

myhealthmylife™

2022 ISSUE 1

 **PASSPORT
HEALTH PLAN**
BY MOLINA HEALTHCARE

WHAT'S INSIDE

Earn rewards
in 2022

2

Keeping your personal
information safe

6

Why are
immunizations so
important?

12



Earn rewards in 2022!

Want to earn gift cards?

Be sure to take advantage of your extra benefits. To earn these rewards, just do things that are good for your health – things like filling out your Health Risk Assessment (HRA). Completing an HRA is very important. It lets us better understand your needs, so we can connect you to supports and services.

Send your completed HRA back to us in one of these ways:

- Email it to
CareManagement_KY@passporthealthplan.com
- Mail it or drop it off to
5100 Commerce Crossings Drive,
Louisville, KY, 40229

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

Need a copy of the HRA?

If you don't have your HRA, you can complete one over the phone with us. Just call us at (833) 959-2398.

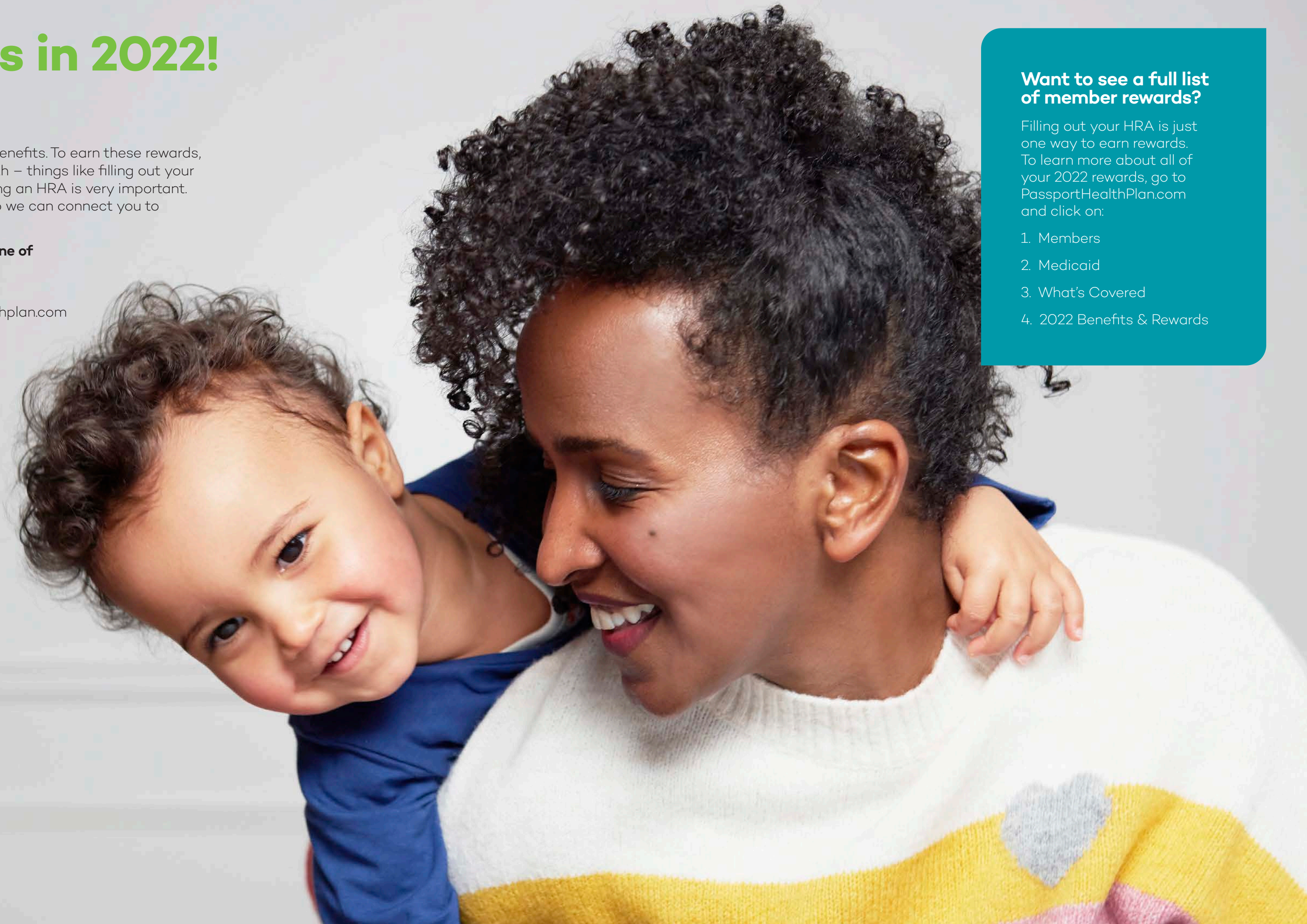
You can also print out a copy at PassportHealthPlan.com and click on:

