Emergency Room	\$0;		\$0	\$0	\$0	\$0	\$0 emergency
	non-emergency use: \$8		non-emergency use: \$8	\$0	\$0	\$0	non-emergency use: \$8
Emergency Ambulance	\$0		\$0	\$0	\$0	\$0	\$0
Ambulatory Patient Services							
Physician Office Services	\$3		\$0	\$0	\$0	\$0	\$0
Outpatient Hospital/Ambulatory Surgical Center	\$4	Does not cover cosmetic surgery (except for post-mastectomy re-constructive surgery)	\$0	\$0	\$0	\$0	\$0
Dental Services (children)	\$0		\$0	\$0	\$0 2 cleanings per year X-rays, extractions and fillings are covered and are subject to fee schedule frequency and limitations.	\$0	\$0
Dental Services (adults)	\$3	1 cleaning and 1 set of x-rays per 12 month period	\$0	\$0	\$0 2 cleanings per year X-rays, extractions and fillings are covered and are subject to fee schedule frequency and limitations.	\$0 (plus 1 additional cleaning per year)	\$0
Home Health Care	\$0		\$0	\$0	\$0	\$0	\$0
Vision Services (children)	\$0		\$0	\$0	\$0	\$0	\$0
Vision Services (adults)	\$3	1 eye exam per year	\$0	\$0	\$0	\$0	\$0
Urgent Care	\$3		\$0	\$0	\$0	\$0	\$0
Radiation Therapy	\$0		\$0	\$0	\$0	\$0	\$0
Chemotherapy	\$0		\$0	\$0	\$0	\$0	\$0
Family Planning	\$0		\$0	\$0	\$0	\$0	\$0
Podiatry	\$3		\$0	\$0	\$0	\$0	\$0

Benefit	Copay	Limits	Aetna	Anthem	Humana – CareSource™	Passport	WellCare
Maternity and Newborn Care							
Prenatal and Postnatal Care	\$0		\$0	\$0	\$0	\$0	\$0
Maternity Services	\$0		\$0	\$0	\$0	\$0	\$0
Prescription Drugs							
Home Infusion Therapy	\$0	Limited to administration by parent or guardian in the home	\$0	\$0	\$0	\$0	\$0
Prescription Drugs	\$1 Generic;	Non-preferred brand copay is applicable to all members (including those typically excluded from copays)	\$0 Generic \$0 Brand	\$0	\$0	\$0 Generic	\$0 Generic
	\$4 Preferred Brand;	o Family planning, no copays	\$0	\$0	\$0	\$2 Preferred Brand	\$4 Preferred Brand
	\$8 Non-preferred Brand	o Tobacco cessation, no copays	\$0	\$0	\$0	\$4 Non-Preferred Brand	\$8 Non-preferred Brand
		o 2 nd Generation Antipsychotics and Injectable Antipsychotics, \$1 copay	\$1	\$0	\$0	\$0 Generic \$1 Brand	\$0 Generic \$4 Preferred brand \$8 Non Preferred
		o Anticonvulsants, non-preferred bands, \$4 copay	\$0 Preferred brand \$4 Non-preferred brand	\$0	\$0	\$0 Generic \$2 Preferred Brand \$4 Non-Preferred Brand	\$0 Generic \$4 Preferred Brand \$8 Non-Preferred brand
		o Oral oncology, non-preferred brands, \$4 copay	\$0 Preferred brand \$4 Non-preferred brand	\$0	\$0	\$0 Generic \$2 Preferred Brand \$4 Non-Preferred Brand	\$0 Generic \$4 Preferred Brand \$8 Non-Preferred brand
		o Diabetic supplies	\$0	\$0	\$0	\$0	\$0
		▪ Meters, no copays	\$0	\$0	\$0	\$0	\$0
	▪ Test strips, control solutions, insulin needles, lancets, etc. \$4 copay with no more than one copay per calendar day being charged	\$0 Preferred brand \$4 Non-preferred brand	\$0	\$0	\$0	\$0	
Rehabilitative and Habilitative Services and Devices							
Skilled Nursing and Rehabilitation	\$0		\$0	\$0	\$0	\$0	\$0
Chiropractic Services	\$3	26 visits per 12 month period	\$3	\$0	\$0	\$0	\$0
Durable Medical Equipment	\$4 per date of service		\$0	\$0	\$0	\$0	\$0
Hearing Aids/Audiometric Services	\$0	Limited to children under 21	\$0	\$0	\$0	\$0	\$0
Prosthetic Devices	\$4		\$0	\$0	\$0	\$0	\$0
Physical / Occupational / Speech Therapy	\$3	20 visits per year per therapy (combined for rehabilitative and habilitative); no limit for children	\$0	\$0	\$0	\$0	\$0
Private Duty Nursing	\$0	2,000 hours per year	\$0		\$0	\$0	\$0

