

Welcome Passport Health Plan Member!

Welcome to Passport Health Plan. You are now a member of one of the best Medicaid health plans in the nation! We care about you and want to help you get the best care.

We partner with the state of Kentucky to offer Passport Health Plan. The state Medicaid program is called *KyHealth Choices*. You became a Passport Health Plan member because you live in our service area and are eligible for Medicaid.

This Member Handbook will help you get the most out of the benefits and services available to you.

At Passport Health Plan, you have a CHOICE!

Your 1st step is to choose a primary care provider (PCP) to take care of your basic medical needs and make referrals to specialists when you need them. **Call Member Services to choose your PCP.** You can pick a PCP from the Primary Care Provider Directory included in this packet or visit our on-line directory at www.passporthealthplan.com. If you do not choose a PCP within 30 days of enrollment, Passport Health Plan will choose one for you. **Please call us with your choice today!**

Your 2nd step is to fill out the red and white **Personal Information Form** included in this packet. There are two forms included with this Handbook. Please fill out a form for each Passport Health Plan member in your household. Once you fill out the form(s), please send them back to us right away in the postage-paid envelope. If you need extra copies, please call Care Coordination at 1-877-903-0082 and someone will mail them to you. These forms will give us the information we need to find programs and services that can help you.

Your 3rd step is to watch the mail for your ID cards. You will receive a red and white Passport Health Plan ID card after you call Member Services and choose a PCP. You will also receive a blue and white Medicaid ID card called *KyHealth Choices*.

Call Us – We're Here for You

Passport Health Plan has 2 phone lines ready to serve you! You can call us Monday – Friday, 8:00 am to 6 pm (EST).

Member Services 1-800-578-0603, press 2

Call our Member Services line for help with your benefits. A Member Services representative can answer your questions about benefits, help you choose a PCP, and much more. To learn more about how Member Services can help you, see page 4.

Care Coordination 1-877-903-0082

Call our Care Coordination line to get help with your health care. A Care Connector will get you to the right person so you can get the care you need. To learn more about how Care Connectors can help you, see page 17.

TTY/TDD users may call 1-800-691-5566.