

# Molina's **my**health**my**life

a newsletter just for Kentucky members

Winter 2025



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# SED Care Model Program

- Is your child struggling with going to school on a regular basis?
- Do they have problems with focus, memory or clear thinking?
- Are they struggling with outbursts, worry they cannot shake, or seem moodier than their peers?
- Are you challenged by some of their behaviors?

Passport has a case management program for children with severe emotional disturbances (SED) that can help you find the right mental health provider, discuss coping skills for you and your child, link you to community resources, and/or create a plan of action. We also have a Family Peer Support Specialist that you can talk to who has gone through similar experiences.



By helping your child and completing this 3-6 month program your child may be eligible for a \$25 gift card.

Call Member Services today at **(800) 578-0603** and request an SED Case Manager.





# How to Get the Most Out of a Telehealth Session

Many members are finding telehealth or virtual services a helpful way to get their physical or mental health care. Because this technology is relatively new, it may be helpful to think over some tips for getting the most out of your telehealth session.

- Make sure you have a good Wi-Fi connection or are able to use your cell phone to connect with your provider. If you have concerns about the technology, talk with your provider about them.
- Your provider will ask for your informed consent and ask questions to help work out your treatment needs.
- A plan should be in place for handling emergencies. Make sure you know what to do if you need to reach the provider outside of scheduled appointments.
- If you are not alone at home, think about using earbuds during the session instead of a speakerphone.
- Make sure you are free of distractions like television or prepping a meal so that you can focus on the appointment.
- Select a location that is private and where you can be comfortable.

In addition to our provider network, Passport also makes available to members telehealth services through Teladoc. You can schedule a visit seven days a week by visiting **member.teladoc.com/molinaKY** or calling **1-800-TELADOC (835-2362) (TTY:711)**.

In the event of a behavioral health crisis, members always have access to our Behavioral Health Crisis Line at **1-844-800-5154**.





## During flu season it is more important now than ever to get your **Flu Shot**

Getting a flu shot not only protects you from the problems that can come from the flu, but it also protects those around you. The flu shot is covered for you at no cost. You can contact your primary care provider to get a flu shot anytime. People age 5 and older can also get a flu shot at your local pharmacy. Did you know that children ages 6 months to 8 years need 2 flu shots in the first season they get a flu shot? The first flu shot “primes the system” or gets it ready, and the second flu shot gives your child that immunity boost we want to see to protect them from problems.

At Passport we are giving our smallest members \$100 when they get those 2 flu vaccines at least four weeks apart on or before their 2nd birthday. Simply get those 2 flu shots, and fill out a member healthy rewards form and return it by mail, email or fax.



The **Healthy Rewards Adults/Pediatric Attestation Form** is available on page 10 of this newsletter or [click here](#) for the online form.

Thank you for protecting yourself and those you love from the flu!





# A New Year, a Healthy New You

One of the best things you will ever do for your health is to regularly visit your primary care provider, or PCP.

Your PCP is the main doctor who gives you most of your care and makes referrals when you need to see a specialist. A visit to your PCP to become healthier can be a great New Year's Resolution.

Your PCP can help you know the numbers important to your health, such as blood pressure, blood sugar, cholesterol, and weight. Your PCP can also suggest healthy behaviors such as quitting smoking, losing weight, and exercise tips.

Passport by Molina is here to help you reach your goals with healthy rewards. You can earn a \$25 gift card credit for an adult yearly wellness visit to your PCP, get up to 13 weeks of Weight Watchers free if you qualify for weight loss intervention assistance (a \$40 value), and smoking cessation resources through our care management team. There are also other rewards for children and specific screenings if you qualify.



**The Healthy Rewards Adults/Pediatric Attestation Form** is available on page 10 of this newsletter or [click here](#) for the online form.

Take control  
of your  
health this  
new year  
starting  
with a visit  
to your PCP  
and be a  
new you!

Source: New year's Resolutions - Harvard



A photograph of a woman and a young girl brushing their teeth. The woman is on the left, smiling broadly, holding a red and yellow toothbrush. The girl is on the right, also smiling, holding a blue and green toothbrush. They are both looking towards the camera. The background is a blurred indoor setting, possibly a bathroom.