Benefits	Copay	Limits	Aetna	Anthem	Humana – CareSource™	Passport	WellCare
Laboratory Services							
Laboratory, Diagnostic, and Radiology Services	\$3		\$0	\$0	\$0	\$0	\$0
Pediatric Services							
Autism Spectrum Disorders	\$0	Up to Age 21	\$0	\$0	\$0	\$0	\$0
EPSDT Special Services	\$0	Limited to medically necessary services not included in the State Plan and authorized under Section 1905(a) of the Social Security Act, or 42 USC Section 1396d(a)	\$0	\$0	\$0	\$0	\$0
EPSDT Screening	\$0		\$0	\$0	\$0	\$0	\$0
Commission for Children with Special Health Care Needs	\$0	Limited to children who meet the eligibility criteria of the Kentucky Commission for Children with Special Health Care Needs	\$0	\$0	\$0	\$0	\$0
Specialized Children's Services Clinics	\$0	Services limited to children under age 18 and must be performed by specialized clinics	\$0	\$0	\$0	\$0	\$0
Targeted Case Management: Children with SED, Substance Use Disorders or co-occurring mental health of substance use disorders and chronic or complex physical health issues.	\$0		\$0	\$0	\$0	\$0	\$0
First Steps Services		Services are available to children from birth through age two who have developmental delays or diagnosed physical or mental conditions associated with developmental delay.	\$0	\$0	\$0		\$0
HANDS		The Health Access Nurturing Development Services (HANDS) program is a voluntary home visitation program for new and expectant parents and is now available for new or expectant parents who are parenting other children	\$0	\$0	\$0		\$0
School Based Services		The School-Based Health Services (SBHS) program authorizes local education agencies in Kentucky, to enroll as a Medicaid Health service provider for children who are eligible under the Medicaid program and under the Individuals with Disabilities Education Act (IDEA). Children from age three to 21 who are eligible under the Individuals with Disabilities Education Act (IDEA) and who have an IEP are eligible for School-Based Health Services	\$0	\$0	\$0		\$0

Benefit	Copay	Limits	Aetna	Anthem	Humana – CareSource™	Passport	WellCare
Mental Health and Substance Use Disorder Services							
Targeted Case Management: Individuals with Severe Mental Illness (SMI), Substance Use Disorders (SUD) or co-occurring mental health or substance use disorders and chronic or complex physical health issues.	\$0		\$0	\$0	\$0	\$0	\$0
Inpatient Mental Health/Substance Use Services	\$50		\$25	\$0	\$0	\$0	\$0
Outpatient Mental Health/Substance Use Services	\$3		\$0	\$0	\$0	\$0	\$0
Crisis Services	\$0		\$0	\$0	\$0	\$0	\$0
Residential Services or Substance Use Disorders	\$0		\$0	\$0	\$0	\$0	\$0
Preventive Services and Chronic Disease Management							
Smoking Cessation	\$0		\$0	\$0	\$0	\$0	\$0
Allergy Services	\$0		\$0	\$0	\$0	\$0	\$0
Immunizations and other preventive health services recommended by national expert groups (such as annual check-ups, pap smears, blood pressure screenings, etc.)	\$0		\$0	\$0	\$0	\$0	\$0
Other							
Long Term Care	\$0	Limited to individuals who meet level of care criteria for a nursing facility or an Intermediate Care Facility for Individuals with Intellectual Disabilities	\$0	\$0	\$0	\$0	\$0
Non-Emergency Transportation	\$0		\$0	\$0	\$0	\$0	\$0
Hospice	\$0		\$0	\$0	\$0	\$0	\$0
Renal Dialysis/Hemodialysis	\$0		\$0	\$0	\$0	\$0	\$0

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. Copays and coinsurance cannot be more than 5% of a family's income for a quarter.

