

# Kentucky HEALTH Legal Update for Beneficiaries, Providers, and Partners

This package of materials includes important information for providers, partners, and beneficiaries about the Kentucky HEALTH legal decision on June 29, 2018.

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**Section 1:**  
Information for Beneficiaries  
(some pages also included in  
Provider &  
Partner Guides)

# How to view your Kentucky Medicaid benefits on benefind

Individuals may use **benefind** to view a summary of benefits, details on Managed Care Organization (MCO) Enrollment, and view the **Benefit Type** on the Notice of Eligibility.

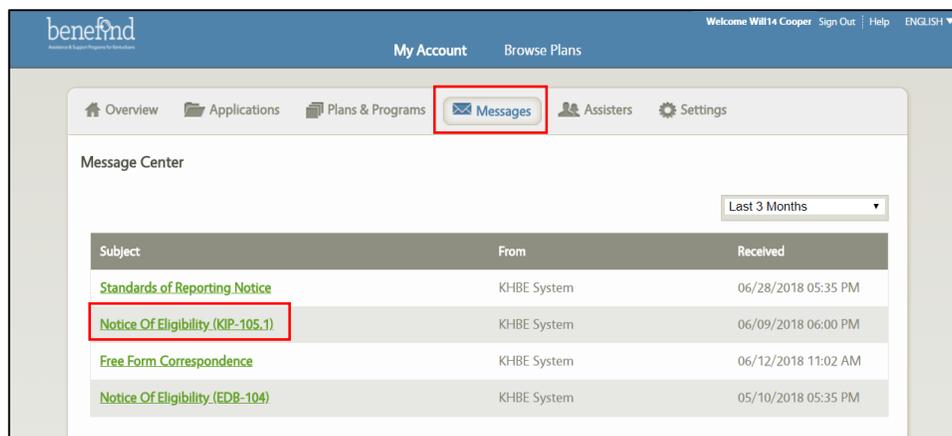
1. Navigate to [MyKentucky.gov](http://MyKentucky.gov).
2. If the individual has a Kentucky Online Gateway (KOG) account created, click **Login** on the MyKentucky.gov landing page. The **Kentucky Online Gateway** page displays.

Note: If the individual does not have KOG account created, click **Sign Up** and complete the KOG registration process.

3. Enter the **username** and **password**.
4. Click **Log In**.
5. From the **My Apps** tab, click **Launch** on the benefind App. The **Overview** tab on the benefind dashboard displays.
6. From the top navigation bar, click **Messages**.

The **Messages** tab contains important correspondences, such as the Notice of Eligibility (KIP-105.1). Individuals may view their Medicaid Plan Type in the Notice of Eligibility.

7. Click the **Notice of Eligibility**



8. On the **Notice of Eligibility**, locate the **Benefit Type**.

<b>NEW SECTION:</b> Kentucky HEALTH Summary		
<b>Name</b>	<b>Benefit Type</b>	<b>Plan Type Effective Date</b>

# Reinstatement of Non-medical Dental & Vision services and Non-Emergency Medical Transportation



## What caused changes to covered services?

- Based on a June 29, 2018 legal decision, **changes to Medicaid under Kentucky HEALTH did not begin on July 1, 2018** as planned.
- Due to the legal decision, beneficiaries in the Alternative Benefit Plan **are not able to use the My Rewards program to pay for non-medical dental and vision services.**
- The Kentucky HEALTH team is working with the Centers for Medicare & Medicaid Services (CMS) on the details of the reconsideration process.

In order to mitigate the consequences of the judge's ruling and avoid a prolonged coverage gap, the Commonwealth has **reinstated vision and dental coverage**, as well as **non-emergency transportation services**, for people whose benefits were affected by the June 29, 2018 legal decision.

## When is coverage for those services reinstated?

- **All Medicaid beneficiaries in Kentucky will continue to have access to non-medical dental and vision services, as well as non-emergency medical transportation.** The Cabinet is working to ensure Managed Care Organizations (MCOs) and providers know coverage is in place.
- Coverage for these **services includes any services a beneficiary received during July 2018.** The tracking system was updated as of August 1 to allow MCOs to cover dental, vision, or non-emergency transportation services received by any eligible Medicaid beneficiary in the month of July.
- Restored benefits have been implemented in the system as of August 1, 2018.

