



My Health Pays® is a program that rewards you for taking steps toward a healthier life. Here are a few examples of the rewards available:


- **100 POINTS**  
Enrollees ages 0 to 30 months can choose between select merchandise valued at \$10 or 100 points\* per visit.
- **750 POINTS**  
Enrollees ages 3 to 21 who complete their annual wellness visit and dental cleaning can choose between select merchandise valued at \$75, a \$75 Nike gift card, or 750 points.\*
- **250 POINTS**  
Enrollees ages 21 and older who complete an annual adult health screening (wellness visit) are eligible to choose between select merchandise valued at \$25 or 250 points.\*
- **2,560 POINTS**  
Pregnant enrollees can choose a no-cost stroller, portable playpen, car seat, or diapers, or get 2,560 points to use toward baby items of their choice after attending three prenatal visits.

➡ **To learn more about My Health Pays®, or if you have questions, call us or go online.**


\*Points are only available online.





 Visit **wellcareky.com**


 **Member Services**  
**1-877-389-9457 (TTY: 711)**  
Monday through Friday, 7 a.m. to 7 p.m., Eastern time.

Our friendly staff can help with ID cards, health and wellness orders, and much more.

 **24-Hour Nurse Advice Line**  
**1-800-919-8807**  
Speak live with a nurse 24 hours a day, seven days a week.

 **Community Connections Help Line 1-866-775-2192**  
They can help connect you to local, community-based services if you need help with things like food, transportation, childcare, and more.


 **24-Hour Behavioral Health Crisis Line 1-855-661-6973**  
If you or a family member are having a behavioral health crisis, call WellCare of Kentucky for help.


 **Non-Emergency Transportation 1-888-941-7433**  
Schedule a ride to and/or from your health appointments and more!



## WellCare wants to hear from you!

We are looking for enrollees like you to share your thoughts and join our enrollee advisory committee. If you are interested in being in this group, contact us:

 **In writing at:**  
Attention to:  
Enrollee Advisory Committee  
13551 Triton Park Blvd, Suite #1200  
Louisville, KY 40223

 **By email at:**  
**SM\_QualityEnrolleeCommittee**  
**Request@wellcare.com**

We want you to have all the information you need. We can send you the Enrollee Handbook by email if you agree to get information from us electronically. Or we can send you one in the mail at no charge. Call WellCare of Kentucky at **1-877-389-9457 (TTY: 711)** to ask for one. You can also request a copy at **wellcareky.com**.

You must recertify your Medicaid coverage every 12 months to keep your benefits. Do you know when to recertify your coverage? Visit **kynect.ky.gov/benefits** to learn more.

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)**。



### Free Interpreter Services:

If you are deaf, hard of hearing, or have a speech impairment, call **1-877-389-9457 (TTY: 711)**.



## Quick Start Guide

Effective 1/1/2025 | Medicaid from WellCare



Scan the QR code with your smartphone or tablet for more information.






# Ready to take charge of your health?

Start with these steps:

## Check Your Enrollee ID Card

- Your ID card has:
- ✓ Your enrollee ID number.
  - ✓ Your primary care provider’s (PCP) name and contact information.
  - ✓ Important phone numbers.



Be sure to carry this card with you at all times.

## Get to Know Your Provider

Your PCP is your partner in health. Try to see your PCP within the first 90 days of joining our plan. You can also change your PCP at **wellcareky.com**. If you need help choosing a PCP, call us at **1-877-389-9457** (TTY: **711**). We are here Monday through Friday, from 7 a.m. to 7 p.m., Eastern time.

## Dental, Vision, and Hearing Benefits

- Vision Benefits**
- Services provided by eye doctors, including routine eye exams and medically necessary glasses or contact lenses for all enrollees.
  - One pair of replacement eyeglasses per calendar year if enrollee’s initial pair is lost or broken.
  - Specialist referrals for eye diseases.

- Hearing Benefits**
- Screenings and hearing aids for all enrollees.

- Dental (under age 21)\***
- |                |                   |
|----------------|-------------------|
| • Exams.       | • Oral surgery.   |
| • Cleanings.   | • Emergency care. |
| • X-rays.      | • And much more!  |
| • Fillings.    |                   |
| • Extractions. |                   |
- \*Coverage through Avesis.**

- Dental (ages 21 and older)\***
- |                                  |                 |
|----------------------------------|-----------------|
| • Two cleanings every 12 months. | • Implants.     |
| • Fillings.                      | • Root canals.  |
| • Dentures.                      | • Extractions.  |
|                                  | • Restorations. |




**\*Coverage through Avesis.**




## Additional Benefits

-  **Healthy Lifestyle**  
Work with a registered dietitian to lose weight, manage a health condition, and more.
-  **Healthy Weight Program**  
Weight management and health coaching for qualified enrollees.
-  **Cell Phone Program**  
Get a free phone with talk, data, and unlimited text messages.
-  **Internet Hot Spot**  
Get free 12-month internet service and an internet hot spot for enrollees ages 8 to 18. Available in limited rural areas.
-  **Steps2Success + GED**  
Meet your life and career goals with job coaching, interview tips, and more. Take the GED test at no cost.
-  **Reading Scholarships**  
For qualified enrollees in grades K through five.

## Health and Wellness

Our most popular benefit is the Health and Wellness program. Each head of household can get health and wellness items mailed directly to their home each month. The allowance amount is based on the enrollee’s household size. Only WellCare of Kentucky enrollees living in the same home are counted. Amounts do not roll over month to month.

-  **Scholarships**  
Enrollees ages 18 and older have a chance to get one of fifty \$1,000 scholarships for trade school, college, or university.
  -  **Tutoring**  
Enrollees ages 8 to 18 can get 12 one-hour virtual or in-person tutoring sessions.
  -  **Girl Scouts of America and Scouting America**  
Free annual memberships for enrollees ages 5 to 18, plus \$25 toward the purchase of a uniform.
  -  **Food Allergen Program**  
Decreases the risk of food allergies for infants. Our Food Allergy Prevention Program for infants helps prevent your baby from getting food allergies by feeding them allergens, like peanuts and eggs, early. Free six-month supply of packets for daily feeding in a bottle or with food. Available for all babies ages 4 to 12 months.
- To learn more about these benefits, go to **wellcareky.com** or call **1-877-389-9457** (TTY:**711**).

- |   |   |
|---|---|
|  | <b>One-person household: \$10 per month.</b>            |
|  | <b>Two-person household: \$20 per month.</b>            |
|  | <b>Three- or more person household: \$25 per month.</b> |

We hope WellCare of Kentucky can provide you with the care you need.

We’re dedicated to giving you more healthcare benefits and great services.

