

Get **MORE** with Passport



The health
plan that puts
you first



**PASSPORT
HEALTH PLAN**
BY MOLINA HEALTHCARE

We're Here for YOU!

Whether you have a question about a benefit, a doctor, a medicine or finding resources to help you pay for bills, food or housing, **we're here for you.**

Call us if you:

- Have questions about your benefits
- Want to change your primary care provider (PCP)
- Need a new Passport ID card
- Need to check your eligibility
- Get a medical bill in the mail

Already a member?

Call us at (800) 578-0603
(TTY users 711)
for Member Services

Not a member?

Call us at (844) 778-2700
(TTY users 711)
to learn more

Who can get Passport?

- Individuals, families, and children who meet the state's income requirements*
- Pregnant women
- People who are aged, blind, or disabled
- Children enrolled in KCHIP (Kentucky's Children Health Insurance Program)
- People who qualify for Medicaid and Medicare (dual eligible)
- Parent and caretaker relatives

*The state's income requirements are subject to change. For the most up-to-date information, call us.

What's Covered

Take a look at some of the benefits you can get with your membership!

Your Covered Benefits

- Doctor Visits
- Telehealth Visits
- Preventive care (shots, checkups, Pap tests, blood pressure check etc.)
- Prescription Drugs
- Dental & Vision
- Community Mental Health Center Services
- Sports & School Physicals
- Chiropractor Visits
- Urgent Care
- Inpatient Hospital Admission
- Durable Medical Equipment
- Emergency Room Visits
- Non-Emergency Transportation
- Family Planning
- Physical, Occupational, Speech Therapy
- Outpatient Mental Health & Substance Use Disorder Services

We've Got You
Covered!
NO Copays!

Did you know you can get an over-the-Counter (OTC) medicine with a prescription from your doctor? For a full list, contact MedImpact at (800) 210-7628.

For a full list of benefits, please see **Passport's Member Handbook** at passporthealthplan.com or call us.

Get MORE with Passport

We offer extra benefits and rewards for Passport members, including:

\$10-\$50 gift cards for healthy behaviors

Visit a network provider and get \$100 off a pair of **adult eyeglasses or contacts** every 24 months.

Free Smartphone with Unlimited Talk & Text plus 4.5 GB of data, free every month, for members 18+

\$25 Food Care gift card

Up to 13 weeks of digital Weight Watchers

FREE Blood Pressure Cuff

FREE Home Colon Cancer Screening Kit

FREE Infant Carrier, Convertible Car Seat, or Booster Seat

FREE GED Test and \$50 gift card for passing!

FREE Quit Tobacco Program



For our Care Management Members:

- Up to \$900 off hearing aids
- Up to \$700 off dentures
- Up to \$750 in Emergency Eviction Prevention Repair Funds
- FREE \$25 Gas Card or Bus Pass

All Extra Benefits and Rewards may have additional exclusions or supply limits. Benefits are subject to change. Member must have Passport Health Plan by Molina Healthcare MEDICAID as their primary insurance at the time of service.

To learn more and claim your reward, visit www.passporthealthplan.com/rewards or call (833) 986-0072.

Choosing Your Primary Care Provider (PCP)

One of the best things you'll ever do for your health is finding a Primary Care Provider or PCP. As a Passport member, you can choose your own PCP who is your main doctor. Your PCP will get to know your health history, take care of most of your medical needs, and make referrals when you need them.

The name of your PCP will be listed on your Passport ID card. If you want to see a different PCP, you can choose your own! You can change your PCP by calling Member Services at **1-800-578-0603**.

Virtual Care

Get expert health care from the comfort of home, 24/7.

Passport is pleased to partner with Teladoc to offer you virtual care. Now it's simple to connect to a board-certified doctor by phone, video or mobile app, from anywhere.

Use Teladoc for:

- Cold and flu symptoms
- Sore throat
- Allergies
- Respiratory infection
- Sinus problems
- Skin problems

Set up your account today!

Choose from one of three ways:

1. **Online:** Go to <https://member.teladoc.com/molina/KY> or
2. **Mobile app:** Download the app and click **"Activate account."** Visit **Teladoc.com/mobile** to download the app or
3. **Call Teladoc at 1-800-Teladoc (1-800-835-2362)** for help registering your account over the phone.

