



myhealthmylife™

PASSPORT
HEALTH★PLAN

2019 ISSUE 3

WHAT'S INSIDE

What is EPSDT?

7

4 Simple Steps to
Food Safety

10

Where to Go
for Care

14

PAGE **4**

Get to Know
Passport!



Be the **FIRST TO KNOW**

Sign up today to have Passport text alerts and emails sent directly to you. Once you sign up, we may send you things like updates and reminders, and information you need to get the most out of your Passport benefits!

Go to **www.passporthealthplan/alerts/** to set up an account on our member portal. You'll first set up your member portal account. Then, all you have to do is select "yes" to start receiving texts and email alerts!

If you need help setting up your account, please call us at **1-800-578-0603**.

We Do Life **TOGETHER —** No Matter What!

Life is full of ups and downs. We know that for sure. But because Passport has helped thousands of Medicaid members, we understand your situation. What makes us different is our team of caring and knowledgeable people who sympathize with what you're going through.

All of us here at Passport are here to connect you to the medical care and life help you need. No matter what happens, we'll be there for you. Because we do life **TOGETHER —** and we're **better TOGETHER!**



OPEN ENROLLMENT is Coming Soon

Medicaid's open enrollment is November 4th to December 13th, and as always, we've got you covered! You **don't have to do a thing** to stay with Passport, and we look forward to being your health plan for as long as you need us.





Remember!

To keep your Medicaid enrollment active, you must recertify yearly and report any address changes. You can do this and much more by visiting www.benefind.ky.gov.

Thank YOU April!

Special thanks goes to our member, April, for taking the time to comment on our Facebook Page! We're glad you enjoy our Trivia Tuesday contest and we hope you'll let us know how we can help you in the future!



April Whittle 12:21 pm - Passport Health Plan

This is how I found out about your Facebook page. Thank you for the Trivia Tuesday's. Gives me a chance to win something 😊



Friends and Family can switch to Passport November 4th to December 13th!

Open enrollment is the perfect time to spread the word about Passport to your friends and family. If you know someone who'd like to switch to our plan or sign up as a new member, tell them to give us a call at **1-800-578-0603**. We're happy to help!





Get to Know Passport!

Are you or your children new to our plan? Do you need a refresher on how to use your Passport benefits? If the answer is **yes**, then our member education classes are just what you need!

When you take one of our classes, you'll get the information you need **PLUS** we'll reward you with a **\$10 gift card** just for taking steps to learn about your plan!



Our **Get to Know Passport** classes:

- Are hosted by Community Engagement (CE) Reps in every county in Kentucky. To find the next class in your area, please call us at **1-800-578-0603**. You may visit passporthealthplan.com/advocates/advocate-representatives/ to contact the CE Rep in your area.
- Can teach you about your Passport benefits and help answer any questions you have.
- Can teach you about the role of your primary care provider (PCP).
- Can help you fill out your Health Risk Assessment (HRA) Form.
- Can give you information about special health programs, benefits and how to earn gift card rewards.
- Can help you sign up for text messages, emails, and your personalized account on our member portal.



Find Your *Peace* in Every Breath

Every moment of your life you are breathing without even thinking about it. Paying attention to these breaths is one of the fastest ways to get calm, centered, and energized.

Have you noticed that when you are under stress, in pain, or sick, you take short shallow breaths?

When you take short shallow breaths, it can actually increase pain and stress. The key is to breathe fully, deeply, and slowly. As you inhale, let your stomach expand and fill your lungs with air. Focusing on your breaths can be a powerful way to deal with stress, pain, and illness.

Simple Breathing Exercise

1. Sit comfortably in a chair.
2. Place one hand on your belly and the other hand on your chest.
3. Take a deep breath in through your nose. Feel your belly rise.
4. Breathe out through your nose. Feel your belly lower.
5. Take 3 more deep full breaths, breathing into the belly.

When you practice the breathing exercise shown here, the hand on your belly should move more than the hand on your chest.

Benefits of Taking Bigger Breaths

- Your body and mind can feel more calm and relaxed.
- It becomes easier to let go of negativity!
- It helps decrease pain and tension in the body.
- You can find more peace and happiness in your life!