Bonus Benefits/Services – 2017

The following are extra benefits or services the MCOs may provide

Aetna Better Health of KY	Anthem	Humana – CareSource™	Passport	WellCare of KY
<p>NO COPAYS: \$0 copays for physician office visits, urgent care, behavioral health outpatient, some substance use disorder treatments, dental, vision, home health, family planning, prenatal and postnatal visits, labs, crisis services, PT, OT, ST, and hospice.</p> <p>Care Management: Care managers provide personal service to members who want assistance with their physical and behavioral health conditions.</p> <p>Condition Management: Free health education about conditions such as diabetes, asthma and other chronic lung conditions, heart problems, and depression.</p> <p>Face-to-face visits: Care managers make in-home or provider office visits to qualifying members who want that in-person experience.</p> <p>Diabetes Prevention Program training available: Certified by the Centers for Disease Control and Prevention.</p>	<p>FREE EYE GLASSES or credit towards CONTACT LENSES for ADULTS age 21 & over starting April 1, 2017</p> <p>FREE ADULT Vision Services Annual eye exams for adults</p> <p>FREE Adult Dental Dental cleanings, exams, x-rays, extractions and fillings</p> <p>NO COPAYS for doctors, hospitals, prescriptions or anything else</p> <p>FREE Sports Physicals for members 6-18</p> <p>FREE Boys & Girls Club Memberships for members age 6-18, at 17 participating locations</p> <ul style="list-style-type: none"> • Portable crib or car seat for members who go to their PCP or OB/GYN at least seven times while pregnant <p>Rewards Program:</p> <ul style="list-style-type: none"> • Reloadable Gift Cards - <ul style="list-style-type: none"> o \$25 for 1st trimester visit o \$50 for post-partum o \$25 for two week baby check o \$25 for five additional baby checkups by 15 months of age 	<p>NO COPAYS for covered prescriptions</p> <p>NO COPAYS for covered medical services</p> <p>FREE Over-the-Counter medicine with a prescription</p> <p>FREE Vision, Dental, and Hearing services</p> <p>Retail GIFT CARDS for pregnant women who visit their doctor</p> <p>Retail GIFT CARDS for well child care visits during first 15 months of life</p> <p>EPSDT, includes preventative healthcare for members birth to 21 years. This benefit also includes medically necessary covered services that may not be included in the regular Medicaid benefit</p> <p>A STATEWIDE Network of Doctors to choose from</p> <p>NO REFERRAL Required go to any participating provider for services needed. For example: Teeth care (Dentist) * Eye Care (Optometrist) * Mental health care (Psychologist) * Female Care (OB/Gyn) * Back care (Chiropractor) * Foot care (Podiatrist)</p> <p>Behavioral Health Services – No prior authorization for most</p>	<p>THE SERVICES YOU NEED at NO COST TO YOU, including:</p> <ul style="list-style-type: none"> • Physical Exams • Dental Exams • Vision Tests • Hearing Tests • Generic Over-the-Counter and Prescription Drugs • Behavioral Health Counseling • Substance Use Treatment Services • And Much More! <p>EXTRA DENTAL BENEFIT: Adults can get a SECOND dental cleaning every year, FREE</p> <p>MEMBER HEALTH REWARDS! Earn Special Rewards for healthy habits. Gift cards available for:</p> <ul style="list-style-type: none"> • Pregnant women: Up to \$110 in gift cards for completing visits before and after delivery • Diabetics: Up to \$50 in gift cards for getting key tests • Females (21-65 years old): A \$20 gift card for a Pap test • Females (50-75 years old): A \$20 gift card for a mammogram • Youth (10-20 years old): A \$20 gift card for a well visit • Members with COPD: A \$20 gift card for a spirometry test • Members who see a dentist: A \$20 gift card for a checkup <p>Licensed healthcare professionals (registered nurses, social workers, and dieticians) provide help and</p>	<p>NO COPAYS \$0 copays for physician office visits, urgent care, dental, vision, Generic Prescription Drugs, Home health, family planning, prenatal & postpartum visits, labs, hospital services, etc.</p> <p>NO COPAYS for children’s immunizations, allergy shots, vision test & glasses, dental checks & cleanings.</p> <p>NO IN-NETWORK REFERRALS REQUIRED</p> <p>NEW Adult Vision Benefit! FREE pair of glasses every 24 months for Members age 21 and over.</p> <ul style="list-style-type: none"> • FREE Healthy Rewards Program! Earn rewards for healthy living checks/visits Rewards include: Well-Child Visit Rewards up to \$60 in first 15 mos. • Annual Child Health Visit \$20 (ages 3-21) • Annual Adult Visit \$20 • Annual Dental Visit \$20 • Prenatal & Postnatal Visits up to \$70 + FREE diapers • And MANY MORE! • Gift Cards to retailers • Reloadable VISA Card <p>FREE Sports Physical, one (1) physical per year, provided by a PCP, for children age 6-18.</p> <p>FREE Over-the-Counter (OTC) Items. Get up to \$120 in free OTC items each year. Choose</p>