# Healthy, Strong Teeth are Important to Your Child's Growth

They can help your child with eating, talking, and smiling. Even though baby teeth get replaced, we want teeth to be healthy until the replacement shows up. These baby teeth are holding a place for the permanent tooth. Taking care of your child's teeth and gums is one on the best things you can do for the health of your child.



## Here are some ways you can help your child take care of their teeth:

- When your child's first teeth appear in the mouth use a soft washcloth to gently wipe the teeth.
- Always use a soft toothbrush that is made for children.
- Brush your child's teeth each day after breakfast and before bedtime with fluoride toothpaste.
- Always brush the front and backs of your child's teeth and the tops of the back teeth.
- Start visiting a dentist at least twice a year when your child turns 2.
- If you do not have a dentist, ask your pediatrician if he/ she gives fluoride varnish in the office during well visits. Fluoride varnish can be given twice a year and will help in preventing cavities. Also, ask your child's pediatrician about other oral fluoride supplements.
- Encourage drinking tap water for fluoride benefits.
- Provide healthy snacks such as fruits and vegetables, and limit candy and sugary drinks

Your child's perfect smile starts with good oral health habits. Oral health is important because it impacts the way we speak, smile, eat, show emotions and your self-esteem. Good oral health habits can give your child healthy teeth and gums for school and family photos.

**All members can get a \$50 gift card credit for completing an annual dental exam. Now, that's something to smile about!**



**The Healthy Rewards Adults/ Pediatric Attestation Form** is available on page 10 of this newsletter or [click here](#) for the online form.



If your child is not seeing a dentist, please contact the Member Services team at **(800) 578-0603** to find a dental provider. An oral health home is just as important as a pediatric health home.

Sources: American Dental Association, Mouthhealthy.org





# Upcoming FREE Dental Clinics for Passport members!

## **Bowling Green/ Warren Co.**

Passport's Bowling Green  
One Stop Help Center  
636 U.S. 31W Bypass,  
Bowling Green, KY 42101

**Friday, March 28th**

For more information, call  
**(270) 698-9368**

## **McCreary County**

McCreary Health  
Department  
119 Medical Plaza Lane,  
Whitley City, KY 42653

**Monday, February 17th  
Wednesday, April 2nd**

For more information, call  
**(502) 305-1152**

## **Martin County**

Martin County Library  
387 Main St, Inez, KY 41224

**Wednesday, March 19th  
Friday, May 30th**

For more information, call  
**(502) 213-8934**

- **Passport members only.** Passport members are eligible for one \$50 gift card credit per year after completing their annual dental exam!
- **Giveaways include: Gift Cards, Diapers, Car Seats and more!**
- **In collaboration with Kare Mobile**

## **Information Materials Requirements**

Did you know? As a Passport member, you can request copies of member materials including provider directories, member handbooks and health education materials. These materials are provided at no cost to you. You may also ask for written member materials in a language other than English, or in a different format because of special needs (e.g. braille, large print, or audio), at no cost to you.

Please contact Member Services at **(800) 578-0603** to request a copy of member materials free of charge.

## **Notice of Privacy Practices (NPP)**

Your privacy is important to us. We respect and value your privacy. Passport's Notice of Privacy Practices has facts about how we use and share our Members Protected Health Information (PHI). If you would like to get a paper copy of our Notice of Privacy Practices it is available on Passport's website. [\*\*Notice of Privacy Practices | Molina Healthcare Kentucky\*\*](#)

## **Rights and Responsibilities**

You have rights and responsibilities.

As a Passport member, you have certain rights and responsibilities. Knowing your rights and responsibilities will help you, your family, your doctor and Passport make sure that you get the services and care you need. You can find your member rights and responsibilities and privacy practices by visiting [PassportHealthPlan.com](http://PassportHealthPlan.com). Just click on the Member Rights and Responsibilities link found under **Members > Medicaid > About Medicaid > Quality Service**.

# Passport by Molina Healthcare

## Member information sessions

Join us for a 30-minute member information session! These sessions will take place in-person and virtually, so you can choose how you would like to attend. We'll give you all the tips and tools to make 2025 your healthiest year yet!