Source: <https://www.webmd.com/balance/stress-management/stress-relief-breathing-techniques#1>,
<https://eocinstitute.org/meditation/meditation-and-breathing-benefits-of-mindful-breathing/>



Stay Healthy at Home

We have a special program just for members with Chronic Obstructive Pulmonary Disease (COPD), Diabetes and Asthma. Our program is called **Stay Healthy at Home** and may be able to help you!

You can join Stay Healthy at Home if you have:

COPD or Asthma and can answer **YES** to one of these questions:

- ☐ Do your COPD or Asthma symptoms stop you from doing things you normally enjoy?
- ☐ Are you taking daily medicines to help control your COPD or Asthma symptoms?
- ☐ Do you use your nebulizer every day?
- ☐ Have you been prescribed steroids or antibiotics in the past 6 months for your COPD or Asthma?

Diabetes and can answer **YES** to one of these questions:

- ☐ Do you take 2 or more daily medicines to help control your Diabetes?
- ☐ Was your most recent A1C result 8.0 or more?

Special Benefits!

Stay Healthy at Home has health educators who can give you extra support and advice on how to live a healthier life.

Once you join our program, we'll:

- Send a health kit to your home that includes equipment to help you watch your condition and a device to answer questions about how you're feeling.
- Watch your information closely.
- Help you talk with your doctor about changes in your health.
- Help you and your primary care provider (PCP) manage your condition and to keep you healthy at home!

If you would like to join now, please call us **1-877-903-0082**.

Our Stay Healthy at Home program does not replace medical care from your PCP or emergency care. We will work with your PCP to help you manage your symptoms.



What is EPSDT?

When does my child
need check-ups?

1 month	9 months	24 months
2 months	12 months	30 months
4 months	15 months	Every year from ages 3 to 20
6 months	18 months	

EPSDT stands for **E**arly and **P**eriodic **S**creening, **D**iagnosis and **T**reatment. EPSDT is a preventive health program that offers extra benefits for children and teens under age 21.

These benefits are available at no cost — all you have to do is show your Passport ID card.

What does EPSDT cover?

- ✓ Physical exams for children and teens, including growth and development checks
- ✓ Vision and hearing screens
- ✓ Yearly dental checkups
- ✓ Immunizations (shots) to help the body fight disease and to prepare children for school
- ✓ Nutrition counseling
- ✓ Lab testing, including lead levels in the blood
- ✓ Mental health assessments
- ✓ Risk behavior assessments for safety, drugs, alcohol, and sexually transmitted diseases
- ✓ Health education for parents/caregivers and teens
- ✓ Referrals to specialists when needed



At an EPSDT checkup, the doctor can make sure your child is growing and developing normally. Your child will also get the needed immunizations to help prevent diseases.

For more information, please call your child's PCP or Passport's EPSDT Program at **1-877-903-0082**, press **0**, then press **8210**. TDD/TTY users may call 711.

Source: https://www.aap.org/en-us/Documents/periodicity_schedule.pdf



Talk to Your Child about Drugs and Alcohol

The brains of your children and teens are growing quickly — and you can help protect them! Things like alcohol, marijuana, and other drugs can have bad effects on the brains and health of young people. If children and teens use drugs or alcohol, they can have problems with concentration, memory, decision-making, physical health, and injury.

What Can You Do as a Parent or Caregiver?

Having an open relationship and talking to your child at an early age can make all the difference! It's one of the main factors in healthy child development.



Ways to Talk to Your Child or Teen:

- 1 Have many short talks instead of one long talk.
- 2 Let them know you don't approve of underage drinking and using drugs.
- 3 Show that you care about their health, safety, happiness, and success. Let them know this is why you don't want them to drink or use drugs.
- 4 Show that they can come to you for information and ask you questions.
- 5 Remind them that you're watching what they do and the choices they make.
- 6 Help them make plans for how to avoid drugs and alcohol in situations they might get into.



YOU'RE NOT ALONE!

Your child's primary care provider (PCP) may also ask your child questions about drugs and alcohol starting at age 9. When **you and the PCP** teach your child about good choices and talk to them about the risks of drugs and alcohol, the message is even stronger.



Source: Substance Abuse and Mental Health Services Administration (SAMHSA). Centers for Disease Control and Prevention (CDC).





