

myhealthmylife™

2021 ISSUE 2

 **PASSPORT
HEALTH PLAN**
BY MOLINA HEALTHCARE



Need Help with Housing,
Food, Clothing or
Other Necessities?

See the Back Cover!

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Why get the COVID-19 vaccine?

It's **safe**.

It's **effective**.

It's **free**.

It's **important**.

Getting your COVID-19 vaccine will help us **stop the pandemic**.

It will **protect you and those you love**.

Plus, it means you can **start doing more!** Kentucky will open more public activities after 2.5 million Kentuckians are vaccinated. We are getting closer every week, but we can get there a lot faster with your help!

Still not sure?

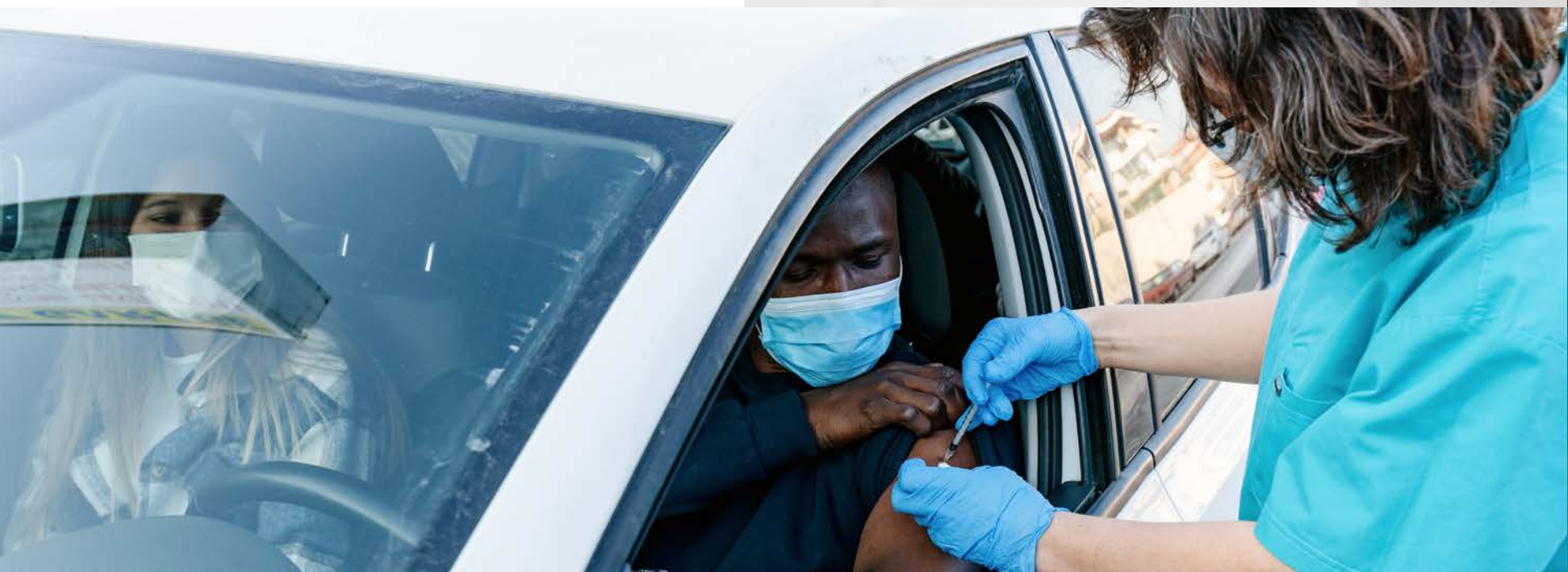
Call us with any concerns or questions. We are open Monday through Friday, 7 am – 7 pm EST at **1-800-578-0603** (TTY: 711). You can also call Kentucky's COVID-19 vaccine hotline at **1-855-598-2246**. TTY: (855) 326-4654.

Need transportation?

If you need help finding a ride to get your vaccine, please call us at 1-800-578-0603 (TTY: 711), 7 a.m. to 7 p.m. EST, Monday through Friday. Kentucky Medicaid will cover transportation to your local vaccine site. Passport's Member Services is here to help.

Schedule your vaccine today!

- Visit vaccine.ky.gov
- -OR-
- Call **1-855-598-2246** (TTY: 855-326-4645) 8 a.m. to 7 p.m. EST, Monday through Friday.



Big Birthday Coming Up? 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. If you're still seeing a pediatrician, this might be a good time to switch doctors. Talk to your pediatrician about when to switch to a general, family practice, or internal medicine doctor. These types of doctors focus on treating adults.

If you have a chronic medical condition or special needs, make sure your new doctor treats them. It can be scary going from a pediatrician you trust to a doctor who cares for adults. Talk to your pediatrician about how to make a comfortable switch.

