

MEMBER NEWSLETTER

INFORMATION ON THE WEB



Kentucky Health Cooperative would like to remind you about our website (<http://www.mykyhc.org>). It has many helpful items that can answer questions that may arise. You can view and/or download information about the following topics on the website.

- Information about Kentucky Health Cooperative's Quality Improvement Program, including goals, processes, and outcomes as related to care and service.
- Information about our Case Management Program and how you or your caregiver may self-refer to the Program.
- Information about Kentucky Health Cooperative's Disease Management Programs and how you may self-refer to the Programs.
- Information about how to contact staff if you have questions about how we manage care and services (UM) at the toll-free number 1-855-635-5580, ext. 1.
- The availability of TDD/TTY services.
- Our policy prohibiting financial incentives for utilization management decision-makers.
- A description of the availability of an independent external appeals process for utilization management decisions made by Kentucky Health Cooperative.
- Kentucky Health Cooperative's member rights and responsibilities statement.
- Information about benefits and services included in, and excluded from, coverage.
- Information about our pharmacy procedures and coverage of drugs including copayments; Kentucky Health Cooperative's drug list (formulary), along with restrictions and preferences; how to use our pharmacy procedures; an explanation of limits and quotas; how to receive coverage for non-formulary drugs and an explanation of how practitioners can provide information to support an exception; and our processes for generic substitution, therapeutic interchange, and step-therapy.
- Information about copayments and other charges for which you are responsible.
- Information about restrictions on benefits that apply to services obtained outside Kentucky Health Cooperative's system or service area.
- Information about how you may obtain language assistance to talk with us about how we manage care and services or to obtain information about benefits, access to services and other issues.
- Information about how you may submit a claim for covered services, if applicable.
- Information about network practitioners and the professional qualifications of primary care and specialty care practitioners, such as medical school attended, residency completed, and board certification status.
- How you may obtain primary care services, including how to choose and access a primary care practitioner.

- Ways to obtain specialty care, behavioral health services and hospital services.
- How you may obtain care after normal office hours.
- Steps for receiving emergency care, including Kentucky Health Cooperative's policy on when to directly access emergency care or use 911 services.
- How you may obtain care and coverage when you are out of our service area.
- How you may voice a complaint.
- How you may appeal a decision that adversely affects coverage, benefits or your relationship with Kentucky Health Cooperative.
- How we evaluate new technology for inclusion as a covered benefit.
- Kentucky Health Cooperative notice of privacy practices and confidentiality policies and how they allow us to use and disclose information about you; how Kentucky Health Cooperative uses authorizations and your right to approve the release of personal health information; how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; Kentucky Health Cooperative's commitment to protect your privacy in all settings and our policy on sharing personal health information with plan sponsors and employers.

There is other information about Kentucky Health Cooperative and our services on the website that is useful to know.

Our Physician and Hospital Directories allow you to select a physician or hospital that best meets your needs. You can search for a physician by specific characteristics such as gender or language spoken. You can search for a hospital by location and name.

You can manage your health on our website. A personal health assessment is available for you to use. This helps you assess your current health and determine risks. It also allows you to track your progress in improving behaviors and lets you know when to obtain preventive services.

Our website also contains information and interesting tools to help you better understand what you can do to improve your health.

If you would like to learn more about these items, please visit the Kentucky Health Cooperative Member Portal at <https://portal.mykyhc.org>, (If you have not registered on the portal, it's quick and easy). The most recent information about Kentucky Health Cooperative, our services, and coverage of drugs is always available on our website. You may also call Member Services at 1-855-687-5942.