1. Members
2. Medicaid
3. About Medicaid
4. Health Risk Assessment

Want to see a full list of member rewards?

Filling out your HRA is just one way to earn rewards. To learn more about all of your 2022 rewards, go to PassportHealthPlan.com and click on:

1. Members
2. Medicaid
3. What's Covered
4. 2022 Benefits & Rewards



Your guide to getting quality health care



Learn about the programs and services offered at Passport Health Plan by Molina Healthcare!

The spring 2022 version of Passport's Guide to Getting Quality Health Care (the Guide) is now available. You can find the Guide on our website at PassportHealthPlan.com. You can view or print a copy.

Click on:

1. Members
2. Medicaid
3. About Medicaid
4. Quality Service
5. Quality Improvement Programs



The Guide helps you learn about the programs and services offered to you. You can read about our:

Quality improvement program

- Passport uses surveys and tools to review all of the services and care you receive each year.
- We want to hear how we're doing. We collect information on services such as shots, well-check exams and diabetes care.
- We help you take better care of yourself and your family. Some of the ways we do this is by:
 - Mailing or calling to remind you and your child to get well-check exams and shots.
 - Telling you about special services.
 - Helping you learn about any ongoing health problems.

Population health management

- Passport has services to keep you healthy and take care of any health condition you may have.
- We have programs on care management, transitions of care, pregnancy and more. These programs:
 - Tell you how you can get extra help.
 - Give you tips to stay healthy.
 - Help you find and get services.
 - Help coordinate your move from one setting to another.
 - Connect you to community resources if you have an ongoing health condition.
 - Tell you how to enroll and opt in or out of these programs.

This Guide gives you details about how we:

1. Protect you. We:

- Protect your privacy.
- Work with network doctors to make sure you get safe health care.
- Review new studies to make sure new services are proven to be safe.
- Give you the steps to file a grievance (complaint) if you have problems with your care or our service.

2. Make choices about your health care. We:

- Look at new services offered as part of the benefits we cover.
- Tell you about your rights and responsibilities as a member.

3. Help you with health care actions. We:

- Guide you in how to get health care after hours or during an emergency.
- Help you find answers to drug benefit questions.
- Give you details about mental health, behavioral health and substance use services.

- Give you tips on how to get a second opinion from another doctor.
- Show you how to get care outside the Passport network.
- Give you the steps to appeal a denied service or a claim when it's not paid.
- Tell you how to find information about network doctors in the Provider Online Directory.
- Help you learn how to fill out an Advance Directive to make health care decisions if you cannot speak for yourself.

4. Meet your communication needs. We:

- Offer you TTY/TDD services if you need help with hearing or speech.
- Offer language translation services if you need them.
- Tell you how to use online tools such as the Health Risk Assessment (Health Appraisal), self-management tools and calculators.

You can print out the Guide and any other information you need from our website. To get the Guide in your preferred language or accessible format, call Member Services at (800) 578-0603 (TTY/TDD: 711). You can call Monday through Friday, 7 a.m. to 7 p.m. You may also ask us to mail you a copy of the materials





Keeping your personal information safe

We want to help you protect your personal information. There are many ways we'll reach out to you with important plan information. We might send you mailings, connect with you on social media or call you by phone.

