

myhealthmylife™

2021 ISSUE 1

 **PASSPORT
HEALTH PLAN**
BY MOLINA HEALTHCARE

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See our Extra
Benefits and
Rewards!

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Passport's EXTRA Benefits & Rewards

Take a look at some of the extra benefits and rewards you have with Passport Health Plan by Molina Healthcare! To take advantage of these benefits and rewards, call Member Services at 1-800-578-0603 (TTY 711).



What You Can Get	The Details	Who's Eligible?	The Value
Healthy Rewards	Attend one postpartum visit 7-84 days after the birth of the baby.	New Moms 12 years & older	\$25 Gift Card
	Go to a prenatal visit during the first trimester or within 42 days of enrollment.	Pregnant Moms 12 years & older	Car or Booster Seat
	Have a yearly diabetic retinal eye exam Get HbA1c lab work	Members with Diabetes 18 - 75 years	\$50 Gift Card each (\$100 max annually)
	Have a yearly Mammogram (one per member per year)	Females 50-74 years old	\$25 Gift Card
	Have up to 6 well-child visits on time within a 15-month period	1-3 years old	\$10 per visit (Max \$60 Gift Card)
	Get a Pap test	Females 21-64 years old	\$25 Gift Card
	Get a chlamydia screening	Females 16-24 years old	\$25 Gift Card
	Go to a follow-up visit within 7 days of an inpatient hospital stay (medical stays go to PCP; behavioral health stays go to behavioral health provider or PCP) (no limits)	All Members	\$50 Gift Card
	Have an annual adult preventive screening visit (one per year)	18 years and older	\$25 Gift Card
	Visit a dentist (one per year)	All Members	\$50 Gift Card
	Have a diagnosis of diabetes or high blood pressure	All Members with Diabetes or High Blood Pressure	Blood Pressure Cuff

What You Can Get	The Details	Who's Eligible?	The Value
School & Sports Physicals	Get a free sports or school physical every year	6-18 years old	Free annual physical
Adult Eyeglasses or Contacts	Get \$100 every 2 calendar years for one pair of eyeglasses or buying contact lenses	21 years old and older	\$100
Obesity & Weight Watchers	Get up to 13 weeks of Weight Watchers free. Providers, internal departments, care managers, or self-referral can refer members. Prior-authorization is needed.	All Members	\$40 value
Free Phone/ Data	Free cell phone includes 350 monthly minutes, 1 GB of data and unlimited texts. If you have your own smartphone, you may receive 1 GB of free data and unlimited texts off your existing phone bill.	All Members Who Are Not In a Cell Phone Plan.	Free – No Cost to You!
GED	You get vouchers to take the GED test for free at testing centers	18 years and older	\$120 value
	You get a gift card for passing the exam	18 years and older	\$50
CVS Discount Card	20% discount on 1000's of regularly-priced CVS brand health-related items	All Members	Varies by usage
Asthma	Members who sign up and complete the 3-month Asthma Disease Management Breathe with Ease® Program receive an allergy-free pillowcase and mattress cover. Passport will provide a second inhaler at no extra cost to children under 18 who are prescribed an inhaler.	Mattress / Pillow: All members in the Asthma Disease Management program. 2nd Inhaler: 6-18 years old	Mattress Cover: \$60 Pillow Covers: \$20 Second Inhaler: Free for members
Respite Care	Passport covers respite care to give a member's caregiver some relief and time for self-care to recharge and relax. Prior-authorization is needed.	Members with Special Health Care Needs who have a full-time caregiver	8 hours per year of respite care

Your Health and Quality of Life

Passport cares about the quality of care you are receiving. We care because we want to improve your health and quality of life.

Our Quality Improvement (QI) Program focuses on quality of care. In the program, we:

- Give you the information you need to improve your health and your family's health.
- Look for ways to make our services better.
- Use nationally-known ways to see how we're doing and how we can improve.
- Use nationally-known clinical practice, preventative health and behavioral health guidelines. We give these guidelines to your doctors. To receive a paper copy, please call us at (800) 578-0603, press 0, then press 8434. You may also find a copy on our website at www.passporthealthplan.com.
- Look for ways to improve health and preventive services.
- Offer you comprehensive care management programs that include asthma and diabetes care.
- Offer you health programs such as Early and Periodic Screenings, Diagnosis, and Treatment (EPSDT) and Mommy Steps.
- Outreach to you and offer health education.
- Do medical and service delivery studies, when we see they're needed.
- Make sure programs are available for members with special health needs.
- Survey members and doctors and use the answers, review the QI Program, and work with all Passport departments and providers to improve services.