Taking Care of Your Breasts

Taking care of your breasts is important. You can keep your breasts healthy and check for any problems by doing a breast self-exam and getting a yearly mammogram. Finding a problem early is important because it can be easier to treat.



My To-Do List:

✓ **Do Self-Breast Exams — as directed by your doctor**

A self-breast exam is when you feel your breasts and check for any changes in the size or shape. Women of every age should do this exam every month, the same way each time. You can lie down or sit up with your arm overhead. If you feel or see any changes in your breasts, call your doctor right away.

✓ **Get a Mammogram — as directed by your doctor**

A mammogram is an x-ray of your breast. It can find breast cancer early before you feel a lump or have any other symptoms. Many doctors suggest starting regular mammograms by age 50. If you have a family history of breast cancer, you may need to start earlier. Some doctors recommend screenings as early as age 40. Just ask your doctor what's right for you.

Don't Forget!

Get a mammogram in 2019 and you can be rewarded with a free gift card and My Rewards dollars. Call **1-877-903-0082** to find out how!

Source: www.acog.org/~media/For%20Patients/faq178.pdf,
www.uspreventiveservicestaskforce.org/Page/Topic/recommendation-summary/breast-cancer-screening

4 Simple Steps to Food Safety

If you want to be safe when cooking at home, be sure to follow these simple steps:

- 1 Clean
- 2 Separate
- 3 Cook
- 4 Chill

By doing these things, you can help you and your family avoid getting food poisoning.

CLEAN. Wash your hands and surfaces often when fixing food.

- Wash your hands for 20 seconds with soap and water before, during, and after preparing food and before eating.
- Wash your utensils, cutting boards, and countertops with hot, soapy water. Keep your cooking surfaces clean, and be sure to wash and change out your kitchen towels on a regular basis.
- Rinse fresh fruits and vegetables under running water before eating or cooking with them.



SEPARATE. Do not cross contaminate foods.

- Keep raw meat, poultry, seafood, and eggs separate from other foods. Even after you have washed your hands and surfaces, they can still spread germs to ready-to-eat foods.
- Use separate cutting boards and plates for raw meat, poultry, and seafood.
- Keep raw meat, poultry, seafood, and eggs separate from all other foods in the fridge.

COOK. Cook foods to the correct temperature.

- To cook food safely, the internal temperature needs to be high enough to kill germs that can make you sick.
- You can visit this website to see a list of safe cooking temps: <https://www.foodsafety.gov/keep/charts/mintemp.html>



CHILL. Refrigerate foods properly.

- Keep your refrigerator below 40°F and know when to throw food out.
- Refrigerate perishable food within 2 hours. If outdoor temperature is above 90°F, refrigerate within 1 hour.
- Thaw frozen food safely in the refrigerator, in cold water, or in the microwave.

Source: <https://www.cdc.gov/foodsafety/keep-food-safe.html>



Leaving the Hospital?



Follow-up With Your PCP!

If you have to go into the hospital, the goal in most cases, is to get you home as soon as possible. But, what's even more important is for you to heal once you get home. You want to heal so that you don't have to go back to the hospital and be readmitted.

To make sure you are on the right track after discharge, it's important to follow-up with your primary care provider (PCP).

Schedule a Follow-up Visit

Once you get discharged from the hospital, schedule a follow-up visit with your PCP **right away**. At your follow-up visit, your PCP will:

- Refill your medicines
- Refer you to a specialist, if needed
- Complete any post-discharge tests
- Look at your current health condition and needs



Need Help?

If you have any questions, please call our Transition Team at **1-877-903-0082**, press **0**, and then press **8593**. We can work with you one-on-one and help you get the care you need!



A Common Breathing Illness: Respiratory Syncytial Virus (RSV)

Respiratory Syncytial Virus (RSV) is a virus that causes an infection in the lungs and respiratory tract. It is a major cause of breathing (respiratory) illnesses in babies and young children.

How do you get RSV?

- Inhaling the germs from someone who has RSV and is coughing and sneezing around you.
- By touching someone who has RSV.
- By touching surfaces that someone who has RSV has touched. RSV lives on surfaces like door knobs, phones, light switches, faucets, and toys.



Treating RSV

RSV is very serious for babies who were born premature or have other health issues such as heart and/or lung problems. These babies may need to go to the hospital, be watched closely, and given fluids and breathing treatments.