When we call you, we'll verify that we're speaking to you by asking for at least three of these:

- Full name
- Date of birth
- Passport member ID number
- Medicaid ID number
- Address
- Phone number
- Last four digits of your Social Security number

We will NEVER ask for your:

- Full Social Security number
- Banking, EBT, credit card or any other money-related information

Let us help you!

Tell us about your health and how we can meet your needs. Please go to PassportHealthPlan.com and click on:

1. Members
2. Medicaid
3. About Medicaid
4. Health Risk Assessment

Fill out the HRA form to help us understand your needs and how we can better care for you. Send the HRA back to us by either:

- Emailing it to CareManagement_KY@passporthealthplan.com
- Mailing it or dropping it off at 5100 Commerce Crossing Drive, Louisville, KY 40229



What to do if you get a scam call?

- Report it to the Federal Communications Commission (FCC) online or by phone
- Visit www.usa.gov/common-scams-frauds or call (888) 225-5322

What to do if you think someone has stolen your identity?

1. Call the local police to file a report.
2. Call your bank and ask them to change your account numbers and send you new cards.
3. Call your credit card companies to cancel old cards and ask for new ones.
4. Call all of the credit bureaus to place a freeze on new applications for credit. Check your credit report monthly.
5. File your taxes early.

Tips to protect yourself:

- Never give your Social Security number to anyone who calls you by phone.
- Use a hard and different password for each account you have online. If you set up an account with your phone, use your fingerprint when possible.

Want to learn more?

Visit www.identitytheft.gov/#/Info-Lost-or-Stolen.

Becoming an adult soon? It might be time to switch doctors.

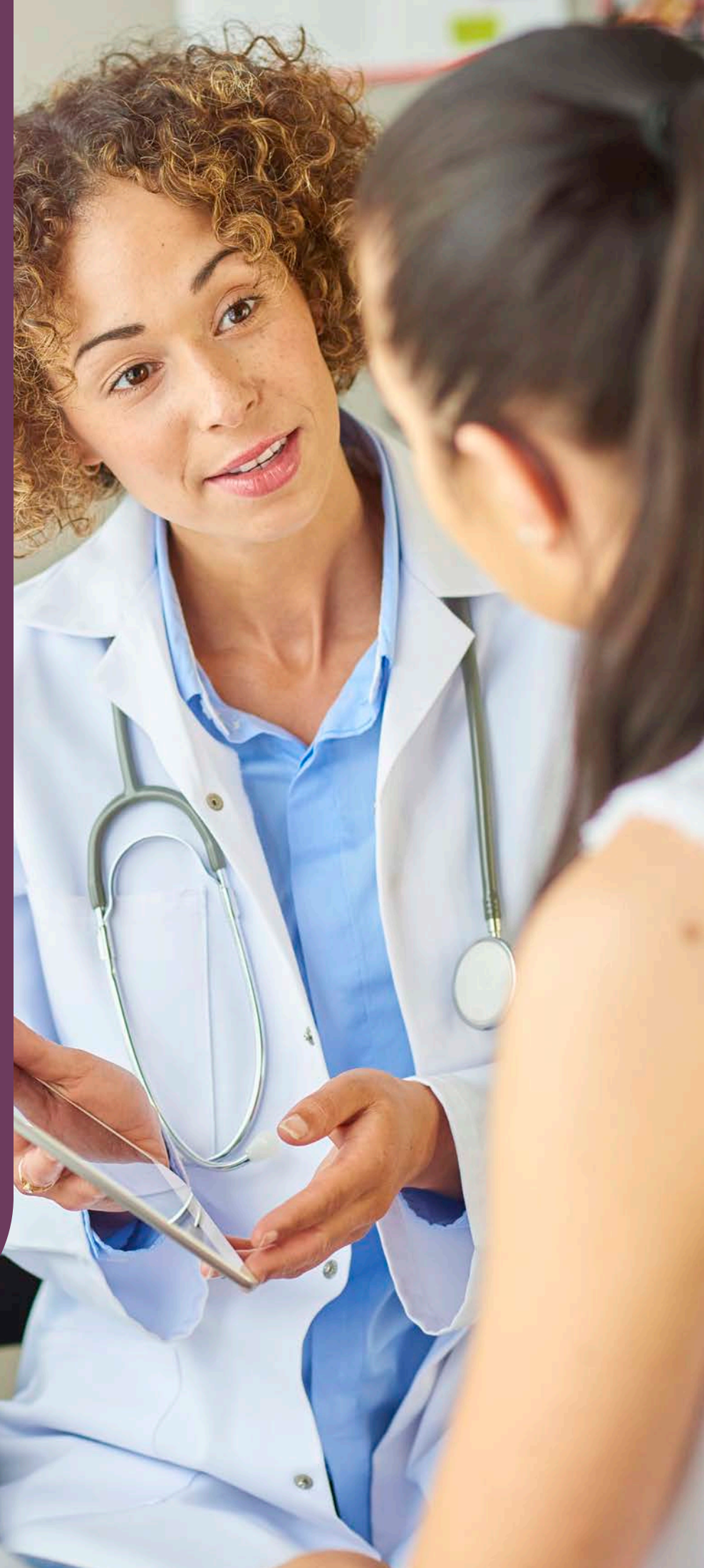
Turning 18 and becoming an adult can be exciting! It's also a great time to think about the type of doctor you're seeing as your primary care provider (PCP). If you're seeing a pediatrician, this can be a good time to switch to a provider who focuses on treating adults. You could choose a general, family practice or internal medicine doctor. Talk to your pediatrician about when to switch.

