



Welcome to Anthem Medicaid!

Thank you for being our member. We're here to help you get healthcare and services through Kentucky Medicaid. Your Anthem Medicaid coverage starts <Effective Date>.

Here is your new Anthem Medicaid member ID card. Show this card when you get healthcare services. Your plan includes medical, behavioral health, and prescription benefits.

Not a new member? We made some changes or you asked for a new primary care provider (PCP). Please discard the Anthem Medicaid ID card you have and replace it with this new one.

Your PCP is listed on your card. This is the doctor you will see for most of your care. Be sure to see your PCP once a year for a well checkup. If your PCP knows you when you're healthy, they can better help you when you're not. Make an appointment with them soon. You do not need a referral to see any providers in your plan.

Want to change your PCP? Visit [anthem.com/kymedicaid](https://www.anthem.com/kymedicaid) to use the **Find a Doctor** tool. Then, log in to your secure account to change your PCP. If you don't have a secure account, you can create one by clicking **Register**. You'll need your member ID number listed on your card to create an account.

We offer extra support to help coordinate your care through our Population Health Management program. We have programs for pregnant moms and to help manage chronic conditions, if needed. We'll remind you about services you or your family may need, like flu shots or checkups. We can also help you find community resources. Call Member Services or visit our website to learn more.

We want to inform you of a change to our pharmacy program.

Your prescription benefits are provided by a Pharmacy Benefits Manager, or PBM. We partner with Kentucky Medicaid to provide this benefit. On July 1, 2021, we will start to work with a new PBM, MedImpact. Your pharmacy benefit will remain the same.

There are three things you should know:

1. There will be no change in the prescription drugs that are covered at this time. Over-the-counter drugs that are covered may change. If there is any change, you will get a letter.
2. You can use the same pharmacy but can also use any Medicaid enrolled pharmacy.
3. If your prescription needed a prior approval, a new one is not needed until your current prior approval expires.

What do you need to do? Take your new ID card with you when you go to the pharmacy. If you forget your new ID card you can still go to the pharmacy. Tell them you have Medicaid.

Questions? Find more information about the change on our website at [anthem.com/kymedicaid](https://www.anthem.com/kymedicaid).

If you have questions about this change prior to July 1, please contact Anthem Medicaid at 855-690-7784 (TTY 711).

After July 1, you may call MedImpact at 800-210-7628.

Have other questions? We're a click or call away.

- Visit [anthem.com/kymedicaid](https://www.anthem.com/kymedicaid) for your handbook and a list of covered services. Use our **Find a Doctor** tool to search for providers in your plan.
- Call us at 855-690-7784 (TTY 711), 7 a.m. to 7 p.m. Eastern time, Monday through Friday, except holidays. Call 24/7 NurseLine at 866-864-2544 (TTY 711) to talk to a nurse anytime, day or night.

Sincerely,

Anthem Medicaid

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