

Welcome to Passport By Molina Healthcare

Your Quick Start Guide



At Passport by Molina Healthcare, you're important to us!

You're receiving this guide because Passport by Molina Healthcare works with Kentucky Medicaid to provide your health benefits. Passport is here to help you feel your best!



! Please look for your Member ID cards enclosed in this envelope.

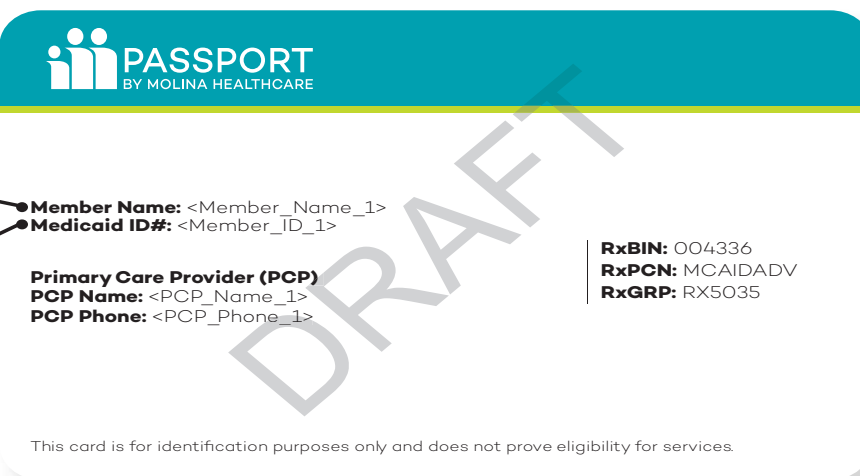
Your Member ID Card

IMPORTANT:

- Please make sure your information is correct.
- Always bring this card with you.

Member's Name

Your Member ID



Your card shows the name and contact details for your doctor, also called Primary Care Provider (PCP). If it is not your correct doctor, you can change it at MyPassportHealthPlan.com or by calling Member Services at (800) 578-0603, Monday - Friday, 7 a.m. - 7 p.m. EST.

Now you can get the care you need, close to home. Plus value-added health programs—at no cost!

As a member of Passport by Molina Healthcare, you qualify for programs that can help you live your healthiest.



Case Management for children and adults with special needs, to help you make the most all your health care coverage, including primary, specialty and behavioral health.



Health maintenance programs like Weight Management and Stop Smoking education.



Disease management for chronic health issues including Diabetes, Asthma, Congestive Heart Failure and Depression and Substance Abuse.



Pregnancy education helps you have a healthy pregnancy and baby. And you get rewards for seeing your doctor regularly.

For more information about your benefits and how to access them, visit PassportHealthPlan.com or you can review the Member Handbook in this package.



Make the most of your health plan.

- Learn all the benefits we cover at no cost to you.
Go to PassportHealthPlan.com/Handbook to read your **Passport Member Handbook**
- **Provider Directory**—All our providers are board-certified and subject to quality review before they can join our network. To find one near you, go to PassportHealthPlan.com/Directory
- **Pharmacy Benefits**—See the list of covered medications at PassportHealthPlan.com/Formulary
- **Behavioral Health Benefits**—Learn more about your benefits, get help finding a BH provider, or connect with care coordination by contacting (800) 578-0603.
- For more details, please go to PassportHealthPlan.com or call **(800) 578-0603, Monday - Friday, 7 a.m. - 7p.m. EST.**



Access us anytime at MyPassportHealthPlan.com

What does Passport do for you?

With Passport, you get benefits like no-cost doctor visits, mental health care, medication and hospital care when you need it. Plus advantages like:



Rides to medical appointments



Health education



Incentives for visiting your doctor



24-Hour Behavioral Health Crisis Line



24-Hour Nurse Advice line for answers to medical questions, day and night

For more information, visit PassportHealthPlan.com. Details on page 5.



Tools to control your health care: **PassportHealthPlan.com.**

Whether you prefer a desktop portal or your mobile device, we've got you covered. 24/7.