For questions about benefits or reimbursable claims for July 2018, beneficiaries should contact their Managed Care Organization (MCO).

**aetna**<sup>SM</sup>

1-855-300-5528

**Anthem**  
BlueCross

1-855-690-7784

**Humana** **CareSource**

1-855-852-7005

**PASSPORT**  
HEALTH \* PLAN

1-800-578-0603

**WellCare**

1-877-389-9457

For more resources for providers, please visit the [Health Provider page](#) on the Kentucky HEALTH project website

# How does the legal decision affect Medically Frail individuals?

Due to the June 29, 2018 legal decision, changes to Medicaid under Kentucky HEALTH did not begin on July 1, 2018 as planned. Even though Kentucky HEALTH has been delayed, **the process to determine medically frail status still exists. Medicaid recipients who are determined medically frail will not have any changes to their medical benefits.**

## Who is considered medically frail?

Medicaid recipients who meet at least one of the following conditions:

- Significant difficulty performing activities of daily living, like eating and getting dressed
- Chronic homelessness
- Serious and complex medical condition
- Disabling mental health diagnosis
- Chronic substance use disorder
- A diagnosis with HIV/AIDS
- Eligibility for Social Security Disability Insurance (SSDI)

## What should I do if I think I may be medically frail?

1. You may **call the Department for Community Based Services (DCBS) at 1-855-306-8959** to report if you need help with activities of daily living (like bathing or getting dressed) or if you are homeless (living in a homeless shelter, safe haven, or a place not meant for humans to live.) You may **call your Managed Care Organization (MCO)** if you believe you are medically frail for any of the other reasons listed in the “Who is considered medically frail?” section.
2. **Contact your MCO to go over the types of health services you have had in the past.** This will help your MCO determine if you qualify as medically frail.
3. **Work with your MCO to schedule an appointment with your doctor or health care professional.** The doctor can go through some health questions with you that will help your MCO decide if you qualify as medically frail.

## How to complete the Medically Frail Attestation process

[Click here](#) to open the Medically Frail Provider Attestation form, which providers and Kentucky HEALTH recipients should fill out together.

# How does the legal decision affect the My Rewards Account program?



Based on the June 29, 2018 legal decision, changes to Medicaid under Kentucky HEALTH did not begin on July 1, 2018 as planned. If you received a notice saying you could access vision and dental services through a My Rewards Account, you should disregard that notice until more information is sent to you. Today, you will continue to receive dental and vision services as you did prior to July 1 through your Managed Care Organization (MCO).

However, you can continue to invest in your future health by participating in activities and receiving preventive healthcare services that also earn dollars into your My Rewards Account to use in the future for other services.

## You can continue to earn My Rewards Dollars! Here's how:

A My Rewards Account is an account for most adults eligible for Kentucky HEALTH. It works like a Health Spending Account. You can earn dollars into your account by completing certain activities. These activities include, but are not limited to:

- **Healthy Behaviors**
  - Complete a Health Risk Assessment with your MCO
  - Complete a smoking cessation program
  - Avoid inappropriate emergency room visits for a year
- **Community Engagement**
  - Complete job skills training
  - Complete up to 12 job applications
  - Pass the GED exam
- **Preventive Activities**
  - Get your yearly flu shot
  - Take a dependent child to a well-child dental or vision exam
  - Receive an annual physical
- **Education and Training**
  - Complete a My Rewards online course on CitizenConnect.ky.gov
  - Complete the HANDS program
  - Complete the First Steps Program

Visit [KentuckyHEALTH.ky.gov](http://KentuckyHEALTH.ky.gov) to view the full list of activities

## Why do I need My Rewards Dollars?

In the future, you will be able to use My Rewards dollars to get additional optional benefits, such as:

- Fitness Memberships and Services
- Dental and vision services
- Over-the-Counter Medications

# How does the legal decision affect PATH Community Engagement participants?



Based on the June 29, 2018 legal decision, changes to Medicaid under Kentucky HEALTH did **not** begin on July 1, 2018

## You can still participate!

- The legal ruling does not take away the opportunities Kentucky HEALTH has already created
- The Kentucky HEALTH program still offers support and resources for those interested in improving their income and health
- New resources are offered to Kentuckians on a voluntary basis

