

Important Changes

We would like to tell you about some updates to your health plan. These updates are **not** in your printed Enrollee Handbook. Please keep this paper as a reminder. Here are the changes you need to know about:

In the State Fair Hearing Process section, **page 91**, the Kentucky Department for Medicaid Services (DMS) has provided the following contact details for you or your authorized representative to request a State Fair Hearing.

Department for Medicaid Services, Appeals and Complaints Branch

Attention: Administrative Hearings

275 E. Main Street, Mail Stop 6E-D

Frankfort, KY 40621

Email: **DMS.hearings@ky.gov**

Fax: **1-502-564-0223**

Phone: **1-502-564-9394**



If you have any questions, please call WellCare of Kentucky Member Services toll-free at **1-877-389-9457 (TTY: 711)**. You can reach us Monday through Friday, from 7 a.m. to 7 p.m., Eastern time. You can also visit us online at **wellcareky.com**.

WellCare of Kentucky complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-877-389-9457 (TTY: 711)**.

ATENCIÓN: Si habla español, contamos con servicios de asistencia lingüística que se encuentran disponibles para usted de manera gratuita. Llame al **1-877-389-9457 (TTY: 711)**.

注意：如果您說中文，您可以免費獲得語言援助服務。請致電 **1-877-389-9457 (TTY : 711)**。