How can you find out more?

You may ask for a copy of our QI Program Description. Just call Member Services at (800) 578-0603 or visit PassportHealthPlan.com.



Filing an Appeal

We hope you are happy with your Passport benefits. If for some reason you are not, we want to know right away. If you disagree with a Passport decision, you or your representative may file an appeal within 60 days of the decision.

You will not lose your Passport membership, benefits, or have anything negative happen if you file an appeal or a grievance.



How to File an Appeal

- You may file an appeal by phone or in writing.
- If you file your appeal by phone, you must follow-up in writing within 10 days of the call.
- If a representative files your appeal, you must give him or her written approval.
- To send your appeal in writing, please send your request and any related records to:
Passport Health Plan by Molina Healthcare
Appeals Coordinator
5100 Commerce Crossing Drive
Louisville, KY 40229
- Your related records may include written comments or any other information about your appeal.

Expedited (Faster) Appeals

- You or your doctor may ask for a faster decision if your health is in danger.
- If your appeal qualifies as "expedited," we will give you a decision within 72 hours of the request. You will have a limited amount of time to send us related records.
- If your request doesn't qualify as "expedited," it will become a regular appeal.

Your Right to a State Hearing

If you are not happy with Passport's appeal decision, you may ask for a State Fair Hearing. Your written request must be postmarked within 120 days from the date of your decision letter.

Send your written request for a State Fair Hearing to:

Kentucky Department of Medicaid Services
Division of Program Quality & Outcomes
275 East Main Street- 6C-C
Frankfort, KY 40621

Need Help?

Please call 1-800-578-0603. TTY users may call 711. We can help you file an appeal.

Getting Services During an Appeal or State Hearing

If you want to get services that have just been denied or denied on appeal, you must send in a written request during the appeal. If the final appeal decision is to uphold (not change) the denial, you may have to pay for any services received during the appeal.

Healthy Oral Habits at Every Age

Healthy oral habits can improve your overall health at every age. Just take a look!



Age	Healthy Oral Habits	The Benefits
Newborn to age 2	<ul style="list-style-type: none"> • Massage your newborns gums with clean a washcloth twice a day • Once their teeth come in, brush their teeth and gum line at least twice a day with a soft toothbrush • Take your child to the dentist when their first tooth comes in or before their first birthday • Don't use toothpaste • Breastfeed your baby if you can • Follow the doctors advice for a healthy diet after weaning • Go to regular EPSDT visits to find any developmental and medical needs early on 	<ul style="list-style-type: none"> • Helps with teething discomfort • Starts the baby off with good oral habits 
2 to 6 years	<ul style="list-style-type: none"> • At age 2, start using a smear of fluoride toothpaste on the toothbrush • Don't let your child swallow toothpaste • Once your child learns to NOT swallow toothpaste, start using more toothpaste • Never use more than a pea size amount of toothpaste until after age 6 • Brush teeth and along gum line with a soft toothbrush twice a day • Parents should brush for young children, then ask them to "get what I missed" • Brush for your child until you know your child can clean their teeth on their own (usually around age 9 to 10) • Start flossing daily when the child's teeth begin touching around age 2 to 3 • Eat a variety of foods and a rainbow of colors at each meal • Limit sweet foods and drinks to special occasions • Visit the dentist for regular teeth cleanings • Ask the dentist about tooth sealants • Go to regular EPSDT visits to find any developmental and medical needs early on 	<ul style="list-style-type: none"> • Encourages good oral health habits • Lowers the chance of tooth decay • Lowers the chance of painful teeth (children in pain have a harder time paying attention and learning) 