## How to participate:

- Log on to [CitizenConnect.ky.gov](http://CitizenConnect.ky.gov) to take free online courses about health skills, life skills, and work skills
- Visit [KCC.ky.gov](http://KCC.ky.gov) to find a career center near you, where a coach can help you find training, education, and job opportunities in your area
- Visit [KentuckyHEALTH.ky.gov](http://KentuckyHEALTH.ky.gov) to access additional information and resources

## If you received a notice about being required to participate in PATH in 90 days:

- You **do not need to do anything right now**. There currently is no PATH Community Engagement requirement
- But you **should not ignore the notice!** In the event the requirement goes into effect, we want you to be prepared and know what you need to do to get your Medicaid benefits through Kentucky HEALTH. You will get more information from the Commonwealth before your PATH Community Engagement requirement starts.

Visit [KentuckyHEALTH.ky.gov](http://KentuckyHEALTH.ky.gov) to access additional resources and updates



# Information about Premiums for Kentucky HEALTH



Based on the June 29, 2018 legal decision, changes to Medicaid under Kentucky HEALTH did not begin on July 1, 2018. **Due to this, Kentucky HEALTH premium payments have been put on hold and any invoices should be ignored. Premiums that were already paid can be used to pay future payments, or refunds can be requested.**

## What will my premiums be under Kentucky HEALTH?

Kentucky HEALTH beneficiaries who pay their monthly household premiums will not have had any copayments or other out-of-pocket costs. The table below shows the payment amount, which are on a sliding scale based on household income. Premiums range from \$1.00 to \$15.00 per month.

Under 25% of Federal Poverty Level (FPL)	25-50% Federal Poverty Level (FPL)	51-100% Federal Poverty Level (FPL)	101-138% Federal Poverty Level (FPL)
\$1.00 per month	\$4.00 per month	\$8.00 per month	\$15.00 per month

## What if I have already paid a premium?

If you already paid a premium, you can either have it count toward a future payment, or you can ask for a refund. You should contact your MCO to discuss your options. Your MCO will provide any refunds within 30 days of the request.



1-855-300-5528



1-855-690-7784



1-855-852-7005



1-800-578-0603



1-877-389-9457

**Do you have more questions about how these changes affect you? The organizations and resources below are available to help answer your questions.**

- For resources related to Kentucky HEALTH and updates based on the legal ruling, visit [KentuckyHEALTH.ky.gov](http://KentuckyHEALTH.ky.gov)
- Follow Kentucky HEALTH on [Facebook](#) and [Twitter](#) @KentuckyHEALTH1 for additional updates
- For more information about your eligibility and benefits, contact your Managed Care Organization (MCO)

### *MCO Contact Information:*

The Aetna logo, consisting of the word "aetna" in a blue, lowercase, sans-serif font with a small "SM" trademark symbol.

**1-855-300-5528**

The Anthem BlueCross logo, featuring the word "Anthem" in blue, "BlueCross" in a smaller blue font below it, and a blue cross icon with a white circle inside.

**1-855-690-7784**

The Humana CareSource logo, with "Humana." in green and "CareSource" in purple with a small heart icon above the "e".

**1-855-852-7005**

The Passport Health Plan logo, with "PASSPORT" in bold black, "HEALTH PLAN" in smaller black font below it, and a green leaf-like icon.

**1-800-578-0603**

The WellCare logo, featuring the word "WellCare" in blue with a stylized blue wave icon to the left.

**1-877-389-9457**

## **Section 2:** Information for Business & Community Partners

# How does the legal decision affect PATH Community Engagement partners?



Based on the June 29, 2018 legal decision, changes to Medicaid under Kentucky HEALTH did **not** begin on July 1, 2018

Community Based Organizations (CBOs) and businesses **still play an important role in supporting citizens** despite the temporary delay in the Kentucky HEALTH program. These organizations can continue to be involved in the PATH Community Engagement program and help promote a healthier Kentucky and stronger workforce.

