

## PROVIDER BULLETIN

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<http://dss.mo.gov/mhd/>

October 20, 2016

### MANAGED CARE BULLETIN

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- **Notice to Providers Regarding Managed Care Contract Awards Beginning May 1, 2017**
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Contracts were awarded by the Office of Administration, Division of Purchasing on October 14, 2016, to assist the Department of Social Services in geographically expanding its MO HealthNet Managed Care program to a statewide Managed Care program. Prior to this award, Missouri operated a Managed Care program in 54 counties providing health care benefits to approximately 498,000 Missourians, while the remaining counties and over 487,000 participants receive MO HealthNet (Missouri Medicaid) benefits through a state-run Fee-For-Service (FFS) program. As part of the statewide Managed Care expansion, 244,000 of the 487,000 FFS participants will move into the MO HealthNet Managed Care program in May 2017. The goal of the MO HealthNet Managed Care program is to improve health care quality and access to needed services, as well as increase the efficiency of health care delivery for the covered 742,000 low income custodial parents, pregnant women, and children while controlling the program's rate of cost increase.

Beginning May 1, 2017, the MO HealthNet Managed Care program will operate statewide through contracts between the Missouri Department of Social Services' MO HealthNet Division (MHD) and the following three Managed Care health plans:

**Home State Health Plan**

16090 Swingley Ridge Road  
Suite 500  
Chesterfield, MO 63017  
1-855-694-HOME (4663)

**Missouri Care**

133 S. 11<sup>th</sup> Street  
Suite 200  
St. Louis, MO 63102  
1-800-322-6027

**United Healthcare**

13655 Riverport Drive  
Maryland Heights, MO 63043  
1-800-627-0687

To administer the Managed Care Program, MHD will divide the state into four regions – Eastern, Central, Southwestern and Western. To accommodate these changes, MHD created a new Southwestern region and expanded the counties included in the Central region; the Eastern and Western regions remain unchanged. A map reflecting the new Managed Care region is attached at the end of this bulletin.

Southwest Region Expansion: Barry, Barton, Christian, Dade, Dallas, Douglas, Greene, Hickory, Howell, Jasper, Lawrence, McDonald, Newton, Oregon, Ozark, Shannon, Stone, Taney, Texas, Webster and Wright counties.

Counties added to the current Central Region include: Adair, Andrew, Atchison, Bollinger, Buchanan, Butler, Caldwell, Cape Girardeau, Carroll, Carter, Clark, Clinton, Crawford, Daviess, DeKalb, Dent, Dunklin, Gentry, Grundy, Harrison, Holt, Iron, Knox, Lewis, Livingston, Mercer, Mississippi, New Madrid, Nodaway, Pemiscot, Putnam, Reynolds, Ripley, Schuyler, Scotland, Scott, Stoddard, Sullivan, Wayne and Worth counties

Missourians who are aged, blind or disabled, including those Missourians with developmental disabilities served through the Missouri Department of Mental Health, will not be included in the MO HealthNet Managed Care program. They will continue to receive services through the traditional MO HealthNet FFS program.

No current MO HealthNet FFS or Managed Care program enrollees or families will lose eligibility or coverage as a result of this contract award or the transition to statewide Managed Care. Health care benefits will remain the same.

Enrollees will be offered a choice of MO HealthNet Managed Care health plans during an open enrollment period from January 20 through April 3, 2017. An enrollment packet will be mailed to individuals eligible for coverage prior to the beginning of open enrollment. The packets will contain a description of benefits, information about the three MO HealthNet Managed Care health plans available, and information on how to choose a health plan and primary care provider.

A toll-free, MO HealthNet Managed Care Enrollment Helpline is currently available from 7:00 A.M. to 6:00 P.M., Monday through Friday (except holidays) by calling 1-800-348-6627. Trained Managed Care choice counselors provide support for current and potential enrollees regarding all aspects of the enrollment process.

Additional information regarding statewide Managed Care may be found on the MO HealthNet Division's website at <http://dss.mo.gov/mhd/mc/>.