There's no need to sign up ahead of time. Just click on the link below to join at a time that works best for you!

### Member Education Sessions offered virtually

Tuesdays 12 p.m. EST/11 a.m. CST

Thursdays 3:30 p.m. EST/2:30 p.m. CST

### Spanish Session Virtually – Thursdays

12 p.m. EST/ 11 a.m. CST

### Member Education in-person at local One Stop Help Centers

Wednesdays 11 a.m. EST/10 a.m. CST

- Bowling Green, 636 US 31 W BY-PASS Suite A
- Covington, 1613 Madison Ave.
- Hazard, 124 Grand Vue Plaza
- Lexington, 127 W. Tiverton Way Suite 128
- Owensboro, 410 Southtown Blvd. Suite 3

### Questions?

For more information or to find your community engagement specialist, call **(270) 698-9368**.

### Session dates and times

Sessions run January 7 thru December 11, 2025 – except on holidays



#### How to join a virtual session:

To join a session, [click here](#), or scan QR code

Meeting ID:  
281 993 945 629

Passcode:  
tU38sA





# 2025 Healthy Rewards Program

## Member form

Now it's easier than ever to get your Passport by Molina Healthcare healthy rewards! Simply fill out this form and send it back to our rewards team. Instructions and information on how rewards may be redeemed are at the end of the form.

All Passport members who meet the criteria and complete the screening(s) below can earn gift card credits. These important health screenings are covered by Passport at no cost to you.

**\* Rewards must be claimed within 90 calendar days of receiving the qualifying service and member must be currently enrolled with Passport Medicaid at the time of claiming the reward.**

### ADULT/PEDIATRIC

What visit did you have? ☒ Check it below!

#### Annual preventative screening

- ☐ All members ages 22+ who get an annual preventative screening visit can earn a \$25 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

#### Annual young adult wellness visit

- ☐ Annual young adult wellness visit: Ages 13-21. Complete an annual wellness visit and earn a \$50 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

## Well-child visits

- ☐ Well-child visits: Ages birth to 30 months. Complete up to 8 well-child visits on time and earn a \$10 gift card credit per visit (up to \$80).

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

- ☐ Annual well-child visit: Ages 3-12. Complete annual well-child visit and earn a \$25 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

## Cancer screenings

- ☐ Breast cancer screening: Women\*\* between the ages of 40-74 who get a mammogram can earn a \$25 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

- ☐ Cervical cancer screening: Women\*\* between the ages of 21-64 who get a pap smear can earn a \$25 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

- ☐ Colon cancer screening: Members between the ages of 45-75 who get a colon cancer screening test can earn a \$25 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items



## Chlamydia screening

- ☐ Women\*\* between the ages of 16-24 who get a chlamydia screening can earn a \$25 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

## Dental screenings

- ☐ Dental exam: All members who get an annual dental exam can earn a \$50 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

## Diabetes screenings

- ☐ Diabetic eye exam: Diabetic members between the ages of 18-75 who get a diabetic eye exam can earn a \$50 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

- ☐ Diabetic HbA1c test:  
Diabetic members between the ages of 18-75 who get a HbA1c test can earn a \$50 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

- ☐ Diabetic Self Management Education and Support (DSMES) classes: All members with type I or type II diabetes who complete all classes can earn a \$25 gift card credit.

Date of completion: \_\_\_\_\_ Class location: \_\_\_\_\_

Instructor signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

## Inpatient hospital follow-up

- ☐ All members who complete a PCP/ Behavioral Health follow-up within 7 days of discharge from a related inpatient hospital stay can earn a \$50 gift card credit.

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

## Maternity screenings

- ☐ Prenatal visit: All members who visit their provider during the first 3 months of pregnancy or within 42 days of joining Passport can earn a \$100 baby care gift card credit.

Date of visit: \_\_\_\_\_ Provider name/Clinic: \_\_\_\_\_

Weeks pregnant at visit: \_\_\_\_\_ Number of babies: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Baby items (Prenatal visits are eligible for baby care items only).

- ☐ Postpartum visit: All members who visit their provider between 7 and 84 days after birth of new baby can earn a \$50 baby care gift card credit.