In adults and healthy older children, the signs of RSV may be just like having a cold. Most of these cases are mild. Your doctor may give you medicine to help open your airways so you can breathe easier.

Things You Can Do at Home

- ✓ **Make sure everyone in your house washes their hands when entering the home**
- ✓ Use a bulb syringe if your child is too young to blow his or her nose (Ask your doctor about how to use this)
- ✓ Keep surfaces clean
- ✓ Wash toys
- ✓ Keep your child in an upright position to make breathing easier
- ✓ Keep your child away from cigarette smoke, since it can make his or her symptoms worse



RSV Spreads Fast!

RSV spreads very fast through daycare centers and schools. Babies and young children often catch it from their older brothers and sisters who carry the virus home from school. Children with RSV are the most contagious during the first few days of the infection.



Call the Doctor if Your Child Has Any of These Signs:

- Fever
- Thick nasal discharge
- Coughing that gets worse and brings up mucus
- Wheezing
- Trouble breathing
- Skin that turns a bluish color due to a lack of oxygen
- Signs of being dehydrated (not having enough water):
 - Not urinating or the urine is dark yellow and smelly
 - Dry lips and mouth
 - Very sleepy and no energy
 - No tears when crying
 - Sunken eyes
 - Dizziness



Wash Your Hands the Right Way!

Washing your hands correctly is the best way to stop the spreading of germs and RSV.

Follow these easy tips:



Wet your hands.



Use soap.



Lather and scrub for 20 seconds. Wash between your fingers, under your nails and on the tops of your hands.



Rinse for 10 seconds.



Dry your hands.

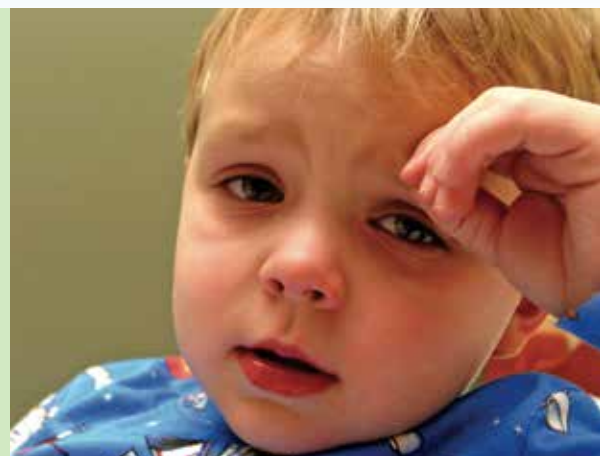


Use a hand towel to turn off the faucet.

Synagis — The RSV Shot

If your child is at higher risk of severe lung disease from RSV, he or she may qualify for Synagis. Synagis, also called the RSV shot, is a medicine that can help your baby avoid or prevent RSV. If you think your baby needs Synagis, please talk with your baby's doctor.

Source: <http://www.cdc.gov/rsv/about/transmission.html> , <http://kidshealth.org/parent/infections/lung/rsv.html>, <http://www.mayoclinic.org/diseases-conditions/respiratory-syncytial-virus/basics/definition/con-20022497>



Where to Go for Care

Most of the time when you're sick, you should first call your **primary care provider** or "**PCP**." Your PCP is the main doctor who sees you the most and makes referrals when you need them. Over time, your PCP gets to know your health history—and know what's right for you and how to best treat you. No one, except perhaps some members of your family, will ever know your health the way your PCP does.

You can call your PCP's office anytime of the day or night—24 hours a day, 7 days a week. If you call after hours, the doctor on call can tell you what to do.

When to Visit Your PCP

- Colds and coughs
- Flu
- Earaches
- Sore throats
- Medicine or refills
- Rashes
- Diarrhea or upset stomach
- Minor aches and pains
- Discomfort when you pee
- Regular checkups



When your PCP is Not Available

If you call your PCP and can't get a timely appointment, ask your PCP where you should go for treatment. Tell your PCP what symptoms you're having and he or she will decide where you need to go for care. Your PCP may tell you to go to an in-network **Retail Clinic** or **Urgent Care Center**.

