May 21, 2014

Subject: Medicaid Managed Care Open Enrollment

Dear Anthem Blue Cross and Blue Shield Provider:

Anthem Blue Cross and Blue Shield (Anthem) would like to thank you for teaming up with us to serve the needs of our Medicaid members in Kentucky. We are the newest Medicaid Managed Care Organization (MCO) in Kentucky.

We thought you would like to know a few key dates and plan information that effect you and your patients:

- Effective January 1, 2014, Anthem became an option in seven of the eight Medicaid regions for eligible adult members under the Affordable Care Act (ACA) expansion. Currently, we are not operating in Region 3. As of May 2014, more than 31,000 new adult members have selected Anthem as their health plan.
- Effective July 1, 2014, Anthem will also be a new option for other populations including Temporary Assistance for Needy Families (TANF) and Children’s Health Insurance Plan (CHIP) in all regions, except Region 3. All existing TANF and CHIP members now have a choice to either remain with their current MCO or select another MCO. Enclosed is a copy of the letter Medicaid members received from the Commonwealth of Kentucky comparing MCO benefits and notifying them of the open enrollment period, which is from May 5 through June 18, 2014. Your patients must actively call the Department for Medicaid Services at 1-855-446-1245 between 8:00 a.m. and 5:00 p.m. to talk to a member representative if they want to change MCOs. If your patients change to another MCO, the requested plan change will be effective July 1, 2014. This open enrollment is not available to the new ACA Expansion members.
- For your reference, we have also included a map of the Commonwealth of Kentucky’s Medicaid regions. As mentioned, we are currently operating in all regions, except Region 3.
- We will be ready to serve the TANF and CHIP populations beginning in July. We have a statewide network of more than 16,000 providers and local experienced staff.
- If you have any questions about Anthem or the Medicaid coverage we offer in Kentucky, please call us at 1-855-661-2027 and ask for your local Provider Relations Representative.

Thank you for your participation and continued support.

Sincerely,

Medicaid in Kentucky

www.Anthem.com/KYMedicaid
Jennifer Ecleberry  
Director, Provider Engagement and Contracting  
Medicaid Business  

Enclosures:  Commonwealth of Kentucky DMS MCO Regions Map  
Commonwealth of Kentucky DMS MCO Cover Letter  
Commonwealth of Kentucky DMS MCO Comparison Document
Commonwealth of Kentucky
Medicaid Managed Care Organization (MCO) Regions
MANAGED CARE OPEN ENROLLMENT

One time per year we will send you a letter about your Managed Care choices. Right now your Managed Care Organization (MCO) is:

<Insert household member (starting with Case name if eligible) and assigned MCO>

<Second household member and assigned MCO>

<etc>

You can stay with this MCO, or pick a new MCO. If you want to stay with the MCO listed above, you do not have to do anything. (You do not have to change your Managed Care Plan) If you want to pick a new MCO you must do so during your open enrollment period, 05/05/2014 through 06/18/2014. Your choices are:

WellCare of Kentucky 1-877-389-9457
Passport 1-800-578-0603
Humana 1-855-852-7005
CoventryCares of Kentucky 1-855-300-5528
Anthem 1-855-690-7784

If you would like to learn more about an MCO, please call them at the number listed above. They can tell you about any extra benefits they may have and give you a list of their providers.

Enclosed with this letter, please find a chart that gives you information about each of the MCOs.
IF YOU WANT TO CHANGE YOUR MANAGED CARE ORGANIZATION

To change from your MCO to one of the MCO’s listed above follow these steps:

1. Important! Check with your doctor. Be sure they work with the MCO you want to select.
2. If you use more than one doctor, check with each one.
3. Call 1-855-446-1245 between 8:00am and 5:00pm to talk to a Member Representative.
4. You must have the date of birth and Social Security Number for each person listed on this letter to change their MCO.

MCO changes will be effective 07/01/2014. You and your household member’s will still get benefits from your current MCO until you are enrolled in your new MCO. You will get a letter with your new MCO assignment. Once you are enrolled in a new MCO you have 90 days to change. After 90 days you will stay in your MCO until your next open enrollment period, unless you have a special reason.

Thank you for allowing us to provide you with benefits and services.

