

## Medicaid Managed Care Organization 2021 Open Enrollment FAQs

- 1. What are the dates of Open Enrollment?** November 2 through December 15, 2020.
- 2. What is Open Enrollment?** Open Enrollment gives Medicaid members in managed care a chance to change their Managed Care Organization (MCO). Medicaid members are not required to participate in Open Enrollment.
- 3. What MCOs are available?**
  - Aetna Better Health of Kentucky
  - Anthem Medicaid
  - Humana Health Horizons
  - Passport Health Plan by Molina Healthcare
  - United Healthcare Community Health Plan
  - WellCare of Kentucky
- 4. What if I do nothing during Open Enrollment?** You will not lose Medicaid coverage if you are still eligible or if you do not participate in Open Enrollment. You will keep your same MCO.
- 5. How do I enroll with another MCO?** Call 1-855-446-1245 or 1-800-635-2570 between 8:00 am and 6:00pm to talk with a Medicaid Services Representative or online at [www.kynect.ky.gov](http://www.kynect.ky.gov)
- 6. If I change MCOs during Open Enrollment, when will my coverage start with the new MCO?** January 1, 2021.
- 7. I had Passport and heard that someone bought them. Will my insurance change?** The new name of your insurance is Passport Health Plan by Molina Healthcare. If you want to stay with them, you do not have to do anything. You will get a new card before January 1, 2021. If you would like to change MCOs, please call 1-855-446-1245 or 1-800-635-2570 between 8:00 am and 6:00pm to talk with a Medicaid Services Representative or online at [www.kynect.com](http://www.kynect.com).
- 8. I heard that there was a court case around Kentucky Medicaid. Is there something I need to do?** No. You are able to change your MCO during Open Enrollment, if you choose. If you want to stay with your current MCO and are still eligible for Medicaid, you do not have to do anything.

**9. Where can I go to get information about the MCOs?** See document that displays each MCO's value added benefits. You can also visit their websites or call them. See below:

Aetna Better Health of Kentucky	1-855-300-5528	<a href="http://www.aetnabetterhealth.com/kentucky">www.aetnabetterhealth.com/kentucky</a>
Anthem Blue Cross Blue Shield	1-855-690-7784	<a href="http://www.anthem.com/kymedicaid">www.anthem.com/kymedicaid</a>
Humana Healthy Horizons in Kentucky	1-800-444-9137	<a href="http://www.humana.com/medicaid/kentucky-medicaid">www.humana.com/medicaid/kentucky-medicaid</a>
Passport Health Plan by Molina Healthcare	1-844-778-2700	<a href="http://www.PassportHealthPlan.com">www.PassportHealthPlan.com</a>
UnitedHealthcare Community Plan	1-866-293-1796	<a href="http://www.uhccommunityplan.com/ky">www.uhccommunityplan.com/ky</a>
WellCare of Kentucky	1-877-389-9457	<a href="http://www.wellcare.com/Kentucky">www.wellcare.com/Kentucky</a>

**10. What if I change my MCO during Open Enrollment and then change my mind?** You can change your MCO at any time during the Open Enrollment period, which is November 2, 2020 to December 15, 2020. You also have 90 days after any MCO change to choose another MCO.

**11. What if I am a foster child?** Children in foster care, adoption subsidy, dually committed youth and former foster care will be part of the new Supporting Kentucky Youth (SKY) program. Aetna is the contracted MCO to serve those members. Coverage starts on January 1, 2021. Members will be automatically enrolled in Aetna SKY and will receive a new card.