- **Retail Clinics** take walk-ins inside some stores and pharmacies, and they're open during the day and on weekends. You can visit them for minor medical problems such as earaches, sore throats, coughs, upset stomach, allergy symptoms and minor cuts and burns.
- **Urgent Care Centers** are open during the day, in the evenings, on weekends, and holidays. You can visit them when you need don't have a true emergency, but you need to be seen right away. They can treat fevers, mild asthma, minor cuts and injuries such as sprained ankles or jammed fingers.



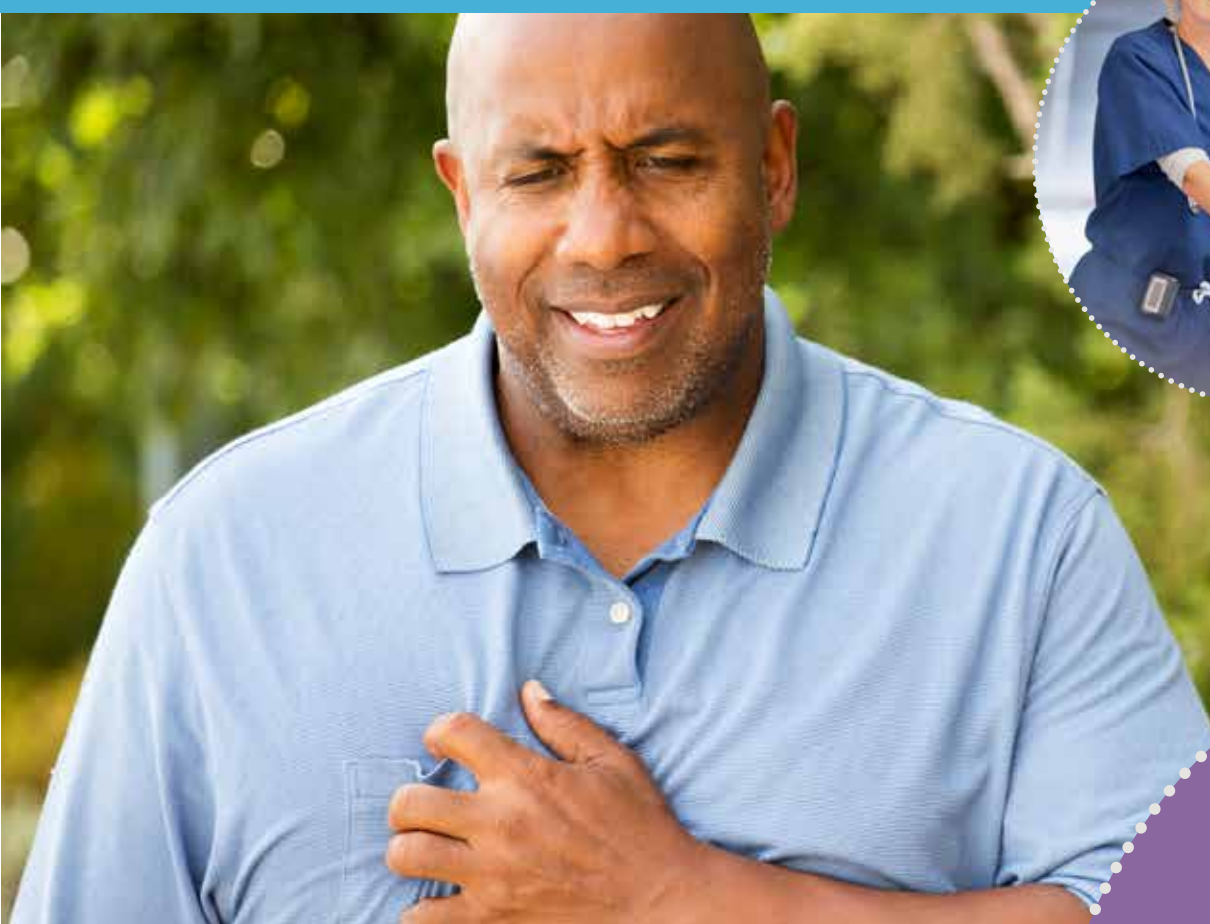
What to Do If You Have a True Emergency

A true emergency is when your problem is a threat to your life or can badly harm your health if you do not get care right away.