Age	Healthy Oral Habits	The Benefits
6 to 20 years	<ul style="list-style-type: none"> • Use only a pea size amount of fluoride toothpaste • Brush your teeth, along your gum line and tongue each morning and night • Rinse your mouth daily with an antiseptic mouthwash. • Never swallow toothpaste or mouthwash • Floss daily • Use a new toothbrush every 3 months or when the bristles are worn. • Limit sweet foods and drinks to special occasions • Eat a variety of foods and a rainbow of colors at each meal • Go to regular EPSDT visits to help find any developmental and medical needs early on • Don't smoke or use any tobacco products • Visit the dentist for regular cleanings • Ask the dentist about sealants when you prepare for the school year 	<ul style="list-style-type: none"> • Lowers the chance of tooth decay • Lowers the chance of painful teeth and bad breath (can affect making friends, being social, and having self-esteem) • Lowers the chance of tooth loss and changes in facial appearance 
21 and older	<ul style="list-style-type: none"> • Use a pea size amount of fluoride toothpaste • Brush your teeth, along your gum line and tongue each morning and night • Rinse your mouth daily with an antiseptic mouthwash • Never swallow toothpaste or mouthwash • Floss daily • Use a new toothbrush every 3 months or when the bristles are worn • Limit sweet foods and drinks to special occasions • Eat a variety of foods and a rainbow of colors at each meal • Don't smoke or use any tobacco products • Visit the dentist for a yearly teeth cleaning • Visit your doctor yearly to help manage any medical conditions you have • If you have dentures, clean them daily with a cleaner your dentist gives you, and brush your gums and tongue each morning and night 	<ul style="list-style-type: none"> • Lowers the chance of tooth loss and changes in facial appearance (this is important in public facing jobs) • Lowers the chance of painful teeth and bad breath (can affect making friends, being social, and having self-esteem) • Lowers the chance of problems that come with some medical conditions • For Example: Periodontal disease can cause preterm labor, pneumonia, and infections in the chambers or heart valves 

Source: American Dental Association, Mayo Clinic

Have a HEALTHY Heart

Heart disease is the #1 cause of death in Kentucky and across the United States.

Take steps today to know your risks and what you can do about them.

Risk Factors You CANNOT Control

- Age
- Gender
- Race
- Family history
- Your medical history

Risk Factors You CAN Control

- Having high blood pressure
- Smoking
- Having high cholesterol
- Weight
- Having diabetes



Healthy Heart Tips

Here are some things you can do to control your risks and have a healthy heart:

- Follow your doctor's advice for taking care of yourself and your heart
- Visit your doctor regularly for checkups
- Keep any medical conditions under control
- Take prescribed medicines as ordered
- Stop smoking:
 - Call 1-800-QUIT NOW
 - Text "QUITKY" to 797979
 - Visit <https://quitnowkentucky.org/en-US/>
- Eat healthy:
 - Choose fresh foods over cooked or prepared foods
 - Limit portion sizes by using smaller plates
 - Eat slower and enjoy your meals
 - Choose low fat dairy items like skim milk
 - Choose whole grain breads and pasta
 - Visit www.ChooseMyPlate.gov for more information
- Get your waistline measurement to less than or equal to:
 - 40" for males
 - 35" for females
- Put salt shakers away in a cabinet
- Hide the TV remote control
- Break a sweat with exercise for 30 minutes at least 5 days each week
- Limit alcohol to special occasions
- Take care of your mental health and manage your stress:
 - Take only prescribed medicines and take them as ordered
 - Avoid drugs or medicines that are not prescribed to you
 - Learn deep breathing
 - Get a pet
 - Make a friend

Checkups for Your Kids

Taking your kids to the doctor for regular checkups is important. Checkups can find problems early when the chances for curing them are better.

Our **E**arly and **P**eriodic **S**creening, **D**iagnosis and **T**reatment (EPSDT) Program covers these checkups for kids and teens birth to age 20 – at no cost to you!

Earn Rewards!

You could earn up to \$60 in rewards for taking your toddler to well-child checkups.

Call us at (800) 578-0603 to find out more!



Which checkups are covered?

- Medical history and physical exams
- Growth and development checks – social, personal, language and motor skills
- Vision exams
- Hearing exams
- Dental exams
- Nutrition checks
- Lab tests, including blood-lead level
- Mental health and substance (drug) abuse checks
- Immunizations (shots)
- Body Mass Index (BMI) tests

When does my kid need a checkup?