If you have a chronic health condition or special needs, make sure your new doctor is able to treat them. The switch from a pediatrician you trust to a doctor who cares for adults can be scary. Talk to your pediatrician about how to make a comfortable switch.

Tips for finding a new doctor:

- Talk to your pediatrician about which type of doctor is best for you.
- Pick a doctor close to your home, work or school.
- Search for a network PCP through our Provider Directory at PassportHealthPlan.com. You can also use our app **MyMolina** to find a doctor.

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



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.



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 Appeals Coordinator
5100 Commerce Crossings Drive
Louisville, KY 40229
- For pharmacy appeals, send your written appeals within thirty (30) days of receipt of the denial letter.
Mail appeals to:
MedImpact Healthcare Systems, Inc.
Attention: Appeals and Grievances Department
10181 Scripps Gateway Court
San Diego, CA 92131
Fax to: **(858) 790-6060**
- Related records may include written comments or any other information about your appeal.

Your right to a state hearing

If you're not happy with Passport's (MedImpact) 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:

**Office of the Ombudsman and
Administrative Review**
**Attention: Medicaid Appeals and
Reconsiderations**
275 East Main Street, 2E-O
Frankfort, KY 40621

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 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.

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'll 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.

Need help?

We can help you file an appeal. Please call us at (800) 578-0603 (TTY: 711).

COVID-19 vaccine

You ask. We answer.



The COVID-19 vaccine is still your best protection against the virus and ending the pandemic. Take a look at some of the most common questions people have about it. If you have any questions or want help scheduling your COVID-19 vaccine, please call Member Services. We're here Monday through Friday, 7 a.m. – 7 p.m. EST, at **(800) 578-0603** (TTY: 711). You can also call Kentucky's COVID-19 Vaccine Hotline at **(855) 598-2246** (TTY: (855) 326-4654).

Q: Is the COVID-19 vaccine safe?

A: Yes, the vaccine is safe. The Food and Drug Administration (FDA) ensures that all vaccines are safe before they are used in the United States. This process includes clinical trials and approval for safety and effectiveness. All vaccines have undergone clinical trials and approval for both safety and effectiveness.

Q: Is the COVID-19 vaccine experimental?

A: No. Before FDA approval, COVID-19 vaccines were studied in clinical trials with over 100,000 participants representing many races, ethnicities and nationalities.

Q: Where can I get a vaccine?

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

Q: What if I need help scheduling an appointment online?

A: We cannot guarantee an appointment, but if you need help please call (800) 578-0603 (TTY: 711), from 7 a.m. to 7 p.m. EST.

Q: How much does the vaccine cost?