Some Examples of When to Visit the Emergency Room (ER)

- Head or eye injuries
- Car accidents with an injury
- Physical attack or rape
- Trouble breathing
- You cannot move (paralysis)
- Poisoning
- Seizures
- Broken bones
- Gun or knife wounds
- Bleeding that won't stop
- Suicidal thoughts
- Chest pain
- Overdose

If you have an emergency, call 911 or go to the nearest ER or hospital. If you go to the ER, call your PCP the next day to set up a follow-up visit. If you need help scheduling your follow-up, just call one of our Care Connectors at **1-877-903-0082**.



As a Passport member, you'll never be alone when it comes to medical advice! You can get medical advice from a registered nurse anytime you need it.

If you're not sure if you need to see a doctor or if you or someone in your family gets sick and has a health question, the **Nurse Advice Line** is a great place to start. Call **1-800-606-9880** and a registered nurse will answer your questions and help you decide what to do next.

Still not sure
WHAT TO DO
or **WHERE TO GO**
for medical care?

**Advice from a registered
nurse is just a phone
call away 24 hours
a day, 7 days a week!**



Stay Well this Year — **Get a Flu Shot!**

Cold and flu season is here, and now is the time to protect yourself and your family with a flu shot. Getting a flu shot is the best way to avoid the flu.

Who needs a flu shot every year?

Everyone age 6 months and older. If you're allergic to eggs or the flu shot, this does not apply to you.

The flu is more risky for some people. Getting a flu shot is even more important for:

- Children 6 months to 19 years old
- Adults 50 years and older
- Pregnant women
- People with long-term illnesses such as asthma, diabetes or heart disease
- People who live with or care for children ages 6 months or younger or someone with a health problem

It's Covered!

The flu shot is covered for you at no cost. Call your primary care provider (PCP) today to make an appointment. If you need help getting an appointment, call us at **1-877-903-0082**. You can also get a flu shot at your local pharmacy.



Tips to Stay Well this Season

- Know the signs of the flu:
 - Fever
 - Cough
 - Sore throat
 - Runny or stuffy nose
 - Body aches or chills
 - Headache
 - Tiredness
- Wash your hands often with soap and warm water.
- Try not to touch your eyes, nose, and mouth.
- Keep surfaces like keyboards, telephones, and doorknobs clean.
- Try to stay away from sick people.
- If you get sick, stay home and try not to spread your germs to others.



These symptoms come on quickly

Source: Centers for Disease Control and Prevention



Know the Risks of Having a C-section

Having a baby is hard work on your body. It can be even harder on you if you have a C-section. If your OB suggests a C-section, be sure to know the risks for you and your baby.



Risks for Moms

If you have a C-section or any surgery, you are at risk for:

- Infection
- Bleeding
- A reaction to anesthesia (the medicine used to numb you)
- Blood clots in the legs or pelvic organs
- A bowel or bladder injury due to surgery

Risks for Babies

If you have a C-section, your baby could be at risk for:

- Breathing problems caused by extra fluid in the lungs (A baby born by vaginal delivery has fluid squeezed from their lungs. A baby's first breath is best when there is no extra fluid in the lungs.)
- Nicks or cuts due to surgery

Risks of Having Repeat C-sections

Having repeat C-sections may cause:

- Scar tissue on the uterus and nearby organs
- Injuries to the bladder and bowels
- Heavy vaginal bleeding
- Placenta problems for future pregnancies

What Can You Do?

Talk to your OB doctor about which type of delivery is best for you. If you have a C-section, take good care of your incision (cut):

- ✓ Wash your hands with soap and water before looking at or touching the cut.
- ✓ Shower once a day with anti-bacterial soap such Dial and let the water run over your cut. Do not scrub your cut.
- ✓ Pat your cut dry when you get out of the shower. Keep it dry the entire day.
- ✓ Check the cut at least once a day.
- ✓ Tell your OB doctor about any redness, open areas, drainage, bad smells, or an increase in pain.



Source: Mayo Clinic, American Pregnancy Association, Medline Plus, American College of Obstetrics and Gynecology



NEW BENEFIT

Methadone Now Covered

If you're dealing with a substance use disorder, we want to help you get the treatment you need!

Starting on July 1, 2019, Methadone **is now covered** as a part of Medication Assisted Treatment (MAT).