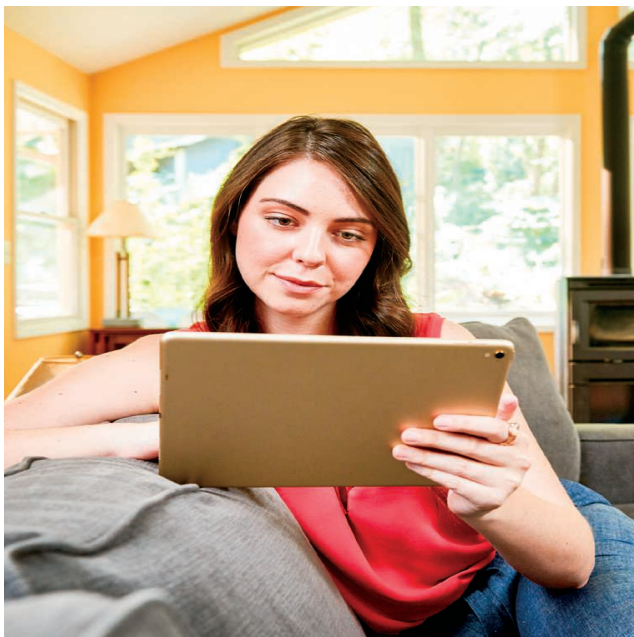


Visit MyPassportHealthPlan.com from your mobile device or desktop!

- View, download and share your ID with your doctor
- Change doctors
- View your health records and other benefit information
- Updated your contact info, and more!

**Access us anytime and sign-up at
MyPassportHealthPlan.com**

**CHECK OUT OUR
NEW MEMBER PORTAL!**



Questions?

Call Member Services at
(800) 578-0603, Monday -
Friday, 7 a.m. - 7p.m. EST.

Access us anytime at MyPassportHealthPlan.com

Getting care.

Your doctor—also called Primary Care Provider (PCP)—will give you most of your care. Make sure to go to regular checkups. **Call your doctor now to make an appointment.**

Schedule your first visit to get to know your PCP. Please call Passport Member Services at (800) 578-0603, Monday - Friday, 7 a.m. - 7 p.m. (TTY: 711) if you need help making an appointment or finding a PCP.

Visit your doctor when you're healthy. They can get to know you and prescribe medications as needed. They're here to help you stay ahead of any health issues.

As a member, you also have access to:

- 24-hour Nurse Advice line—For answers to your medical questions day and night
- 24-hour Behavioral Health Crisis Line - To talk to a Behavioral Health professional when you (or your child) feel like you are experiencing a behavioral health crisis and need immediate assistance
- Rides to medical appointments



Do you need Urgent Care or Emergency Care?

If you experience a life-threatening condition, seek Emergency Care by calling 911 or visiting an emergency room. If you need care after hours but aren't sure where to go, these examples can help.

URGENT CARE*

Visit a nearby urgent care center, access Virtual Urgent Care at Member.Teladoc.com/Molina/KY or call the 24-Hour Nurse Line at (800) 606-9880 for conditions that are often non-life-threatening such as:

Cold or flu symptoms

Wounds that may require stitches

Sprains, strains or deep bruises

Sore throat

Ear ache

Stomach flu or virus

EMERGENCY CARE

Call 911 or visit an emergency room.

Severe bleeding

Chest pain or pressure

Severe abdominal pain

Head trauma or injury

Difficulty breathing

Sudden dizziness or trouble seeing

Behavioral health: When someone is at risk of hurting themselves or others



Find a doctor, hospital or urgent care near you at PassportHealthPlan.com/Directory.

Urgent care examples often do not require Emergency Care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately.

Access us anytime at MyPassportHealthPlan.com

If you have a behavioral health emergency or crisis, you can call our 24-hour Behavioral Health Crisis line at (844) 800-5154 to speak to a licensed behavioral health clinician. You may also go to the nearest emergency care center or call 911.

What happens when?



Visit your PCP and complete your Health Risk Assessment within the first 30 days of enrollment.



Schedule and complete your annual preventive dental visit to receive a \$50 gift card.



Reminder: Your doctor and health plan work for you. Stay connected to make the most of your benefits — MyPassportHealthPlan.com can help.



Don't lose your Medicaid benefits. Annually you'll receive a Recertification Notice from the Kentucky Department for Medicaid Services to keep your benefits. If you need help, please call the Passport Benefits Renewal line at (844) 814-0593.

For the care you need, close to home, lean on **Passport by Molina Healthcare**

Passport was created to bring high quality care to everyone who needs it. We put you, our member, at the center of all we do. We're committed to keeping our communities healthy, too.

Thank you for being a member of Passport. We are dedicated to earning the trust you put in us.



You can use this space to write information about your plan and details about your care.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



5100 Commerce Crossings Drive
Louisville, Kentucky 40229
(800) 578-0603 (TTY 711)
PassportHealthPlan.com

Passport By Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call [1-800-578-0603] (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al [1-800-578-0603] (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 [1-800-578-0603] (TTY : 711) 。

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