A: There is no cost for the COVID-19 vaccine.

Q: How can I get transportation?

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

Q: How many doses of a COVID-19 vaccine do I need?

A: Talk with the provider who gives you the vaccine about how many doses you need. After you get your first shot, you will get a COVID-19 vaccination record card. This will tell you the vaccine manufacturer, lot number and date you receive your shot(s). Make sure to keep this card for your personal records.

Q: What are the side effects of a COVID-19 vaccine? What should I do if I have side effects?

A: This vaccine is safe. Safety and effectiveness are evaluated during the FDA's review and approval process. You may have some side effects. These are normal signs that your body is building protection. The most common side effects are pain and swelling in the arm where you received the shot. You may also have fever, chills, tiredness and headache. Most side effects are mild and last a few days. If you're worried about side effects or experience symptoms for more than a few days, contact your PCP.

Q: Can I get sick with COVID-19 from the vaccine?

A: No. There is no live COVID-19 virus in any vaccine currently available. There is no risk of being infected as a direct result of getting the vaccine. You may have some side effects. These are normal signs that your body is building protection. The most common side effects are pain and swelling in the arm where you received the shot. You may also have fever, chills, tiredness and headache. Most side effects are mild and last a few days.

Q: I already had COVID-19 and recovered. Do I still need to get a vaccine?

A: Yes. Due to the severe health risks related to COVID-19 and the chance of reinfection, you should be vaccinated even if you've had COVID-19. This is because experts don't yet know how long you are protected from getting sick again after recovering from COVID-19.

If you have COVID-19, you should wait to get vaccinated until you are no longer sick and out of isolation. Talk to your doctor if you have more questions about getting a COVID-19 vaccine.

Resources:

https://chfs.ky.gov/agencies/dph/covid19/Vaxx_MythsvsFacts.pdf
<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/faq.html>
<https://www.cdc.gov/vaccines/acip/meetings/slides-2020-12.html>
<https://www.pfizer.com/science/coronavirus/vaccine>
https://www.modernatx.com/sites/default/files/content_documents/mRNA-1273-Update-11-16-20-Final.pdf
<https://www.fda.gov/media/144413/download>
<https://www.fda.gov/media/144637/download>

Q: Can children get the vaccine?

A: Yes. Children ages 5+ can get the Pfizer vaccine.

Q: I am pregnant. Is it safe for me to get the vaccine?

A: Yes. A recent study shows that pregnant and lactating women who get a COVID-19 vaccine may pass protective antibodies to their baby.

Q: If I have questions, who can I talk to?

A: If you need help, please call Member Services at (800) 578-0603 (TTY: 711), from 7 a.m. to 7 p.m. EST. You can also learn more at Passporthealthplan.com or Kycovid19.ky.gov. You can also call Kentucky's COVID-19 vaccine hotline at (855) 598-2246 (TTY: (855) 326-4654).





Why are immunizations so important?

Vaccines are shots that help the body fight disease. Each shot fights a different disease like chickenpox, measles or mumps. Kids need shots to fight disease and to get ready for school.

Talk to a doctor about which shots your kids need. **Remember, these shots are covered at no cost to you.**

Here's a look at the shot schedule recommended by the **Centers for Disease Control and Prevention (CDC)**:



birth

Hepatitis B (HepB)

1 month

HepB (2nd Dose 1-2 months)

2 months

Rotavirus (RV)
 Diphtheria, Tetanus, Acellular Pertussis (Dtap)
 Haemophilus Influenza Type B (Hib)
 Pneumococcal Conjugate (PCV13)
 Inactivated Poliovirus (IPV)

4 months

RV (2nd Dose)
 Dtap (2nd Dose)
 Hib (2nd Dose)
 PCV13 (2nd Dose)
 IPV (2nd Dose)

6 months

HepB (3rd Dose 6-18 months)
 RV (3rd Dose)
 Dtap (3rd Dose)
 Hib (3rd Dose)
 PCV13 (3rd Dose)
 IPV (3rd Dose 6-18 months)

12-15 months

Hib (4th Dose)
 PCV13 (4th Dose)
 Measles, Mumps, Rubella (MMR)
 Varicella (VAR)
 Hepatitis A (HepA)

15 months

Dtap (4th Dose 15-18 months)

➔ **Influenza (Flu Shot) Yearly: 6 months to 18 years**

18 months

HepA (2nd Dose)
Total of 2 doses: 12-23 months

4-6 years

Dtap (5th Dose)
 IPV (4th Dose)
 MMR (2nd Dose)
 VAR (2nd Dose)

The CDC also recommends the COVID-19 vaccine for kids ages 5 and older. Talk to your kid's doctor for more details.

