

# 2021

## EXTRA Benefits Highlights Guide

**Kentucky's Top Rated Plan in Customer Satisfaction**



**Say Hello to Your WellBeing**



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### We Put You First

We hope WellCare of Kentucky can continue to provide you with the care you need. We're dedicated to giving you more healthcare benefits and great service. That's why members like you give us high marks in key areas:



**WellCare earned the highest rating in Customer Satisfaction\*** among Kentucky Medicaid managed care plans.



**WellCare is top-rated in Provider Satisfaction\*\*** among Kentucky Medicaid managed care plans.



**WellCare has been voted as a Best Place to Work in Kentucky™** for three years in a row because we enjoy helping members like you.

\*Source: National Committee for Quality Assurance (NCQA); retrieved from <http://healthinsuranceratings.ncqa.org/2019/search/Medicaid/KY>

\*\*Source: 2019 SPHA Provider Satisfaction Survey



### The Care You Need, From People You Trust

You have access to a wide network of quality doctors, pharmacists and hospitals. That means you can find in-network providers in your area. As a WellCare member, you have a choice when you need health services.



### The Help You Need, When and How You Need It

- ✓ **24-hour Nurse Advice Line**  
800-919-8807  
Contact us any time day or night when you or a family member is sick, hurt or needs medical advice.
- ✓ **Community Connections Help Line**  
866-775-2192  
Connect with community services such as utility assistance, food banks, and transportation.
- ✓ **Customer Service**  
877-389-9457 (TTY 711).  
Our friendly staff can help with ID cards, changing your primary care doctor receiving a member handbook, and much more.
- ✓ **24-hour Crisis Line**  
855-661-6973  
Available anytime for help with drug and alcohol abuse and behavioral health emergencies.

# No copays and no cost sharing for WellCare members. Plus, you get all of these **EXTRA** benefits too!



## **Vision (Members 21+)**

Choose new glasses or contacts every year. Eye exam also covered.



## **Over-the-Counter Items**

Receive up to \$25 in free health items delivered to your home each month.



## **Healthy Rewards**

Enjoy premium rewards with free Amazon Prime memberships, Fitbits, and Visa® debit cards.



## **Cell Phones**

Get a free cell phone with talk, data, and unlimited texts. Unlimited talk and text for members with a high-risk pregnancy or chronic conditions.



## **Weight Watchers (WW)**

Join WW with a free six month membership for a better, healthier you. For qualified members.



## **Healthy Baby Program**

Choose a free playpen, stroller, car seat or diapers after attending prenatal visits.



## **Criminal Record Expungement**

Make a fresh start by expunging a criminal record. WellCare will help with application fees as allowed by law. Certification only.



## **Steps2Success + GED**

Meet your life and career goals with job coaching, interview tips, and more. Take the GED test and receive a voucher to cover the cost of the exams.



## **College Scholarships**

Apply for \$1,000 scholarships. Each year, we award scholarships to 50 members, age 18 and up, who are attending a college or university.



## **Boy & Girl Scouts**

Enroll your child in Boy Scouts or Girl Scouts at no charge. We'll cover the yearly membership fee and give \$25.00 towards uniforms.



## **Sports Physical**

Receive one sports physical per year for members age 6-18.

WellCare of Kentucky complies with all applicable federal civil rights laws. We do not exclude or treat people in a different way based on race, color, national origin, age, disability or sex.

If English is not your first language, we can translate for you. We can also give you info in other formats. That includes Braille, audio and large print. Just give us a call toll-free. You can reach us at **1-877-389-9457**. For TTY, call **711**.

Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle esta información en otros formatos. Estos incluye Braille, audio o letra de imprenta grande. Simplemente, llámenos sin cargo al **1-877-389-9457**. Para TTY llame al **711**.

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