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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 just 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 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 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/member+information.htm. 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.
Anthem Health Plans of Kentucky 1-855-690-7784

- Prenatal program with free health resources and coaching for pregnant women
- Help getting free SafeLink mobile phone service for eligible households with:
  - Free minutes to call us
  - 200 bonus lifetime minutes
  - Unlimited text messages to or from anyone and up to six text messages each year from Anthem to give you:
    ▪ Education and tips about your health
    ▪ Reminders about checkups and flu shots for you and your family
    ▪ Weight management information
- Free hearing aid batteries in common sizes of 10, 13, 312 or 675
- Free tornado preparedness kit with tips on how to prepare for a tornado, lessen the risk and create a family communication plan
- Anthem Kids Club, our program for kids ages 5-12, promoting health activities and good health habits
- Health A to Z, our online health and wellness information site, with a symptom checker, health encyclopedia and support groups
- Reminders to help you visit your doctor, get your kids shots and renew your health care coverage

CoventryCares of Kentucky 1-855-300-5528

CoventryCares wants to help you and your family live your best life. We provide extra services to help you make good choices for you and your family’s health. These and other services are provided at **no cost to you:**

- Text4baby - gives info to pregnant women and new moms for their babies
- Case management for diseases like COPD, heart problems, diabetes, asthma
- Tobacco cessation - information and resources to help you quit
- Free Crib - for pregnant mothers who attend prenatal checkups
- 24-Hour Nurse Line - dedicated line staffed by registered nurses
- Doc Bear Club for kids - Doc Bear sends mail to CoventryCares’ members ages 1 thru 16 mail and their parents about healthy lifestyles
- Diabetic cookbooks – recipes and tips on healthy choices for diabetics

For a complete list of member benefits visit us at www.CoventryCaresKY.com

We ask you to be a part of the CoventryCares of Kentucky family. Call us today if you would like to speak to someone about our benefits.

Humana – CareSource™ is the HOME GROWN choice for quality health care. The well-being of **you and your family** is our #1 priority! 1-855-852-7005

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** to see a Dentist, Optometrist, Obstetrician/Gynecologist, Psychologist, Chiropractor or Podiatrist
- **PREGNANT WOMEN:**
  - Retail GIFT CARDS for visiting your doctor
  - BABY Showers

**Se usted prefiere informacion en Espanol, favor del llamar a Humana-CareSource™ al 1-855-852-7705 (TTY 1-800-648-6056 or 711)**
You have a choice when it comes to your healthcare. We want you to Choose Passport and the Passport Promise. Become a member of our Passport Family today! Some of the highlights of our plan include:

- Member Rewards like gas cards and gift cards to Kroger and Walmart just for seeing your Doctor and for practicing healthy behaviors
- Statewide network of providers
- Coverage for medical, dental, vision and hearing benefits
- Prescription medications, including over-the-counter medications
- Special programs for COPD, Diabetes, Pregnancy, Congestive Heart Failure, Childhood Obesity and Smoking Cessation
- 24-hour Nurse Advise Line and a 24-hour Behavioral Health Hotline

Passport Health Plan is a not-for-profit, community based health plan that is headquartered in Kentucky. Our mission is to improve the health and quality of life of our members.

WellCare of Kentucky proudly serves the residents of the Blue Grass State. Our dedicated staff and state-wide resources are here to help you and your family to get the care you deserve and need to stay healthy.

Here are some of the free benefits and services you can get through our health plan:

- **$10 a month** in free over-the-counter (OTC) items mailed to your home
- **NO Co-pays** for physicians, and inpatient/outpatient hospital services
- **Free GED testing**, Members age 16 and up, without a high school diploma can take their GED tests
- **$0 co-pays** for extra benefits
- **Free baby stroller** when you go to all your doctor visits during and after your pregnancy
- **Free** baby shower if you’re pregnant
- **Free** gift card through our Quality Rewards Program for getting your preventive care
- **Free** 24-hour Nurse Advice Line
- **Free** flu shots
- **Free** health education for diseases like asthma and diabetes
- **Respite care** for your family members caring for you (if you’re an SSI member)
- **Dedicated** Case Manager to help with your health care needs

WellCare of Kentucky puts you and your family first. We have more providers, this means you get the care and services you need to stay healthy and live happy. Call us toll-free at 1-877-389-9457 (TTY/TDD 1-877-247-6272 to enroll with WellCare of Kentucky today!}