<p>24/7 Telehealth: Visit with a Primary Care Provider anywhere, anytime – at home, work or on the road. Speak to a doctor over the phone, see a doctor with your webcam or email a doctor with questions.</p> <p>Mobile Application: On demand access to the tools you need to stay healthy. Find a doctor, request a Member ID card or change your Primary Care Physician (PCP) at any time, from anywhere.</p> <p>FREE Support for Moms-to-Be and New Moms: Members can earn gifts, like a portable crib and baby bag, and get support before and after their baby is born with baby showers, personal care management and other services.</p> <p>FREE Program for expecting mother’s with substance use issues: Call case management to enroll.</p> <p>FREE Interpreter Services: Language translation and hearing impaired members receive interpreter services for their physician visits.</p>	<p>FREE SafeLink Wireless® cellphone with 350 monthly minutes and UNLIMITED TEXT MESSAGES</p> <p>FREE One-year subscription to <i>Parents</i>, <i>Diabetic Living</i> or <i>EatingWell</i> Magazines</p> <p>FREE Hearing Aid Batteries (sizes 10, 13, 312 or 675)</p> <p>FREE Tornado Safety Information with tips on how to prepare for a tornado</p> <p>FREE Community Resource Guide</p> <p>FREE Smoking Cessation support group offers weekly sessions to help members quit</p> <p>FREE Flu Shots</p> <p>Programs to help manage difficult health conditions like asthma, diabetes and chronic obstructive pulmonary disease (COPD)</p> <p>FREE Care On Call to speak to a nurse about your medical questions 24 hours a day, 7 days a week, even on holidays</p> <p>Call us toll free at 1-855-690-7784 (TTY 711) if you have Medicaid and would like to know more about Anthem.</p>	<p>outpatient services</p> <p>NO COPAYS for covered behavioral health services</p> <p>Pharmacy HELP where you and your pharmacist talk about medicines and drug safety</p> <p>FREE 24-Hour Nurse Advice Line available 7 days a week. Talk with caring and experienced nurses</p> <p>FREE 24/7 Behavioral Health Crisis Line</p> <p>FREE Interpreter Services for language and hearing impaired</p> <p>One-on-one Health Education for conditions such as diabetes, asthma, and heart disease</p> <p>Allergy shots and treatment for adults and children</p> <p>Text4Baby® – free service offering health tips on pregnancy and baby’s first year</p> <p>LOCAL Care Managers at your request</p> <p>Stop Smoking Program assisting those who want to quit smoking</p> <p>CARE Transition Program to help you when you are discharged from the hospital</p> <p>iConnect® – a fun, unique email and text program for members</p>	<p>support for complicated health conditions.</p> <p>Community Engagement Representatives live and work around Kentucky to meet the needs of members through education and participation in local community events and health fairs.</p> <p>Registered nurses help coordinate your care needs when you are discharged from the hospital.</p> <p>Our Health Equity department works with members and agencies where English is not the primary language, focusing on the members’ needs as they relate to language, culture, and health disparities.</p> <p>A dedicated Health Educator is available to provide classes and instruction on a variety of topics, including nutrition, oral health, obesity, and much more.</p> <p>Other cost-free services include:</p> <ul style="list-style-type: none"> • Flu shots and immunizations • 24-Hour Hotlines to speak with a nurse or a behavioral health professional • Your own personal Case Manager <p>Fun events for you and your family!</p>	<p>from over 150 items, like diapers, reading glasses, hand soap, lotions, pain relievers, etc.</p> <p>FREE Baby Shower if you’re pregnant. Attend a shower in your community & receive a gift and tips to keep you & your baby healthy.</p> <p>FREE Cell Phone and service for Members with a high-risk pregnancy or chronic condition to stay in touch with your WellCare case manager, providers, and family members.</p> <p>FREE GED Testing for Members age 16 + with no high school diploma</p> <p>FREE Meal Program for Members discharged from inpatient hospital, rehabilitation or skilled nursing facility.</p> <p>FREE Community Assistance Line connects you to community services like utility assistance, food banks, and transportation.</p> <p>FREE personal care and disease manager offers you help and support for conditions like asthma, diabetes, etc.</p> <p>FREE 24-hour crisis line for help with drug and alcohol abuse and behavioral health concerns.</p> <p>FREE Nurse Advice Line Talk to a registered nurse for help or get medical advice 24/7.</p> <p>Text4Baby® – free service offering health tips on pregnancy and baby’s first year.</p>
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