



TTY AVAILABILITY AND LANGUAGE ASSISTANCE

TEXT TELEPHONE (TTY) AVAILABILITY:

For KYHC members who are deaf, hard of hearing, or speech impaired, TTY (Text Telephone) is available in connection with services offered by KYHC and its partners:

KYHC Member Services

1-855-OUR-KYHC (1-855-687-5942)

TTY: 1-800-648-6056

KYHC Member Services Portal

<https://portal.mykyhc.org>

24-Hour Nurse Advice Line

1-855-348-9113

Pharmacy

ProCare PharmacyCare Member Services

1-888-821-5516 TTY: 711

ProCare PharmacyCare Mail Order

1-800-662-0586

TTY: 1-800-798-5082

ProCare Portal Online

<https://mykyhc.procarerx.com>

Behavioral Health / Substance Abuse

MHNet Member Services

1-855-309-2422

TTY: 1-866-200-3269

MHNet Online

www.mhnet.com

Pediatric Vision Benefit

Avesis

1-866-524-8544

LANGUAGE ASSISTANCE:

Regardless of a member's language, KYHC is committed to communicating with members about their health plans. KYHC employs a language line interpretation service for use at all of its customer service call centers. A member can simply call the KYHC Member Services phone number on the back of his or her Identification (ID) card and a customer service representative will be able to assist. Translation of written materials about benefits may also be requested by contacting customer service.