Tips for picking a new doctor or PCP:

- 1 Talk to your pediatrician about the best type of adult doctor for you. This can be a family practice provider, general medicine doctor, or internist.
- 2 Pick a PCP close to where you live, work or go to school.
- 3 You can search for an in-network PCP through our Provider Directory at [PassportHealthPlan.com](https://www.passporthealthplan.com).
- 4 If you need help finding a PCP or if you have any questions, just call us at (800) 578-0603 (TTY: 711).



Pap Tests Can Save Your Life!

We all know how challenging it was to live through the pandemic last year. In 2020, we moved to virtual school, family visits, and doctor's appointments. While your doctors are still working harder than ever to keep you safe from COVID-19, don't forget to ask about the preventive health services you need. One of these services may include a Pap test to check for cervical cancer.

What Causes Cervical Cancer?

Cervical Cancer is usually caused by the human papillomavirus (HPV). HPV is passed from one person to another during sex. Most of the time, you won't even know you have it. Children and young adults ages 9 to 26 can get HPV shots to help prevent cervical cancer and other types of cancer. Ask your doctor if you are eligible for these shots.

Source: www.cdc.gov/cancer/cervical/basic_info/screening.htm, www.cdc.gov/std/hpv/pap/

Get a Pap Test

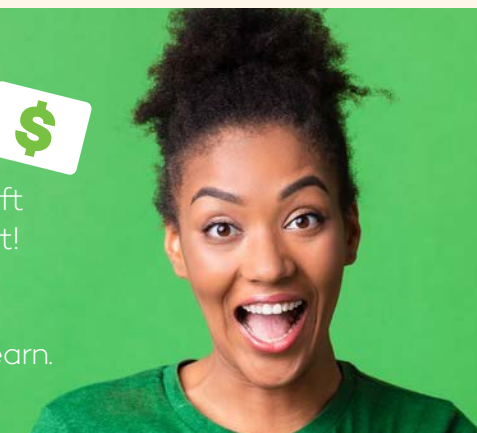
To check for cervical cancer, you'll need a Pap test. A Pap test checks for HPV and abnormal cells. A Pap test can find problems early before they become a problem. This test could save your life!

Women need to start getting Pap tests at age 21 and sometimes sooner. Talk with your doctor or OB/GYN about how often you need a Pap test.

Stay Healthy and Get Rewarded!!



You may be able to earn gift cards for getting a Pap test! Call 1-800-578-0603 (TTY: 711) to find out the details and what you can earn.



We're Here to Help You After a Hospital Stay

A hospital stay is a big deal, and when you're headed home our Transitions of Care (TOC) team will be here to support you. Our TOC team will **help make sure your health needs are met** for the first 30 days after your discharge. We'll call you to introduce ourselves and get you started with recovery. If we don't reach you by phone, we'll send you a letter so you know how to reach us!

How TOC Helps You

Our TOC Team will:

- ✓ Help you set goals for yourself to keep you out of the hospital.
- ✓ Answer any question or concern you have about your medicine.
- ✓ Coordinate or arrange your care with outpatient providers.
- ✓ Give you extra education about your health condition to keep you healthy.

It's important to attend your follow-up appointments. Your doctor will want to see how you're doing after hospitalization within 7 days, but no later than 30 days. They will also ask you questions about your needs and make sure you can get the resources and support you need to recover.



The Federal Lifeline Program provides qualified individuals with a

FREE PHONE & SERVICE

If you qualify for Lifeline with TruConnect, you will receive a free phone with Unlimited Talk & Text plus 4.5GB of data, free every month.

SIGN UP TODAY!

Visit truconnect.com

Call (844) 700-0795



What you'll need:

- Proof of Eligibility in a qualifying public assistance program OR
- Proof of Income that meets household income guidelines

Qualifying Public Assistance Programs

- Supplemental Nutrition Assistance Program (SNAP/Food Stamps/Food Assistance)
- Medicaid (not Medicare)
- Supplemental Security Income (SSI)*
- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Pension Benefit

Annual Income Guidelines:

Household Size & Annual Income Limits	
1 member, \$17,388	5 members, \$41,904
2 members, \$23,517	6 members, \$48,033
3 members, \$29,646	7 members, \$54,162
4 members, \$35,775	8 members, \$60,291



Get Rewarded!

Go to your follow-up visit within 7 days and you can earn a \$50 gift card from us! Call us at 1-833-986-0072 for more details.

We want you to stay healthy, live your best life, and stay out of the hospital. If you need extra help after the 30 days, don't worry! We can refer you to a Care Manager and make sure they know about your history and your needs.

*Social Security benefits and/or Social Security Disability benefits are not program-based eligibility qualifiers. Social Security and/or Social Security Disability income may only be used to qualify for Lifeline Program participation under the income eligibility qualification method.

