



# Welcome to Healthy Blue

[healthybluekansas.com/medicaid](https://healthybluekansas.com/medicaid)



Healthy Blue

# We're glad you're here





Let's get set and get going with Healthy Blue so you can start using your health plan and benefits today.

**Scan here for a short  
video to get started with  
your Medicaid plan.**



Now that you're enrolled, get started with this

# quick checklist

-  **Find** your member ID card in this packet or contact us if you did not receive it.
-  **Create** your online account by visiting [healthybluekansas.com/medicaid](https://healthybluekansas.com/medicaid).
-  **Fill** your prescriptions in your online account or at your local pharmacy.
-  **Schedule** a checkup with your main doctor (primary care provider or PCP) listed on your ID card. If you need to update your PCP, you can do that in your online account.



## Need help?

Live chat with us anytime

on [healthybluekansas.com/medicaid](https://healthybluekansas.com/medicaid).

# Manage your plan online

## **Once your account is created, you can go online to:**

- View and share your digital ID card.
- Find or change your PCP (main doctor).
- Find a doctor, hospital, or pharmacy close by.
- Access care management that helps coordinate healthcare services. Refer yourself or a doctor can refer you.
- Manage your prescriptions.
- View your member rights and responsibilities and our privacy notice.
- Chat with us live or send us secure messages.

## **You can also check the Benefits page or your member handbook to view important information like:**

- Any kind of care that might not be covered under KanCare.
- How to submit a claim, how to get approval for care before you receive it, and costs you might have to pay.
- How to file a complaint or appeal, or request an external review.
- Pharmacy drug lists, updates, and how to ask for an exception if your prescription is not on our covered drug list.
- Any additional benefits you may be eligible for as a Healthy Blue member.



Visit [healthybluekansas.com/medicaid](https://healthybluekansas.com/medicaid) to access your account, view your member handbook, and find other important information.



Three ways to register your account:



①

Visit  
**healthybluekansas.**  
**com/medicaid**



②

Download the  
**Sydney<sup>SM</sup> Health**  
mobile app



③

Scan the  
QR code

# Get to know your pharmacy benefits

For eligible members, prescription drugs, medical supplies, and over-the-counter items are covered and available through:

## **A pharmacy that works with your plan.**

Use our Pharmacy Locator on the member website to find one.

## **Home delivery**

Sign up to have your prescriptions delivered to you at no additional cost.

To learn more, check out your member handbook or the Pharmacy Benefits page on the member website:

**[healthybluekansas.com/medicaid/pharmacy](https://healthybluekansas.com/medicaid/pharmacy).**



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# Where to go for care

## Primary care provider

- Visit for a wellness checkup, your annual physical, recommended immunizations, assistance with prescription refills and more.
- Call Member Services at **833-838-2593 (TTY 711)** Monday through Friday, 8 a.m. to 5 p.m. Central time, or visit **[healthybluekansas.com/medicaid](https://healthybluekansas.com/medicaid)** with any questions.
- Visit **[healthybluekansas.com/get-care](https://healthybluekansas.com/get-care)** for doctors near you.

## LiveHealth® Online

- Use a virtual visit or voice call 24/7 for issues like a headache, flu, fever, anxiety, or depression (appointments required for online therapy and psychiatry sessions)
- Visit **[livehealthonline.com](https://livehealthonline.com)**

## Urgent care

- Visit for issues like a skin infection, sprain, cold, or sore throat — no appointment needed.

## Emergency room

- Go to the nearest ER or call 911 for concerns such as chest pain, trouble breathing, heart attack, or broken bones.



Have questions for a nurse? Call 24-hour Nurse Help Line at **833-838-4344 (TTY 711)**.

If you feel your health concern is life threatening, go to the ER or call 911.



## Language support

If you're not fluent in English, or if you need help with your healthcare, talking with us, or reading what we send to you, don't worry. We provide our materials in other languages and formats, including Braille, large print, and audio, at no cost to you. Call us toll free at **833-838-2593**.

¿Necesitas ayuda con tu atención médica, hablando con nosotros o leyendo lo que te enviamos? No te preocupes. Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letra grande y audio, sin costo alguno para ti. Llámanos gratis al **833-838-2593**.

## Have you moved? Has your phone number changed?

### Let us know.

First, log in to your account at [kancare.ks.gov](https://kancare.ks.gov). Then call **833-838-2593** to let us know what has changed.

## Want a printed copy of your handbook or provider directory?

Log in to [healthybluekansas.com/medicaid/member-materials](https://healthybluekansas.com/medicaid/member-materials) to live chat with us or send a secure message.

You can also call Member Services at **833-838-2593 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m. Central time to request a copy.



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# Get set up with your doctor

Help your doctor learn about you and your medical history by scheduling an initial checkup. This visit is covered by your plan at no cost to you.

To find other medical care near you — even if you're not in your usual area — use the **Find Care** tool to search for primary care, behavioral health, and other doctors, specialists, and hospitals in your plan.

**[healthybluekansas.com/search-providers](https://healthybluekansas.com/search-providers)**



## **Need a ride to your appointment?**

Learn more about your transportation benefits included in your Healthy Blue plan at **[healthybluekansas.com/medicaid/extras/transportation](https://healthybluekansas.com/medicaid/extras/transportation)**.

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## Learn all about your benefits

Find a list of all your benefits, services, resources, and more in the member handbook, or the member website, [healthybluekansas.com/medicaid/member-materials](https://healthybluekansas.com/medicaid/member-materials).

Limits and restrictions apply. Benefits may change.

**Now that you're with Healthy Blue, you're getting all the KanCare (Medicaid) benefits:**

- Doctor and hospital visits
- Behavioral health services
- Dental and vision care

**You also have benefits to help you — all at no cost.**

**For instance, you could receive:**

- Case management: One-on-one help from a nurse for members with unique health needs
- A dental desensitization kit to help reduce anxiety and stress for members on the I/DD waiver with sensory or dental anxiety
- Healthy food options delivered to your home

**There are also benefits you might be surprised to know about, like:**

- Diapers for new or expecting moms
- Online classes for youth in foster care
- \$25 per quarter, per household, allowance to purchase over-the-counter supplies or personal care items in store or online



Go to the Benefit Reward Hub at **[healthybluekansas.com/medicaid/extras/healthy-rewards](https://healthybluekansas.com/medicaid/extras/healthy-rewards)** and learn how to earn rewards for using your benefits.



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LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of the plan.

Sydney Health is offered through an arrangement with Caredon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

Healthy Blue is the trade name of Community Care Health Plan of Kansas, Inc. Independent licensee of the Blue Cross and Blue Shield Association.

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