What is Medication Assisted Treatment (MAT)?

MAT can be an effective treatment for substance use disorders when it's used with counseling and getting connected to social supports. Methadone is a medicine that may be used in MAT treatment. Methadone can help people reduce or stop the use of heroin or other opiates.

If you receive MAT services, your doctor will decide which medicine is best for you.

Sources: www.asam.org, www.samhsa.org

Nondiscrimination

Passport Health Plan DOES:

- Follow federal civil rights laws
- Provide free aids and services to people with disabilities such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats)
- Provide free language services to people whose primary language is not English such as:
 - Qualified interpreters
 - Information written in other languages

Si habla español, tenemos servicios de asistencia lingüística de forma gratuita. Ofrecemos también, sin costo, servicios de interpretación de documentos en su idioma. Por favor, llame al 1-800-578-0603. Los usuarios de TTY pueden llamar al 711.

若您的慣用語言是中文，我們提供免費的語言協助服務。您也可以享受免費的口譯服務；我們可以將任何文件翻譯成您的慣用語言並唸給您聽。請致電 1-800-578-0603。TTY 使用者請撥打 711。

Wenn Sie Deutsch sprechen, stehen für Sie kostenlos Sprachassistenzen zur Verfügung. Sie können sich auch jedes Dokument in Ihrer Sprache vorlesen lassen, ohne dass für Sie Kosten entstehen. Bitte wählen Sie die Rufnummer 1-800-578-0603. Schreibtelefon (TTY/TDD): 711.

Nếu quý vị nói tiếng Việt, dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn dành cho quý vị. Quý vị cũng có thể nhận được hỗ trợ phiên dịch bằng lời miễn phí; chúng tôi có thể đọc bất kỳ tài liệu nào cho quý vị bằng ngôn ngữ của quý vị. Vui lòng gọi 1-800-578-0603. Người dùng TTY hãy gọi 711.



Passport Health Plan DOES NOT:

- Discriminate on the basis of race, color, national origin, age, disability, sex, health status, need for health services, religion, sexual orientation, or gender identity.
- Exclude people or treat them differently because of race, color, national origin, age, disability, sex, health status, need for health services, religion, sexual orientation, or gender identity.

If you need any of these services listed to the right, you may contact:

Passport's Member Services Team
1-800-578-0603

Passport's Care Connectors Team
1-877-903-0082

If you believe Passport has not provided these services or has discriminated against you, you may file a grievance. You can file a grievance by contacting:

Civil Rights Coordinator
5100 Commerce Crossings Drive
Louisville, KY 40229
(502) 212-6767 | Fax: (502) 585-7985
PHPCompliance@passporthealthplan.com

You may file in person or by mail, fax or email. If you need help filing a grievance, the Director of Compliance can help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You can:

- Visit the Office for Civil Rights Complaint Portal at ocrportal.hhs.gov/ocr/portal/lobby.jsf
- Mail to:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
- Call 1-800-368-1019 (TDD 1-800-537-7697)

If you need a complaint form, please visit <http://www.hhs.gov/ocr/office/file/index.html>

إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. وقد تتلقى أيضًا ترجمة فورية شفوية مجانية؛ يمكننا أن نقرأ لك أي وثيقة بلغتك. يُرجى الاتصال على الرقم 1-800-578-0603. يمكن لمستخدمي الهاتف النصي الاتصال على الرقم 711.

Ukoliko govorite srpski jezik, usluge jezičke pomoći su vam dostupne besplatno. Pružamo i usluge besplatnog usmenog prevoda; možemo da vam pročitamo bilo koji dokument na vašem jeziku. Pozovite 1-800-578-0603. Korisnici koji upotrebljavaju tekstualni telefon mogu da pozovu broj 711.

日本語を話される場合、無料の言語支援サービスをご利用いただけます。また、無料の読み上げサービスをご利用いただけます。あなたの言語で文書を読み上げます。1-800-578-0603までお電話ください。TTYユーザーは711に電話できます。

Si vous parlez français, vous pouvez bénéficier gratuitement de services d'assistance linguistique. Vous pouvez également recevoir une interprétation orale gratuite ; nous pouvons vous lire n'importe quel document dans votre langue. Veuillez appeler le 1 800 578 0603. Les utilisateurs d'un ATS (TTY) peuvent appeler le 711.