Your kid will need checkups at these ages:

1 month	9 months	24 months
2 months	12 months	30 months
4 months	15 months	Once a year during ages 3 to 20
6 months	18 months	

If your kid is due for a checkup, call today for an appointment. If you're not sure when he or she is due, please call us at (800) 578-0603 (TTY: 711).

Ways to Stay Healthy at Home



Take a Break from Work or School Work

Try these fun “brain breaks” to take a step away from your device, clear your mind, and refocus your body.

Go on a 10 minute walk or bike ride



Do 5-10 minutes of yoga to calm your mind and body



Turn on some music and have a dance party



Play a game of tag to get your legs moving



Take 10 minutes to draw, color, and create



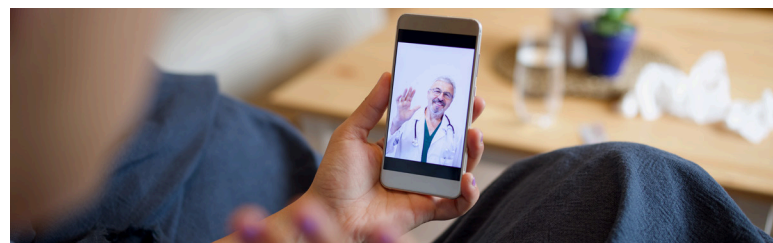
Take 5 minutes to stretch your body and practice breathing



Use Teladoc Virtual Care 24/7

You can talk to a board-certified doctor by phone, video, or mobile app from anywhere and at anytime! Teladoc can help with things like cold and flu symptoms, sore throats, allergies, respiratory infections, sinus or skin problems. Get started one of three ways:

- Go to <https://member.teladoc.com/molina/KY>.
- Download the app and click Activate account. Visit [Teladoc.com/mobile](https://www.teladoc.com/mobile) to download the app.
- Call 1-800-Teladoc (1-800-835-2362) to register your account by phone.



Be a Social Butterfly

Stay in touch over text, video chat, email or by calling friends and family on the phone. Get creative- host a virtual game night, book club, or quiz over video chat. Having a close social circle can lift you up when you're feeling low at home.



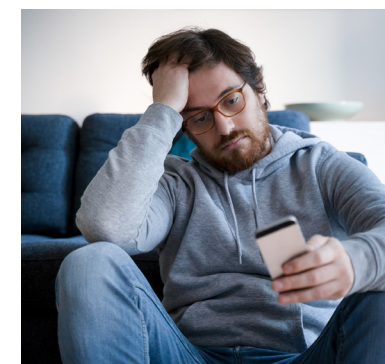
Do Housework

Household chores like hanging up clothes and sweeping can burn lots of calories. Plus, living in a clean and tidy space can improve your mental health.



Ask for Help

During this pandemic, we are all dealing with a lot on any given day. It's okay to not be okay! Reach out to a friend, doctor, trusted adult, or a hotline for help.



Wear a Mask or Face Covering

Wearing a mask is one of the best ways to lower the spread of COVID-19.



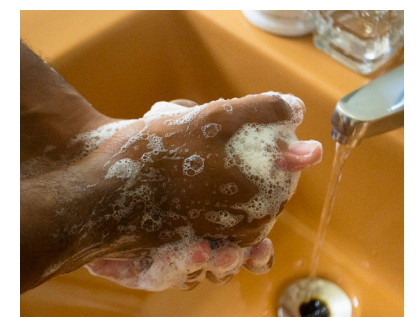
Keep Your Distance from Others

Try to keep at least 6 feet between yourself and people who don't live in your home.



Wash Your Hands Often

It's one of the best ways to avoid the spread of germs. Wash your hands with soap and water for at least 20 seconds. This is especially important after you've been in public, after blowing your nose, coughing, or sneezing.



Healthy Ways to Handle Stress During Tough Times

The past year has been stressful for all of us. The **Coronavirus (COVID-19)** has separated us from our support networks and the **loss of employment** has been just as tough. In addition, the **focus on racism** has added to the stress.

Many experts state:

- Discrimination and inequity have a negative effect on our mental health.
- African-Americans and other communities of color have been disproportionately affected by Covid-19*.



