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.

Visit us online at www.passporthealthplan.com
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!

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!
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 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!

Get to Know Passport!

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.
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!

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.*

Visit us online at [www.passporthealthplan.com](http://www.passporthealthplan.com)
What is EPSDT?

EPSDT stands for Early and Periodic Screening, Diagnosis and Treatment. 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.

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).

Visit us online at www.passporthealthplan.com
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!

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

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.

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

Source: https://www.cdc.gov/foodsafety/keep-food-safe.html
**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).

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**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

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**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.

Visit us online at [www.passporthealthplan.com](http://www.passporthealthplan.com)
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:

1. Wet your hands.
2. Use soap.
3. Lather and scrub for 20 seconds. Wash between your fingers, under your nails and on the tops of your hands.
4. Rinse for 10 seconds.
5. Dry your hands.
6. 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.

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!
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.

*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
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.

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/offic /file/index.html

You can also file a civil rights complaint with Passport Health Plan:
• Contact Passport’s Member Services Team 1-800-578-0603
• Contact 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.

Notice
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.