

Kentucky Medicaid Managed Care Open Enrollment Information for January 1, 2021

Managed Care is a way to get health care that focuses on keeping you healthy. A Health Plan or Managed Care Organization (MCO) will provide you with the physical and behavioral health services you may need. In managed care, you will choose or be assigned to an MCO. That MCO will have a group of doctors and other medical providers that you must use.

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 the services below:

- **First Steps** - A program which helps children with developmental disabilities from birth to age 3 and their families. These services are offered through community agencies. Call 877-417-8377 or 877-41-STEPS for more information.
- **HANDS (Health Access Nurturing and Development Services)** - This is a voluntary program for Members having a baby. 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 a list of transportation 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 may include speech therapy, occupational therapy, physical therapy, and behavioral (mental) health services. Call 502-564-9444 for more information.

Below is important information about 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 <https://chfs.ky.gov/agencies/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.

Important MCO Information 2021

 <p>Aetna Better Health® of Kentucky</p>	<p>Contact info: Address: 9900 Corporate Campus Drive, Suite 1000, Louisville, KY 40223 Phone number: 1-855-300-5528 (TTY 711) Website: www.aetnabetterhealth.com/kentucky</p>
	<p>Contact info: Address: 101 E Main Street, Louisville, KY 40202 Phone number: Member Services ...1-800-444-9137 (TTY 711) Website: https://www.humana.com/kentuckymedicaid</p>
	<p>Contact info: Address: 5100 Commerce Crossings Drive, Louisville, Kentucky 40229 Phone number: 844-778-2700 (TTY 711) Website: www.WelcometoPassport.com</p>
	<p>Contact info: Address: 9100 Shelbyville Rd., Suite 270 Louisville, KY 40222 Phone number: (866) 293-1796 (TTY 711) Website: www.uhccommunityplan.com/ky</p>
	<p>Contact info: Address: 13551 Triton Park Blvd, Suite 1800, KY 40223 Phone number: (877) 389-9457 (TTY: 711) TTY: (877) 247-6272 Website: www.wellcare.com/kentucky</p>