Healthy Ways to Handle Stress

There are things we can do to better handle stress, such as:

- ✓ **Know the facts** about COVID-19 so that you can protect and take care of yourself and your family.
- ✓ **Connect** with family and friends, your community, or faith-based groups. It's still important to social distance. Try to connect online, on social media, or by phone or mail.
- ✓ **Take care of your body.** Eat well-balanced meals, exercise, and get plenty of sleep.
- ✓ **Take care of your emotional health.** Relax, do enjoyable activities, and limit the time you spend listening to news.



We're Here for You!

Passport is always here to help you get the thing you need. Call our Member Services team at (800) 578-0603 (TTY: 711). We can help connect you to behavioral health or other resources in the community.

Source: National Alliance on Mental Illness, National Institute of Health, Centers for Disease Control and Prevention, Psychology Today, National Alliance for the Mentally Ill (NAMI) *Published by Kentucky Youth Advocates with support from Passport Health Plan by Molina Healthcare.



NEW!

Need help? Email us!

Passport Health Plan by Molina Healthcare is here to help you and your family with your health care. Now, you can email us on our Member Portal to get quick answers to your questions and concerns. We will respond to your email within one business day.



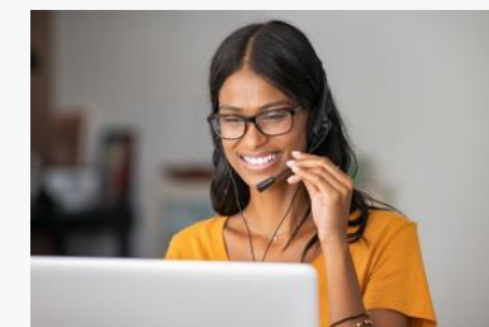
Here's how to email Passport in 3 easy steps:

1. Go to www.mypassporthealthplan.com and set up an account.
2. Click on "Contact Us."
3. Complete the form and click **Send**.



If you don't want to email us, you can always call our Member Services at 1-800-578-0603 (TTY: 711), Monday through Friday 7 a.m. to 7 p.m. EST.

Contact Us



Passport Member Services

Thank you for choosing Passport as your health care plan. We will do all that we can to help you. If you are deaf or hard of hearing and you use a TTY/TDD system, you can call (800) 578-0603 (TTY: 711).

Passport Health Plan by Molina Healthcare

5100 Commerce Crossings Drive
Louisville, KY 40229

Member Services: (800) 578-0603
Fraud, Waste and Abuse AlertLine: (866) 606-3889
Behavioral Health Crisis Line: (844) 800-5154
24 Hour Nurse Advice Line: (800) 606-9880
Dental Services: (800) 578-0603
Pharmacy: (800) 578-0603
TTY/TDD: 711

Send a Message to Us

Reason: *

Phone: *

Email: *

Type your message here: *



Your Opinion Matters

We'd like to thank you for choosing Passport Health Plan by Molina Healthcare. You are one of our valued members — and we're glad to have you!

We recently mailed out our **Member Satisfaction Survey** to a random group of members. This survey asks about the care and service you are getting. If you received a survey, please fill it out and tell us what you think! We want to know what's working for you and how we can do better.

We look forward to hearing from you.

Getting Help with Domestic Abuse

Domestic abuse affects both women and men and it doesn't always mean physical punches. You could be in an abusive relationship without ever being hit. Abusive relationships involve a pattern of force, threats, or controlling behavior that can include emotional, sexual, financial, or physical abuse. If you're being abused, you might love the abuser and want things to get better or go back to the way they used to be.

Is your relationship abusive?

If you think you might be in an abusive relationship, here are some questions to ask yourself.

Does your partner:

- Text or call you all the time?
- Get very jealous or possessive?
- Try to control what you wear, where you go, or who you see?
- Make you feel like no one else would want you?
- Tell you that everything is your fault?
- Pressure or force you into having sex? Control your ability to get birth control?
- Control your money and your ability to get it?
- Grab, push, hit, smack, choke or hold you down?
- Threaten to or destroy your things?

If you answered "yes" to any of these questions, think about your safety. Talk to your doctor or a professional about how to stay safe. If you or someone you know is ready to leave an abusive relationship, your doctor can help you create a plan to leave. They can also tell you about resources that can help you.