Free Support 24/7

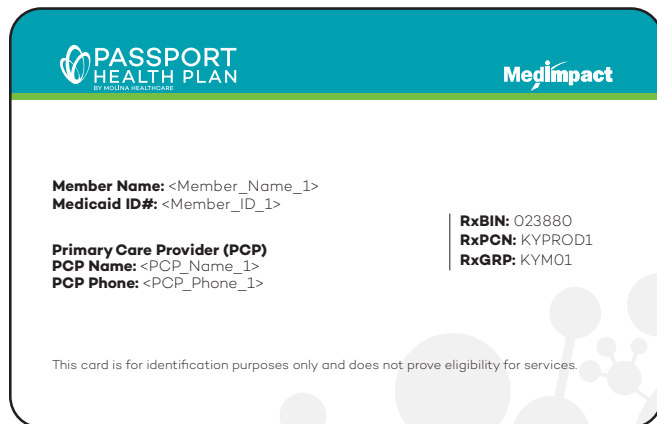
You can get help with your mental and behavioral health needs 24 hours a day, 7 days a week. You can call any of these numbers:

- **24 hour Nurse Advice Line**
1-800-606-9880
TTY: 711
- **24 hour Behavioral Health Crisis Line**
1-844-800-5154
TTY: 711

Your Passport ID Card

Your Passport ID card can do a lot for you! It's the key to using all of the benefits you have as a member. You'll need to show this card at every appointment and at the pharmacy.

Want to keep your ID card handy at all times on your smartphone? Download our mobile app, My Molina. You can also request a new ID card by calling Member Services at **(800) 578-0603**.



Emergency Services: Call 911 or go to the nearest emergency room.

If you are not sure whether you need to go to the emergency room, call your Primary Care Provider (PCP) or call our 24-Hour Nurse Advice Line. Follow up with your PCP after all emergency room visits.

To change your PCP, view eligibility information and more, please visit www.PassportHealthPlan.com. Questions? Please call Passport's Member Services at (800) 578-0603, TTY: 711, Monday through Friday, 7:00 am to 7:00 pm EST.

24-Hour Nurse Advice Line: (800) 606-9880, TTY: 711

Behavioral Health Crisis Line: (844) 800-5154

Pharmacy Program Phone Numbers:

Member and Provider Assistance (24/7): (800) 210-7628
Clinical / Prior Authorizations Only: (844) 336-2676

Providers:

For prior authorization, eligibility, claims or benefits call (800) 578-0775 or visit Provider Portal at www.Avality.com

Remit Claims to: Passport Health Plan by Molina Healthcare,
P.O. Box 7114, London, KY 40742.

EDI Submission Payer ID: 61325

Special Health Programs

Living with health problems and managing them can be hard. We offer special services and programs for both children and adults who need extra help with a health problem or chronic condition.

For more information, call our Health Management Department at (866) 891-2320 (TTY/TDD: 711), or call Member Services at (800) 578-0603 and ask to speak with the Case Management team.

Behavioral Health

How you feel matters and learning to cope matters too. Passport offers Behavioral Health programs and resources to help you feel better and help you get back to being you.

Need help finding a Behavioral Health provider? Call our Member Services team at: (800) 578-0603.

For Behavioral Health crisis assistance call the Passport Behavioral Health Crisis Hotline, available 24 hours per day, seven days per week at (844) 800-5154.

If you have an emergency, always call 911.

Take Care... Wherever You Go.

Passport has many ways for you to access your health information and connect with us online! These resources are available to members 24/7.

Mobile App: My Molina

With Passport's mobile app, **My Molina**, you can show your ID card, view your benefits, change doctors, check your symptoms, and much more!

Download the My Molina app from the Apple App Store or the Google Play App Store today!



Member Portal

MyPassportHealthPlan.com is easy to use and lets you look after your health care online. You can print your member ID card, change your doctor, check your eligibility, and much more! Go to **www.mypassporthealthplan.com** to register!

Social Media

Like and follow us on Facebook, Twitter, Instagram, LinkedIn, and Pinterest! Every week we share important details about your benefits, health tips, community resources, and much more!

Email and Text

Want to get important updates right to your email inbox and/or phone? Call Member Services at 1-800-578-0603 to sign up for this free service!

One Stop to Better Health

All across Kentucky, Passport is dedicated to improving the health and quality of life of our members. We now have many locations for members to stop by and get the help they need in person. At our One Stop Help Center, you can access the following (and much more)!



Training, education, and access to special programs



Member walk-ins welcome



Free Wi-Fi, meeting rooms, and telehealth capabilities



Face-to-face help with accessing healthcare and community resources

Find a list of locations and learn more at www.passporthealthplan.com/onestop.

Choose Passport!

There are so many great reasons to choose Passport. Passport offers you MORE than just a health plan. With our caring hearts and unmatched kindness, you can count on us to put you at ease -every step of the way!

Choose Passport and secure the health coverage you and your family need.

Call us at **1-844-778-2700** to start the enrollment process today! TTY users may call **711**.



Current Passport Members:

Call 1-800-578-0603
(TTY users 711)

Want to Join Passport?

Call 1-844-778-2700
(TTY users 711)

Any information included in this booklet is not intended to replace medical care or advice from your doctor. Any references to other companies or internet sites are not an endorsement or guarantee of the services, information or products provided. Passport does not take responsibility for anything that may result from the use, misuse, interpretation or application of the information in this booklet. 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.