한국어 사용자는 무료로 언어 지원 서비스를 이용할 수 있습니다. 아울러, 어떤 서류든 모국어로 읽어주는 무료 구두 통역도 받을 수 있습니다. 1-800-578-0603번으로 전화하십시오. TTY 사용자는 711번으로 전화하실 수 있습니다.

Wann du Deutsch schwetzscht un Hilf mit Englisch brauchscht, kenne mer dich helfe fer nix. Du darfscht aa en Interpreter/Translator griege fer nix; mir kenne ennicher Text lese zu dich in dei Schprooch. Ruf 1-800-578-0603 uff. Leit as TTY yuse darfe 711 uffrufe.

तपाईले नेपाली बोल्नुहुन्छ भने भाषा सहायता सेवाहरू तपाईंको लागि निःशुल्क रूपमा उपलब्ध हुन्छन्। तपाईंले निःशुल्क मौखिक दोभाषे पनि प्राप्त गर्न सक्नुहुन्छ; हामी तपाईंको लागि तपाईंको भाषामा कुनैपनि कागजात पढ्न सक्छौं। कृपया 1-800-578-0603 मा फोन गर्नुहोस्। TTY प्रयोगकर्ताहरूले 711 मा फोन गर्न सक्नुहुन्छ।

Kan dubbattu Afaan Oromo yoo ta'e, tajaajilliwwan gargaarsa afaanii kanfaltii malee siif jira. Akkasumas turjumaana afaanii bilisaan argachuus ni dandeessa; afaan keetiin galmee kamiyyuu siif dubbisu ni dandeenya. Maaloo 1-800-578-0603 irratti bilbili. Fayyadamtoonni TTY 711 irratti bilbilu.

Если вы говорите на русском языке, вам могут быть предоставлены бесплатные услуги переводчика. Также вам может быть бесплатно предоставлен устный переводчик; любой документ может быть зачитан вам на вашем языке. Звоните по телефону 1-800-578-0603. Телетайп (TTY): 711.

Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqadda waxaa laguugu heli karaa adiga bilaash. Sidoo kale waxaad heli kartaa turjumaad hadalka ah oo bilaasha ah; waxaanu kuugu akhriyi karnaa adiga warqad kasta luqaddaada. Fadlan soo wac 1-800-578-0603. TTY isticmaalayaashu waxay soo waci karaan 711.

Kung nagsasalita ka ng Tagalog, makakagamit ka ng mga serbisyo ng tulong sa wika nang walang bayad. Maaari ka ring makatanggap ng libreng oral interpretation; maaari naming basahin para sa iyo ang anumang dokumento sa sarili mong wika. Mangyaring tumawag sa 1-800-578-0603. Ang mga gumagamit ng TTY ay maaaring tumawag sa 711.





Better Health Together

PASSPORT HEALTH PLAN

Marketing and Community Engagement Department
5100 Commerce Crossings Dr.
Louisville, KY 40229



Any information included in this newsletter is not intended to replace medical care or advice from your doctor. Any references to other companies or internet sites are not an endorsement or guarantee of the services, information or products provided. Passport does not take responsibility for anything that may result from the use, misuse, interpretation or application of the information in this newsletter.

Passport does not guarantee the availability or quality of care. We are not responsible for any act or omission of any provider. All providers contracted with Passport are independent contractors and not employees or agents of Passport.

MARK03167 APP_10/4/2019

Want to get a copy of our Preferred Drug List (PDL)?



Our PDL is a list of all the medicines we cover and any limits that apply. We also cover some over-the-counter (OTC) medicines when your doctor gives you a prescription.

We make changes to our PDL from time to time. To find the most up-to-date list, please visit **www.passporthealthplan.com** and click on **Pharmacy** and then **Preferred Drug List** from the drop down.

- To view or print our PDL, use the **click here** link next to **Printable Preferred Drug List**.
- To view or print our Over-the-Counter drug list, use the **click here** link next to **Over-the-Counter (OTC)\Drug List**.
- To see if a drug is covered using our online formulary, use the **click here** link next to **Searchable Drug Formulary**.

If you do not use a computer and would like some help, just call Member Services at **1-800-578-0603**.