WHO TO CALL FOR HELP

National Domestic Violence Hotline

Phone: (800) 799-7233

TTY: (800) 787-3224

Love Is Respect (for teens and young adults)

Phone: (866) 331-9474

TTY: (866) 331-8453

Kentucky's Regional Domestic Violence Programs

Phone: (800) 799-SAFE

Website: www.kcadv.org

Call or go online to find the member program in your region.



Monthly Health Reminders

Start each month off by doing these simple things to help you stay healthy and well — all year long!

January

Women's Health

- Schedule a Pap smear
- Schedule a women's wellness exam

February

Heart Health

- Make an appointment to have your blood pressure, cholesterol, and Body Mass Index (BMI) checked
- Talk to your doctor about how to keep your blood pressure under control



March

Oral Health

- Schedule a dental visit



April

Mental Health

- Take your medicines as directed.
- Call your primary care provider (PCP) if you feel sad or not yourself



May

Respiratory Health

If you have asthma or COPD:

- Know your triggers
- Follow your Asthma Action Plan
- If you don't have an Asthma Action Plan talk to your provider about starting one
- Take your breathing medicines as directed
- Keep your doctor appointments



June

Maternity Health

- Keep all of your prenatal and postpartum visits
- Schedule your first prenatal appointment as soon as you know you are pregnant
- Don't smoke - talk to your doctor about ways to quit

July

Back Health and Adult Well-Visit

- Schedule a well-visit or physical exam with your PCP
- Get regular exercise, stretch often, and use proper lifting motion



August

Well-Child and Teen Care

- Schedule back-to-school screenings, immunizations, and sports physicals



September

Cold and Flu Season

- Get an annual flu shot and ask your doctor about a pneumonia shot
- Eat a healthy diet
- Wash your hands often with soap and water
- Get plenty of rest
- Cough or sneeze into your sleeve or elbow
- Avoid others who are sick
- Call our Nurse Advice Line 24/7 at 1-800-606-9880

October

Breast Cancer

- Schedule a mammogram



November

Diabetes

If you have diabetes:

- Schedule an appointment for an A1c, nephropathy, and blood pressure check
- Schedule a retinal eye exam

December

Healthy Habits

- Schedule a PCP visit to check your BMI and blood pressure before end of year
- Stay on track with your weight and exercise program.



Have Questions?

If you have any questions or need medical help, please call us at **(800) 578-0603 (TTY: 711)**.

Your Online Portal is Open Day and Night

MyPassportHealthPlan.com is easy to use and lets you look after your health care online.

YOU CAN:

- Print a temporary Member ID Card
- Request a new card if you have lost yours
- Change your doctor
- Check your eligibility
- Update your contact info
- Get reminders for health services that you need

YOU CAN ALSO VIEW:

- Your history of services such as doctor visits
- Info and resources to help you and your family stay healthy
- Services offered for Passport members only

REGISTER TODAY!

Just follow these easy steps:

Step 1: Go to www.MyPassportHealthPlan.com

Step 2: Enter your **Member ID** number, date of birth, and zip code

Step 3: Enter your email address

Step 4: Create a password

Step 5: Now you're ready to login and use My Passport Health Plan!

FORGOT YOUR PASSWORD?

Click on "Forgot My Password" and go through the steps to have it reset.

Nondiscrimination Notice

Passport Health Plan DOES:

- Follow federal civil rights laws
- Provide free aids and services to people with disabilities such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats)
- Provide free language services to people whose primary language is not English such as:
 - Qualified interpreters
 - Information written in other languages

Passport Health Plan DOES NOT:

- Discriminate on the basis of race, color, national origin, age, disability, sex, health status, need for health services, religion, sexual orientation, or gender identity.
- Exclude people or treat them differently because of race, color, national origin, age, disability, sex, health status, need for health services, religion, sexual orientation, or gender identity.