This is a Lifeline service brought to you by TruConnect. Lifeline is a government assistance program. The service is non-transferable and only eligible consumers may enroll. Only one Lifeline service is allowed per household. Visit www.truconnect.com for details, restrictions and general terms and conditions.



Member gets back on track after behavioral health discharge

Passport member Charlie* was admitted to the hospital for extreme paranoid behavior. He made threats to burn down his parents' home. He was very underweight from extended fasting. He had also isolated himself for fear of safety.

When he was released from the hospital, it was vital for Charlie and his family's well-being that he keep getting care and medicine. Passport's Transition of Care (TOC) Coach Jennifer contacted Charlie and made sure he had what he needed to get back on his feet.

By the time Charlie graduated from TOC, he was **taking all of his medicine and going to therapy.**

He told us he liked his new therapist. He started to gain weight back to a **healthy BMI** and no longer fasted for long periods. This was a sign that his paranoia was under control. In fact, Charlie even started feeling safe enough to no longer have an alarm in his home!

* Name changed for privacy

Charlie even regained his energy for life. He reconnected with an old friend writing letters, restarted his work with electronics, took up rollerblading, and even started doing artwork again! He also got information on Passport's GED program.

Way to go Charlie! All of us at Passport are proud of you and we're here to help!



Young adult takes first steps towards independence

Teen Passport member Tori* has a history of mental health issues. She had conflict with her adoptive parents. She was hospitalized after a fight that involved the police. After this, Tori's family told her she had to move out due to her aggression towards the family.

Passport's Transition of Care (TOC) Coach Jennifer came to Tori's rescue. Jennifer helped her set goals with her medicine and keeping her appointments. Since Tori was moving into independent living, Jennifer encouraged Tori about moving to her own apartment. She also told her how to get transportation and vision care. She helped Tori learn how to deal with negative emotions about upcoming court dates due to the legal charges.

* Name changed for privacy

As a result, Tori had rescheduled and attended her Behavioral Health visits. She was learning to express her concerns about her sleep, mood, and to ask for help. She was excited to tell me she moved into her own apartment and was very happy. Tori also shared that during a family conflict she was able to "stay out of it" and not insert herself into the negative emotions.

Way to go Tori! All of us at Passport are proud of you and we're here to help!

Are you a member with success story that you want to share with us? Did you have a positive experience with the staff at Passport? If so, give us a call at 1-800-578-0603 (TTY: 711) and let us know. We'd love to hear from you!

End of Summer Checklist

Summer break is a great time to let kids relax and have fun. It's also the perfect time for parents to schedule kids' preventive care visits. These visits help kids get ready for the next school year.

Here are the preventive visits you'll need to schedule for your kids

Yearly Well-Visit

At a well-visit, ask your kid's PCP about any immunizations (shots) needed. Some schools will want a copy of their well-visit (Kentucky Preventive Health Care Examination Form) and shot record. If your kids plan to play a Fall sport at school, this is a great time to ask the PCP to complete the school physical form.

Eye Exam

- Your kid needs an eye exam every year. Good vision is important for learning.
- An eye exam will catch if your kid needs glasses. Glasses can help kids see the front of the classroom and read their screens more easily.

Dental Check-up

Your kid needs a dental check-up twice a year. Kindergarteners need to have proof of a dental screening for school.

Regular check-ups are a good health habit!

School-age kids need a well-visit once a year, but younger kids need them more often. Make sure your kids are getting regular well-visits at these ages:

- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- Every year from age 3 to 20



Get Your Annual Exam This Year

One of the best things you will ever do for your health is visit your primary care provider, or PCP, as we call it. Your PCP is the main doctor who gives you most of your care and makes referrals when you need to see a specialist. Your PCP will get to know your health over time and will be the gate keeper of your care. Your PCP will know what's right for you and how to best treat you.

Due to COVID-19, many of us avoided going to the doctor in 2020. **Now is the time to get back on track!** Call your PCP's office and set up an annual exam to check on your overall health and to get tips on how to protect yourself from COVID-19. Remember, this visit is covered at no cost!

How to Set Up Your Visit

- Find the name of your PCP listed on your Passport ID card and call the office.
- If you want to see a different PCP, you can change it one of these ways:
 - Call us at **1-833-986-0072**.
 - Use our member portal at **MyPassportHealthPlan.com**.
 - Use the **My Passport Health mobile app**.

You can choose any PCP on our list of doctors by visiting PassportHealthPlan.com. Or, you can call Member Services and we'll help you find one.

