

Passport Has You Covered

During the COVID-19 Pandemic

As the Coronavirus (COVID-19) pandemic spreads across Kentucky, Passport members do not have to worry about costs.

We are offering you the following:

- **\$0 copays for all services**

There are **NO** copays at this time for any services. You do not have to worry about any deductibles, coinsurance, or any other hidden costs!

- **Free telehealth services**

Many providers in Passport's network offer telehealth services so that you do not have to leave your home to get medical care. Call your providers and ask if they offer telehealth services.



- **Free Support 24/7 – Nurse Advice Line, Behavioral Health Access, Behavioral Health Crisis Line**

You can get help with your mental and behavioral health needs 24 hours a day, 7 days a week. You can call any of these numbers:

Member Services

1-800-578-0603 TDD/TTY: 711

Available Monday through Friday, between 7 a.m. and 7 p.m. (EST)

24 hour Nurse Advice Hotline

1-800-606-9880 TDD/TTY: 1-800-648-6056

24 hour Behavioral Health Crisis Hotline

1-844-231-7946 TDD/TTY: 1-866-727-9441

Behavioral Health Access Line

1-855-834-5651 / TDD/TTY: 1-866-727-9441

- **92-day mail order or retail prescriptions; some pharmacies deliver**

You can get your prescriptions through the mail if you do not want to go or cannot go to your local pharmacy.

- You can call your doctor to sign up for mail order prescriptions.
- You can call your pharmacy to change a retail prescription to 92-days instead of 30-days.
- If you have any problems getting a mail order or 92-day supply, call Member Services at 1-800-578-0603.

- **Free resources for food, financial help, substance use disorder counseling, education for children, and more**

We are working hard to find resources to help you during this time. If you need help getting these resources, please:

- Call Member Services at 1-800-578-0603 (TDD: 711)
- Visit <https://passporthealthplan.com/resources-for-coronavirus-closures/>
- Call your local Community Engagement Representative. Visit <https://passporthealthplan.com/advocates/advocate-representatives/> to find the rep in your area.

- **Frequent updates on our social media sites**

Stay connected with us for important medical and coverage updates, tips, resources, and more. Follow us out on Facebook, Twitter, Instagram, and LinkedIn!