If you need any of these services listed to the right, you may contact:

Passport's Member Services Team
(800) 578-0603

Passport's Care Connectors Team
(877) 903-0082

If you believe Passport has not provided these services or has discriminated against you, you may file a grievance. You can file a grievance by contacting:

Civil Rights Coordinator
5100 Commerce Crossings Drive
Louisville, KY 40229
(502) 212-6767 | Fax: (502) 585-7985
PHPCompliance@passporthealthplan.com

You may file in person or by mail, fax or email. If you need help filing a grievance,

the Director of Compliance can help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You can:

- Visit the Office for Civil Rights Complaint Portal at ocrportal.hhs.gov/ocr/portal/lobby.jsf
- Mail to:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
- Call (800) 368-1019
(TDD (800) 537-7697)

If you need a complaint form, please visit <http://www.hhs.gov/ocr/office/file/index.html>

Si habla español, tenemos servicios de asistencia lingüística de forma gratuita. Ofrecemos también, sin costo, servicios de interpretación de documentos en su idioma. Por favor, llame al (800) 578-0603. Los usuarios de TTY pueden llamar al 711.

若您的慣用語言是中文，我們提供免費的語言協助服務。您也可以享受免費的口譯服務；我們可以將任何文件翻譯成您的慣用語言並唸給您聽。請致電 (800) 578-0603。TTY 使用者請撥打 711。

Wenn Sie Deutsch sprechen, stehen für Sie kostenlos Sprachassistentendienste zur Verfügung. Sie können sich auch jedes Dokument in Ihrer Sprache vorlesen lassen, ohne dass für Sie Kosten entstehen. Bitte wählen Sie die Rufnummer (800) 578-0603. Schreibtelefon (TTY/TDD): 711.

Nếu quý vị nói tiếng Việt, dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn dành cho quý vị. Quý vị cũng có thể nhận được hỗ trợ phiên dịch bằng lời miễn phí; chúng tôi có thể đọc bất kỳ tài liệu nào cho quý vị bằng ngôn ngữ của quý vị. Vui lòng gọi (800) 578-0603. Người dùng TTY hãy gọi 711.

تدعنا سألنا تامدخ ناف، ءىبر عل شذحتت تنك اذا اضريأ ىقلتت دقو. اناجم لكل ءحاتم ءىوغلل ارقن نا انكدمى؛ ءىناجم ءىءفش ءىروف ءمچرت ىلع لاصتالا ىجرى. كءغلب ءقوئو ىا لكل ىمدختسمل نكدمى. (800) 578-0603 مقررلا 711 مقررلا ىلع لاصتالا ىصرنلا فتادلما

Ukoliko govorite srpski jezik, usluge jezičke pomoći su vam dostupne besplatno. Pružamo i usluge besplatnog usmenog prevoda; možemo da vam pročitamo bilo koji dokument na vašem jeziku. Pozovite (800) 578-0603. Korisnici koji upotrebljavaju tekstualni telefon mogu da pozovu broj 711.

日本語を話される場合、無料の言語支援サービスをご利用いただけます。また、無料の読み上げサービスをご利用いただけます。あなたの言語で文書を読み上げます。(800) 578-0603までお電話ください。TTYユーザーは711に電話できます。

Si vous parlez français, vous pouvez bénéficier gratuitement de services d'assistance linguistique. Vous pouvez également recevoir une interprétation orale gratuite ; nous pouvons vous lire n'importe quel document dans votre langue. Veuillez appeler le (800) 578-0603. Les utilisateurs d'un ATS (TTY) peuvent appeler le 711.

한국어 사용자는 무료로 언어 지원 서비스를 이용할 수 있습니다. 아울러, 어떤 서류든 모국어로 읽어주는 무료 구두 통역도 받을 수 있습니다. (800) 578-0603번으로 전화하십시오. TTY 사용자는 711번으로 전화하실 수 있습니다.

Wann du Deutsch schwetscht un Hilf mit Englisch brauchsch, kenne mer dich helfe fer nix. Du darfscht aa en Interpreter/Translator griege fer nix; mir kenne enicher Text lese zu dich in dei Schprooch. Ruf (800) 578-0603 uff. Leit as TTY yuse darfe 711 uffrufe.

तपाईंले नेपाली बोल्नुहुन्छ भने भाषा सहायता सेवाहरू तपाईंको लागि नि:शुल्क रूपमा उपलब्ध हुन्छन्। तपाईंले नि:शुल्क मौखिक दोभाषे पना प्राप्त गर्न सक्नुहुन्छ; हामी तपाईंको लागि तपाईंको भाषामा कुनैपनि कागजात पढ्न सक्छौं। कृपया (800) 578-0603 मा फोन गर्नुहोस्। TTY प्रयोगकर्ताहरूले 711 मा फोन गर्न सक्नुहुन्छ।

Kan dubbattu Afaan Oromo yoo ta'e, tajaajilliwwan gargaarsa afaanii kanfaltii malee siif jira. Akkasumas turjumaana afaanii bilisaan argachuus ni dandeessa; afaan keetiin galme kamiiyyuu siif dubbisu ni dandeenya. Maaloo (800) 578-0603 irratti bilbili. Fayyadamtoonni TTY 711 irratti bilbilu.