Provider Online Directory:

- PassportHealthPlan.com
- Click on **Find a Doctor or Pharmacy**

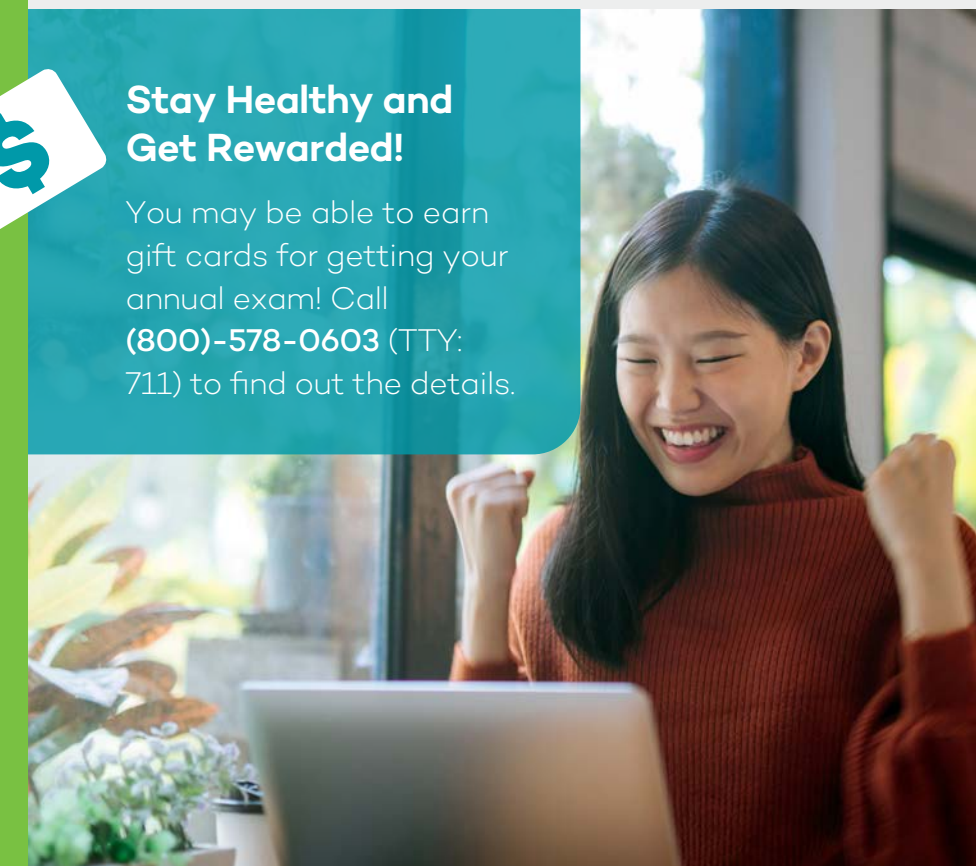
Member Portal:

- MyPassportHealthPlan.com
- My Passport Health (Mobile App)



Stay Healthy and Get Rewarded!

You may be able to earn gift cards for getting your annual exam! Call **(800)-578-0603** (TTY: 711) to find out the details.





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 a copy of the Preferred Drug List (PDL)?

The 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)**.

No COPAYS!

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.

ئەدەس مەل تەمەدخ نەف، ئەي بەرەل تەدخەتت تەنک ادا ارضيأ ىقەلتت دقو. اناجم لكل عحاتم ئەيو غەلل ارقن نأ ان نكەمي؛ ئەي ناجم ئەيەفش ئەيروف تەم جرت ىلە لاصتالا ىجرى. كەت غەلب ئەي تەو يا لكل ىم دخت سەم نكەمي. (800) 578-0603 مەقرلا 711 مەقرلا ىلە لاصتالا ىصرنلا فتاەلا

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 schwetzsch un Hilf mit Englisch brauchsch, kenne mer dich helfe fer nix. Du darsch 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 नि:शुल्क रूपमा उपलब्ध हुन्छन्। तपाईंले नि:शुल्क मौखिक दोभाषे पनि 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 713 (MARK04666)_APP 6/24/2021

Need Help with Housing, Food, Clothing or Other Necessities? **We've Got You!**

Being able to get good health care is an important part of your health and well-being. Having a place to live, enough healthy food to eat, clothing, and being able to get to your doctor visits are also very important. If you need help with any of these basic needs of daily life, our Case Management team is here for you!

Ways to Get Help

1. Call or email us when you need help with any basic needs of daily life:
 - Call Member Services at 1-800-578-0603 (TTY: 711) and ask for Case Management.
 - Email us at CareManagement_KY@passporthealthplan.com.
2. Complete your **Health Risk Assessment Form**. This form is what we use to understand your health needs and how we can help you. You may have received this form in the mail or you may get a call from us to complete one on the phone.
3. Talk to your doctor about what you need. Your doctor can send a referral to our Case Management team. We will call you to learn more about how we can help.