Date of visit: \_\_\_\_\_ Delivery date: \_\_\_\_\_

Provider name/Clinic: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Gift card credit choice: ☐ Baby items (Postpartum visits are eligible for baby care items only).

## Immunizations (Shots)

- ☐ Childhood immunizations: Members who complete the following vaccine series on or before their 2nd birthday can earn up to \$190 in gift card credits.\*\*

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

☐ Rotavirus (\$10) ☐ Hep A (\$10) ☐ Hep B (\$10) ☐ DTAP (\$10) ☐ Hib (\$10)

☐ Influenza\*\* (\$100) ☐ PCV (\$10) ☐ MMR (\$10) ☐ Polio (\$10) ☐ Varicella (\$10)

\*\*\$50 for first shot, \$50 for second shot

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items



## Immunizations (Shots)

- ☐ Adolescent immunizations: Members who complete the following vaccines between ages 9 and 12 can earn up to \$100 in gift card credits.\*\*

Date of visit: \_\_\_\_\_ Provider/Clinic name: \_\_\_\_\_

Physician signature: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

☐ 1st HPV Vaccine (\$50)

☐ 2nd HPV Vaccine (\$50)

Gift card credit choice: ☐ Whole care ☐ Gas at the pump ☐ Baby items

## TO RECEIVE YOUR REWARD:

Please COMPLETE this form. Print clearly and send it back to Molina in any of the following ways:

### Email

[MEInquiries@MolinaHealthcare.com](mailto:MEInquiries@MolinaHealthcare.com)

### Fax

(833) 858-0430

### Mail

Attn: Healthy Rewards and VAB Program  
300 Oceangate, 6th Floor  
Long Beach, CA 90802

Member name: \_\_\_\_\_

Member ID: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Unit: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Home phone: \_\_\_\_\_ Cell phone: \_\_\_\_\_

## HEALTH RISK ASSESSMENT (HRA)

All members who complete a HRA form can earn a \$25 gift card credit.

Completing your HRA allows us to better understand your unique needs so we can connect you with additional supports and services you might need. HRAs are located on our website at: <https://www.molinahealthcare.com/members/ky/en-us/mem/medicaid/hra.aspx>.

Send us your completed Health Risk Assessment Form (HRA) to Passport at [kycaremanagement@molinahealthcare.com](mailto:kycaremanagement@molinahealthcare.com) or mail to:

Passport by Molina Healthcare  
Attn: Care Management Dept.  
5100 Commerce Crossing Drive, Louisville, KY 40229

**After submitting your HRA, please call Passport healthy rewards at (833) 986-0072 to request your gift card.**

Some exclusions apply. Benefits subject to change. To qualify, members must have Passport by Molina Healthcare Medicaid at both the time of service that earned the reward and at the time the reward is requested. If reward is offered for both Molina Medicaid and Medicare, it can only be claimed once and will be provided by member's primary insurance.

\* Rewards must be claimed within 90 calendar days of receiving the qualifying service and member must be currently enrolled with Passport Medicaid at the time of claiming the reward. \*\*Members assigned female at birth.



5100 Commerce Crossings Dr.  
Louisville, KY 40229



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Passport does not guarantee the availability or quality of care. We are not responsible for any act or omission of any provider. All providers contracted with Passport are independent contractors and not employees or agents of Passport.

Molina KY 2387\_WZ 19140\_APP 1/21/2025

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## Your Voice Matters!

Don't throw away that survey! We are listening! The time is almost here to let your voice be heard! The Centers for Medicare and Medicaid Services (CMS) conducts a CAHPS (Consumer Assessment of Healthcare Providers and Systems) Survey each year (March – June) to learn more about your experience and satisfaction with the healthcare and services you are getting through your health plan.

Participants are picked randomly, so you may or may not get the survey this year. If you are chosen, the survey will be mailed to you starting in March. If you do not fill out the survey, you will get a call to fill out the survey over the phone. This is a chance to let us know what we are doing right and where we need to serve you better.

We know that there are surveys everywhere you turn in today's world. But the value of this survey stands out because it is designed to help us continue giving you and your loved ones the highest standard of care. There is nothing more important to us than our members living their healthiest lives!