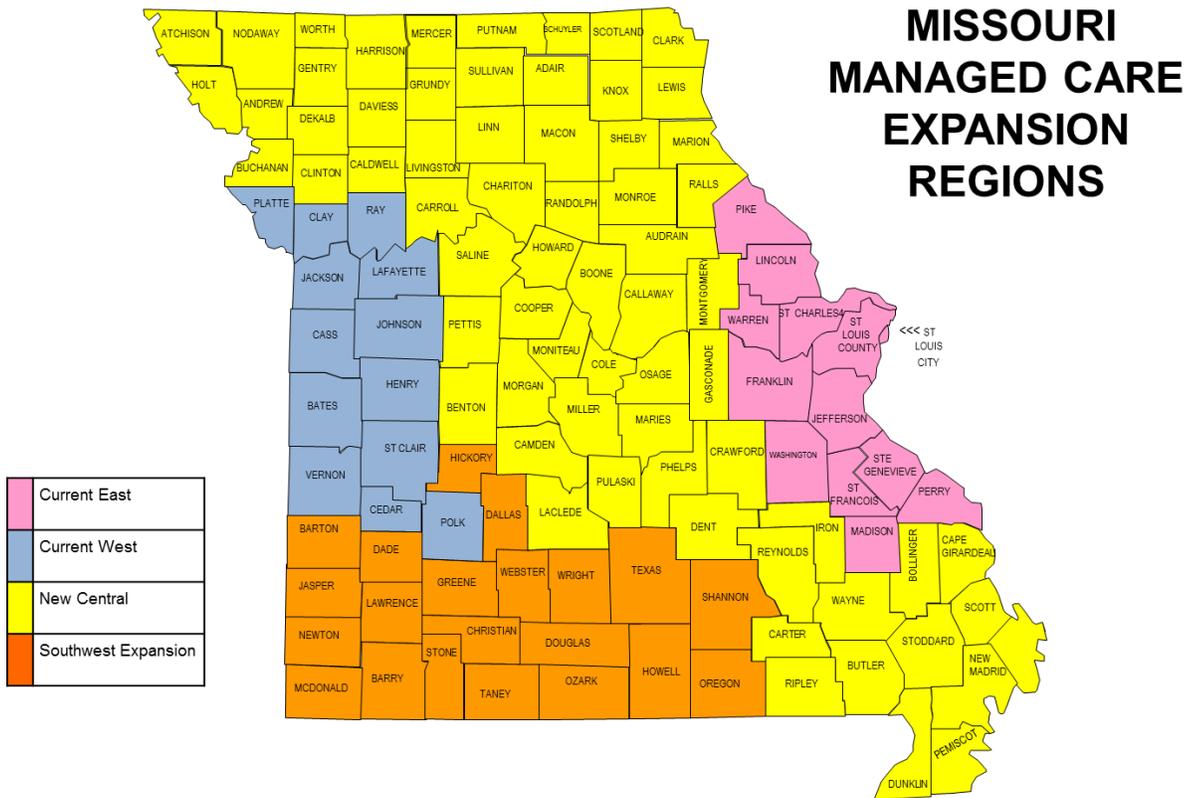
As result of the procurement process conducted for MO HealthNet Managed Care for the Central, Eastern, Western, and Southwestern regions, three contracts have been awarded to: Home State Health Plan; Missouri Care; and United Healthcare. Information regarding the evaluation and award can be found through the Division of Purchasing's Awarded Bid & Contract Document Search System found at <http://oa.mo.gov/purchasing/bidding-contracts/awarded-bid-contract-document-search>. (The RFP # is: RFPS30034901600685.)

Providers contracted with current MO HealthNet Managed Care health plans may contact those health plans if they have questions regarding how the new contract awards might affect them. Current providers enrolled with MO HealthNet's FFS program in the counties impacted by the Managed Care geographic expansion are encouraged to contract with the three newly awarded MO HealthNet Managed Care health plans and to maintain their enrollment with MO HealthNet. Providers not currently enrolled with MO HealthNet's FFS program are encouraged to enroll with MO HealthNet and the new MO HealthNet Managed Care health plans. To contract with the MO HealthNet Managed Care health plans, contact them directly.

**Please note:** While the Managed Care program is based on the MO HealthNet fee-for-service program, the two programs have differences. The Managed Care health plans are not required, for example, to follow the fee-for-service program's prior authorization or timely filing rules; in certain circumstances, the Managed Care health plans may establish rates of reimbursement different than the fee-for-service program. Providers are encouraged to work with the Managed Care contracting teams to define and understand those differences and negotiate a mutually satisfactory agreement.

If you have any questions or need additional information regarding statewide Managed Care, please contact Jessica Emmerich at (573) 526-4274.

**Attachment**



**Managed Care Regions**

**East (unchanged):** Franklin, Jefferson, Lincoln, Madison, Perry, Pike, St. Charles, St. Francois, Ste. Genevieve, St. Louis County, Warren and Washington counties, and St. Louis City

**West (unchanged):** Bates, Cass, Cedar, Clay, Henry, Jackson, Johnson, Lafayette, Platte, Polk, Ray, St. Clair and Vernon counties

**Central Expansion:** Adair, Andrew, Atchison, Audrain, Benton, Bollinger, Boone, Buchanan, Butler, Caldwell, Callaway, Camden, Cape Girardeau, Carroll, Carter, Chariton, Clark, Clinton, Cole, Cooper, Crawford, Daviess, DeKalb, Dent, Dunklin, Gasconade, Gentry, Grundy, Harrison, Holt, Howard, Iron, Knox, Laclede, Lewis, Linn, Livingston, Macon, Maries, Marion, Mercer, Miller, Mississippi, Moniteau, Monroe, Montgomery, Morgan, New Madrid, Nodaway, Osage, Pemiscot, Pettis, Phelps, Pulaski, Putnam, Ralls, Randolph, Reynolds, Ripley, Saline, Schuyler, Scotland, Scott, Shelby, Stoddard, Sullivan, Wayne and Worth counties

**Southwest Expansion:** Barry, Barton, Christian, Dade, Dallas, Douglas, Greene, Hickory, Howell, Jasper, Lawrence, McDonald, Newton, Oregon, Ozark, Shannon, Stone, Taney, Texas, Webster and Wright counties

**Provider Bulletins** are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

**MO HealthNet News:** Providers and other interested parties are urged to go to the MHD Web site at <http://dss.mo.gov/mhd/> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via email.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Managed Care Services

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the red or white card.

**Provider Communications Hotline**  
**573-751-2896**