

Kentucky HEALTH Contact Information for Frequently Asked Questions QRG

➤ **Purpose**

This document gives examples of frequently asked questions about the Kentucky HEALTH program and where to direct individuals for more information.

Question Category	Question	Where to Find More Information* <small>*(Desired information may be found at any of the options below)</small>
Benefit Plan	Is [XYZ] service covered under my health plan?	<ul style="list-style-type: none"> Contact your MCO
	How can I choose an MCO?	<ul style="list-style-type: none"> Call DCBS Ask an Assister Access benefind.ky.gov
Cost Sharing	Do I need to pay anything to get my Medicaid benefits?	<ul style="list-style-type: none"> Call DCBS Access benefind.ky.gov Reference your most recent Notice of Eligibility
	How do I pay my premium?	<ul style="list-style-type: none"> Contact your MCO
	How much is my premium?	<ul style="list-style-type: none"> Call DCBS Reference your most recent Notice of Eligibility
My Rewards Account (MRA)	How can I see how much money is in my MRA?	<ul style="list-style-type: none"> Access CitizenConnect.ky.gov Access benefind.ky.gov Call Help Desk/Conduent Call DCBS
	How do I know if an activity counts for MRA dollars?	<ul style="list-style-type: none"> Access CitizenConnect.ky.gov Visit/call your local Kentucky Career Center
	How can I take online courses to get MRA dollars?	<ul style="list-style-type: none"> Access CitizenConnect.ky.gov Visit/call your local Kentucky Career Center
	My MRA shows up as suspended or inactive. Why?	<ul style="list-style-type: none"> Call DCBS Access benefind.ky.gov
PATH Community Engagement	Do I have a PATH Community Engagement Requirement?	<ul style="list-style-type: none"> Call DCBS Access benefind.ky.gov Reference your most recent Notice of Eligibility Reference your Notice of PATH Hours or Notice of Future PATH Hours
	How do I report my PATH Community Engagement hours?	<ul style="list-style-type: none"> Access CitizenConnect.ky.gov Visit/call your local Kentucky Career Center
	How do I know if an activity counts for PATH Community Engagement?	<ul style="list-style-type: none"> Visit/call your local Kentucky Career Center
	How do I report good cause for not meeting my PATH Community Engagement hours?	<ul style="list-style-type: none"> Visit/call your local Kentucky Career Center Access CitizenConnect.ky.gov Call DCBS

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	Where can I search for PATH Community Engagement activities?	<ul style="list-style-type: none"> • Access CitizenConnect.ky.gov • Visit/call your local Kentucky Career Center
Penalties/Suspensions	How do I get my benefits back if I received a non-payment (cost sharing) penalty?	<ul style="list-style-type: none"> • Call DCBS • Access benefind.ky.gov • Reference your Kentucky HEALTH Penalty Notice
	How do I get my benefits back if I received a PATH Community Engagement penalty?	<ul style="list-style-type: none"> • Call DCBS • Access benefind.ky.gov • Reference your Kentucky HEALTH Penalty Notice
	How do I get my benefits back if I get a failure to report a change penalty?	<ul style="list-style-type: none"> • Call DCBS • Access benefind.ky.gov • Reference your Kentucky HEALTH Penalty Notice
	How do I get my benefits back if I receive a Voluntary Withdraw Penalty?	<ul style="list-style-type: none"> • Call DCBS • Access benefind.ky.gov • Reference your Kentucky HEALTH Penalty Notice
	How do I get my benefits back if I receive a recertification penalty?	<ul style="list-style-type: none"> • Call DCBS • Access benefind.ky.gov • Reference your Kentucky HEALTH Penalty Notice

Quick Reference Resources

Resource	How to Access
Citizen Connect	www.CitizenConnect.ky.gov
My Kentucky	www.mykentucky.gov
Benefind/Self-Service Portal	www.benefind.ky.gov
Kentucky Career Center Phone Numbers*	https://kcc.ky.gov/Pages/Locations.aspx
DCBS Call Services	855-306-8959
benefind Call Center/Conduent	855-459-6328

Managed Care Organization (MCO) Phone Numbers

MCO	How to Access
Aetna	1-855-300-5528 (TTY: 711 or TDD: 1-800-627-4702)
Anthem	1-855-690-7784 (TTY: 711)
Humana	1-855-852-7005 (TTY: 1-800-648-6056 or 711)
Passport	1-833-712-5007 (TTY: 1-800-691-5566)
Wellcare	1-877-389-9457 (TTY: 711)