

Get **MORE** with Passport



A caring heart,
when you need
it most



**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.**

Our Member Services staff is ready to help you find the answers you need. We are caring people who have been helping members just like you for over 20 years now. We're located right here in Kentucky and we know how things work around here. We'll help you every step of the way!



Call us if you:

- Have questions about your benefits or how Passport Health Plan by Molina Healthcare works
- 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)
- Disabled children

*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 Services

We've Got You Covered!
NO Copays!

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

Get MORE with Passport

Want More? We've got it! On top of all the great benefits you have with Passport, Passport members also have access to:

- **FREE Cellphone** – A FREE cellphone with Unlimited Talk & Text plus 4.5GB of data, free every month
- **Adults get \$100 for eyeglasses or contacts** every 24 months
- **FREE Eyeglasses** for Kids & Teens under age 21
- **Respite Care** - Passport covers respite care to give your caregiver some relief and time for self-care to recharge and relax
- **Weight Watchers** – Get 13 weeks of Weight Watchers free
- **FREE Over-the-counter drugs** – (just need a prescription from your doctor).
- **FREE GED Prep and Testing** (\$120 value) – plus a \$50 gift card when you pass!
- **Mobile App, Online Member Portal, Text & Email Alerts** that offers you convenient, helpful reminders and tips about your healthcare, benefits, and eligibility.
- **24-Hour Help Lines** – we're here for you 24/7. You can call our:
 - Nurse Advice Line at **1-800-606-9880** for medical advice.
 - Behavioral Health Crisis Line at **1-844-800-5154** if you're having a mental health crisis.
- **FREE Gift Cards** \$10 to \$50 – Earn money rewards on a prepaid gift card just for going to doctor visits and making healthy choices. Visit www.passporthealthplan.com for a full list of rewards or call us.



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**.

Which PCP can I choose?

You can choose any PCP on our large list of doctors by visiting **passporthealthplan.com**. You may also call Member Services and we can help you find one that fits your needs.

You can choose one PCP for your entire family or you can choose a different PCP for each family member. You may choose one of these:

- General provider or doctor
- Family provider or doctor
- Nurse Practitioner
- Physician Assistant
- Internist
- Pediatrician
- OB/GYN



Your PCP is Your Medical Home

No one will ever know your health the way your PCP does. Think of your PCP as your **Medical Home** — the place that knows you the best!

Go ahead and set up a visit with your PCP right away, even if you aren't sick. This well-visit is a great way to get set up as a new patient and to build a relationship with your PCP. Your PCP will get to know you and make a plan for how to best care for you.

There's nothing more important than having a doctor you can trust. Over time, you want to feel comfortable talking openly with your PCP about any of your health concerns.

Things to Remember

- Call your PCP's office anytime you have a question about your health or medical care. You can call 24 hours a day, 7 days a week. If you call after-hours, the doctor on call will call you back. If you need medical advice, you can also call our Nurse Advice Line 24/7 at **1-800-606-9880**.
- When you need to see your PCP, call the office for an appointment. Your appointment time is valuable, so please be on time.
- If you cannot keep an appointment, call the office right away and let them know. Try to give the office a 24-hour notice.
- Carry your Passport ID card at all times.
- If English isn't your primary language, you can request interpreter services when you visit or call your PCP.



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

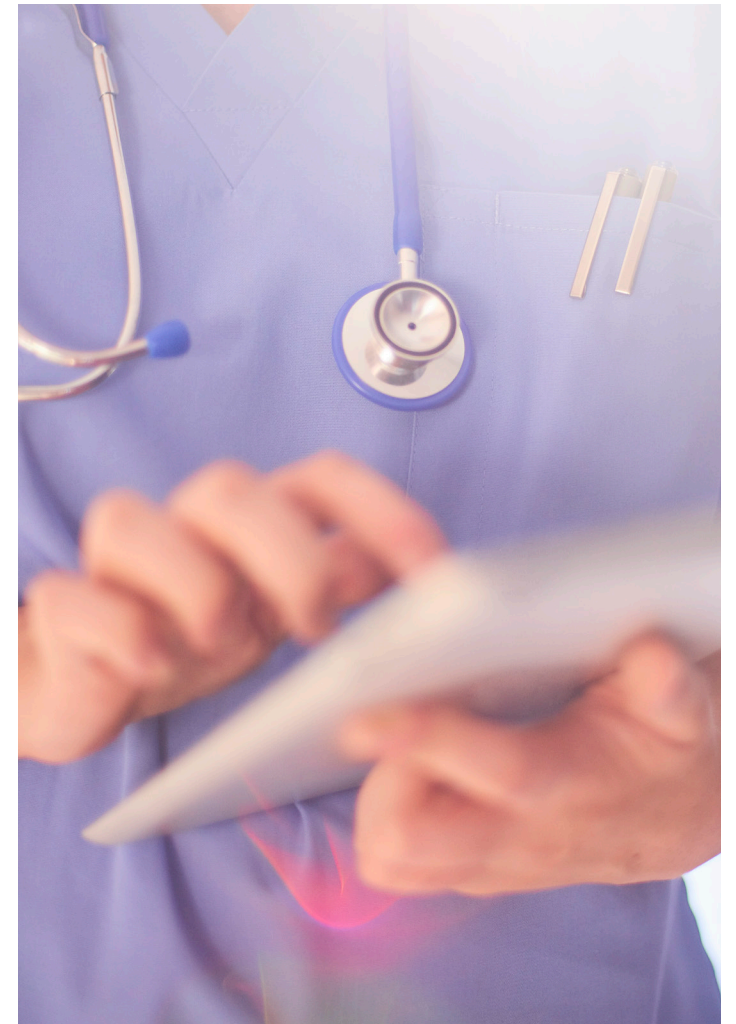


Emergency Care

Go to the emergency room (ER) if you think a medical situation is a threat to your life or can seriously harm your health if you do not get care right away. The ER staff will decide how soon you will be seen. It will be based on your medical needs.

Some Examples of When to Use The ER

- Bad cuts or burns
- Miscarriage (losing a baby) or pregnancy with vaginal bleeding
- Head or eye injuries
- Danger of loss of life or limb (arm or a leg)
- Blackout
- A motor vehicle accident with an injury
- Chest pain
- Choking
- A physical attack or rape
- Difficulty breathing
- Heavy bleeding
- Loss of speech
- Taking too much medicine or drugs (overdose)
- Paralysis (unable to move)
- Poisoning
- Possible broken bones



Not sure if you have an emergency?
You can call our 24/7 Nurse Advice Line at 1-800-606-9880.

Your Prescriptions Are Covered



Passport covers many prescription medications at very little cost to you. When you pick up your prescriptions, you'll want to go to a pharmacy that is signed up with Passport and show your member ID card.

Want to know if a pharmacy is signed up with Passport?

Call us or visit passporthealthplan.com.

Want to know if a medicine or drug is covered?

Call us or visit passporthealthplan.com.

- New medicines come out all the time, and the list is subject to change.

Things to Know

- You will get up to a 30-day supply of medicine at one time.
- For some generic maintenance medicines, you may get up to a 90-day supply.
- We cover some over-the-counter medicines with a prescription from your doctor.

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**.





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Current Passport Members:

Call 1-800-578-0603
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Want to Join Passport?

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

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