## How can CBOs stay involved?

- **Connect** people to local resources
- **Post volunteer opportunities** using Business Connect at *BusinessConnect.ky.gov*
- **Host community programs** at your location
- **Invite** the Kentucky HEALTH team to participate or speak at your organization's events
- **Help Inform** people of the connection between personal health and community engagement

## How can businesses stay involved?

- Speak with your Kentucky Career Center (KCC) Business Services Team about additional resources to support workforce needs – find a KCC near you at *KCC.ky.gov*
- **Post open job positions** using Focus Talent at *FocusTalent.ky.gov*

Visit [KentuckyHEALTH.ky.gov](http://KentuckyHEALTH.ky.gov) to access additional resources and updates



## Kentucky HEALTH My Rewards continues to offer select courses through the Learning Management System (LMS)

**Organizations may submit courses to be included in the Learning Management System (LMS).** These courses will be reviewed by the Kentucky HEALTH team and, if approved, will be published in the LMS. Kentucky HEALTH beneficiaries can participate in these courses to earn credits towards their My Rewards Account.

Courses submitted by Community and Business Partners are evaluated based on content, relevance and duration.

### How can Community and Business Partners submit courses for My Rewards?

1. Complete the **My Rewards Course Submission Form** and submit it, along with course content, links or other documents, to [CourseSubmissions@ky.gov](mailto:CourseSubmissions@ky.gov)
2. Once reviewed, you will receive a **notice of approval or non-approval**, or a request for more information
3. You may also **submit questions** to [CourseSubmissions@ky.gov](mailto:CourseSubmissions@ky.gov)

Organization Information			
Organization Name:			
Organization Website:			
Organization Business Type:		<input type="checkbox"/> Healthcare Provider <input type="checkbox"/> Educational Agency <input type="checkbox"/> Other: _____	
<input type="checkbox"/> Government <input type="checkbox"/> Non-profit <input type="checkbox"/> Community-based			
Brief Description of the Organization:			
Contact Name:			
Phone:		Email:	
Alternate Contact Name:			
Phone:		Email:	
Course Information			
Course Title/Name:		Course Length (min.):	
Course Category: <input type="checkbox"/> Health Skills <input type="checkbox"/> Work Skills <input type="checkbox"/> Life Skills			
Course Description: <i>Please provide a brief description of the course and objectives</i>			
Course Delivery			
Required Course Format:	<input type="checkbox"/> SCORM e-learning package <input type="checkbox"/> HSP <input type="checkbox"/> Video		
	*If other e-learning platform, specify: _____		
	<input type="checkbox"/> ADA Compliant (Voice-Over, Closed Captioning, etc.) <input type="checkbox"/> Spanish		
<i>*Other e-learning platforms must be compatible with our LMS</i>			
Is there a knowledge Check?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, how many questions?	Suggested Passing Score:



## **What is Business Connect?**

Business Connect is the online platform that Community Based Organizations (CBOs) use to post and verify opportunities for PATH Community Engagement participants.



## **Who Uses Business Connect?**

Community Based Organizations include non-profit organizations, Managed Care Organizations (MCOs), SNAP 50/50 Partners, and Kentucky Career Centers.



## **Why should CBOs use Business Connect?**

Posting opportunities in Business Connect allows Kentucky Medicaid recipients to search and register for community engagement and employment opportunities in Citizen Connect. Once the Kentucky HEALTH program is implemented, these activities will help over 150,000 Kentucky HEALTH recipients fulfill their PATH Community Engagement requirement.

**See instructions for how to begin using Business Connect on the next page!**

# How to begin using Business Connect – Onboarding Application instructions



Beginning July 1, 2018, Community Based Organizations (CBOs) can use Business Connect to post opportunities and reach potential volunteers!

In order to access Business Connect, each organization must submit an Onboarding Application.

## To complete a Business Connect Onboarding Application:

1. Go to **BusinessConnect.ky.gov** and click **Sign Up**
2. On the Onboarding Application, fill out the **Organization Details** page, the **Contact Details** page, and the **PATH Details** page
3. Click **Submit**

## While filling out the Onboarding Application, the user will need to specify the organization type as one of the following:

- Non-Profit
- For-Profit
- Managed Care Organization (MCO)
- SNAP 50/50 Partner
- Kentucky Career Center

**The person who submits the Onboarding Application will serve as the point of contact from the organization.** This individual will be able to track the status of the application on Business Connect and will receive updates during the review process.

## Questions?

- Email [CourseSubmissions@ky.gov](mailto:CourseSubmissions@ky.gov) if you have questions about the Business Connect onboarding process
- Contact your local Kentucky Career Center (KCC) if you have broader questions about partnering with Kentucky HEALTH – find a KCC near you at **KCC.ky.gov**