

Part Three: Your Benefits

- Rural Health Clinic (RHC) services
- Federally Qualified Health Center (FQHC) services
- Free Clinic services

If you have any questions about any of the benefits above, talk to your PCP or call Member Services.

Benefits Offered by the State

Most Medicaid services will be provided by Humana Healthy Horizons. Some services will still be provided by Kentucky Medicaid. You will use your Medicaid ID card for these services. These services are:

- **First Steps** – A program that helps children with developmental disabilities from birth to age 3 and their families, by offering services through a variety of community agencies. Call **877-417-8377** or **877-41-STEPS** for more information.
- **HANDS (Health Access Nurturing and Development Services)** – This is a voluntary home visitation program for new and expectant parents. Contact your local health department for information and to learn about resources.
- **Non-emergency medical transportation** – If you cannot find a way to get to your health care appointment, you may be able to get a ride from a transportation company. Call **888-941-7433** for help or see the list of transportation brokers using the following link - <https://transportation.ky.gov/TransportationDelivery/Pages/Human-Services-Transportation.aspx> and companies.
- **Services for children at school** – These services are for children from 3 to 21 years of age, who are eligible under the Individuals with Disabilities Education Act (IDEA) and have an Individual Education Plan (IEP). These services include speech therapy, occupational therapy, physical therapy, and behavioral (mental) health services.
- **Supplemental Nutrition Assistance Program (SNAP)** - The Supplemental Nutrition Assistance Program (SNAP) provides food benefits to low-income families to supplement their grocery budget so they can afford the nutritious food essential to health and well-being.
- **Women, Infants and Children (WIC)** - The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age 5 who are found to be at nutritional risk. The WIC program provides nutritious foods to supplement diets, information on healthy eating, and referrals to health care.

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Extra Support to Manage Your Health

Population Health Management Services Available to You

We care about you and strive to bring you solutions for the problems you face day-to-day, by providing value-added services like:

- A rewards program for healthy behaviors
- Health self-management digital tools
- A weight management program
- GED test prep
- Criminal expungement services
- Care Management
- Chronic Condition Management
- Social Determinants of Health Support

Care Management and Outreach Services

We offer Care Management services to all members who can benefit from this program. Members can self-refer, too. Children and adults with special healthcare needs often can benefit from care management. We have registered nurses, social workers, and other outreach staff who can work with you one-on-one to help coordinate your healthcare. This may include helping you find community resources you need. They may contact you if:

- Your doctor asks us to call you
- You ask us to call you
- Our staff feels this service may be helpful to you or your family

Care Management Services can:

- Coordinate your appointments and help arrange for transportation to and from your doctor
- Support you in reaching your goals to better manage your ongoing health conditions
- Answer questions about what your medicines do and how to take them
- Follow up with your doctors or specialists about your care
- Connect you to helpful resources in your community
- Help you continue to receive the care you need if you switch health plans or doctors
- Help figure out when to get medical care from your PCP, Urgent Care or ER

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Humana Healthy Horizons can also connect to you to a Care Manager who has special training in supporting:

- People who need access to services like nursing home care or personal care services to help manage daily activities of living (like eating or bathing) and household tasks
- Pregnant women with certain health issues (like diabetes) or other concerns (like wanting help to quit smoking)
- Children who may live in stressful situations or have certain health conditions or disabilities

At times, a member of your PCP's team will be your Care Manager. To learn more about how you can get extra support to manage your health you can:

- Talk to your PCP
- Call Care Management Support Services at **888-285-1121 (TTY: 711)**
- Email at KYMCDCaseManagement@humana.com.

**For assistance with community resources call:
866-331-1577 (TTY: 711)**

Email: KYMCDPopulationhlth@humana.com

Complex Care Management

Humana Healthy Horizons members may be eligible to get Complex Care Management services if they experience multiple hospitalizations or have complex medical needs that require frequent and ongoing assistance. Complex Care Management provides support to members with complex clinical, behavioral, functional and/or social needs, who have the highest risk factors such as multiple conditions, or multiple medications, served within multiple systems and often have the highest costs.

Required interventions are more intensive. A team of physicians, nurses, social workers, and community service partners are available to make sure your needs are met. All efforts are made to improve and optimize your overall health and well-being.