Если вы говорите на русском языке, вам могут быть предоставлены бесплатные услуги переводчика. Также вам может быть бесплатно предоставлен устный переводчик; любой документ может быть зачитан вам на вашем языке. Звоните по телефону (800) 578-0603. Телетайп (TTY): 711.

Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqadda waxaa laguugu heli karaa adiga bilaash. Sidoo kale waxaad heli kartaa turjumaad hadalka ah oo bilaasha ah; waxaanu kuugu akhriyi karnaa adiga warqad kasta luqaddaada. Fadlan soo wac (800) 578-0603. TTY isticmaalayaashu waxay soo waci karaan 711.

Kung nagsasalita ka ng Tagalog, makakagamit ka ng mga serbisyo ng tulong sa wika nang walang bayad. Maaari ka ring makatanggap ng libreng oral interpretation; maaari naming basahin para sa iyo ang anumang dokumento sa sarili mong wika. Mangyaring tumawag sa (800) 578-0603. Ang mga gumagamit ng TTY ay maaaring tumawag sa 711.



PASSPORT HEALTH PLAN

BY MOLINA HEALTHCARE

Marketing and Community Engagement Department
5100 Commerce Crossings Dr.
Louisville, KY 40229



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MARK04445 APP_3/23/2021

COVID-19 Reminders & Vaccine Update

Keep you and your family healthy by stopping the spread of the Coronavirus (COVID-19). To stay safe and healthy, remember to do these things:

- ✓ Wear a mask in public places
- ✓ Stay 6 feet away from others who are not in your household
- ✓ Avoid large groups
- ✓ Wash your hand often or use hand sanitizer



Have a FREE Mask on Us!

If you'd like a free mask, please visit the home page of our website at PassportHealthPlan.com.



COVID-19 Vaccine Update

The COVID-19 vaccine is now available to most Kentuckians.

To find out if you are eligible:

- Visit vaccine.ky.gov.
- OR-
- Call 1-855-598-2246 (TTY: 855-326-4645) 8 a.m. to 7 p.m. EST, Monday through Friday.

Need Transportation?

If you need help finding a ride to get your vaccine, please call us. Kentucky Medicaid will cover transportation to your local vaccine site. Passport's Member Services is here to help at 1-800-578-0603 (TTY: 711), 7 a.m. to 7 p.m. EST, Monday through Friday.



Thank You...

Thank you for being a member of Passport Health Plan by Molina Healthcare! We are so happy to have you in our Kentucky family. This year, we are excited to let you know about some EXTRA benefits and services available to you!

- **EXTRA Benefits & Rewards for Passport members ONLY!**

You can earn gift cards for making healthy choices like going to the dentist and doctor for checkups. You can also get a free cell phone, Weight Watchers membership, adult eyeglasses, and more! Visit www.passporthealthplan.com/rewards or call Member Services at (800) 578-0603 (TTY: 711) for details.





- **NEW! 24/7 Help and Virtual Care**

If you can't reach your doctor and need help urgently, we're here for you! You can call our 24/7 Nurse Advice Line at (800) 606-9880 or our Behavioral Health Crisis Line at (844) 800-5154. You can also connect with a doctor by phone, video or mobile app by visiting <https://member.teladoc.com/molina/KY> or calling 1-800-Teladoc (1-800-835-2362).

- **NEW! Member Portal and Mobile App**

Want to change your doctor, request an ID card, or email us a question? Go to mypassporthealthplan.com or download the Passport Health Plan mobile app to do this and more 24 hours a day, 7 days a week.

We're Here for You!

We want to make sure you have the care and support you need in 2021 and beyond. If you ever have any questions or need help, please call us at 1-800-578-0603 (TTY: 711), Monday through Friday 7 a.m. – 7 p.m. EST or visit us online at www.passporthealthplan.com.