9 years

Human Papillomavirus (HPV) 2 doses: 9-14 years

11-12 years

Tetanus, Diphtheria, Acellular Pertussis (Tdap)
 Meningococcal

15 years

HPV 3 doses: 15 years and older

16 years

Meningococcal

➔ **Flu Shot Yearly: 6 months to 18 years**

Source: Centers for Disease Control and Prevention (CDC)





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>

Want to see our Preferred Drug List (PDL)?



The Preferred Drug List (PDL) is a list of all the medicines Kentucky Medicaid covers and any limits that apply. We also cover some over-the-counter (OTC) medicines when your doctor gives you a prescription.

This PDL changes from time to time. To find the most up-to-date list, please visit **PassportHealthPlan.com**. If you do not use a computer and would like some help, just call Member Services at **1-800-578-0603 (TTY: 711)**.

There are no copays for your prescriptions.

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.

تدعاسملا تامدخ نإف، ةيبرعل اشدحتت تنك اذا اضريأ ىقلتت دقو. اناجم لكل ةحاتم ةيوغلل ارقن نأ اننكمي؛ ةيناجم ةيفش ةيروف تمجرت ىلع لاصتالا ىجرى. كىتغلل ةقويثو يا لكل ىمدختسمل نكمي. (800) 578-0603 مقرلا 711 مقرلا ىلع لاصتالا ىصرنلا فتاهلا.

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 निःशुल्क रूपमा उपलब्ध हुन्छन्। तपाईंले निःशुल्क 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



Get MORE with Passport!

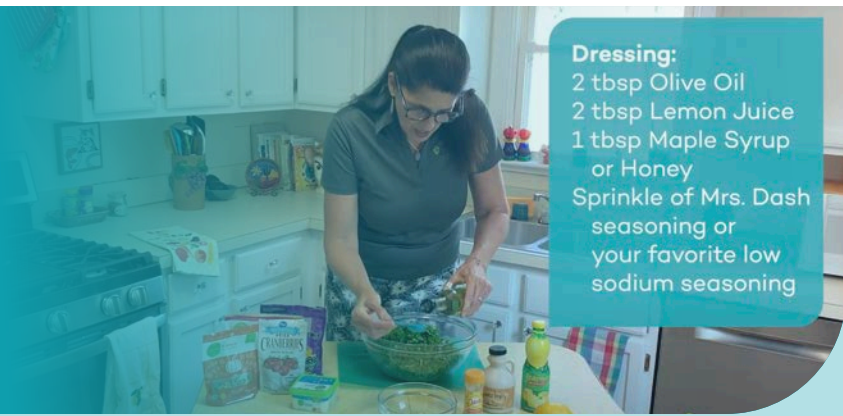
Any information included in this newsletter is not intended to replace medical care or advice from your doctor. Any references to other companies or internet sites are not an endorsement or guarantee of the services, information or products provided. Passport does not take responsibility for anything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

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 1109_APP 3/18/2022

28173LTRMDKYEN

NEW Online! Healthy cooking classes



Do you have diabetes or pre-diabetes? Are you trying to eat healthier? If the answer is yes, we have a great virtual resource for you!

Our Health Education Manager, Lisa Bellafato, guides you through our new 7-week series, **Cooking Fresh for Health**. In these videos, she shows how to make easy, healthy dishes. She gives you tips on how to live healthy and take care of yourself.

Visit PassportHealthPlan.com/healthycooking to check it out!

You can also follow the weekly series on our social media pages.

