

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

June 29, 2018

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF  
FROM: TIM DECKER, DIRECTOR  
SUBJECT: Change to Missouri HealthNet Managed Care Enrollment Process

DISCUSSION:

On July 1, 2018, the Missouri HealthNet Managed Care enrollment process will change for children or youth receiving coverage through Children's Division. This includes foster, adoptive, legal guardianship, and Health Care for Former Foster Care Youth programs.

If a child or youth comes into Children's Division custody already enrolled in a Managed Care plan from coverage through Family Support Division or Division of Youth Services, the enrollment in that plan will continue. A Managed Care auto assignment letter and enrollment packet will still be generated to the resource provider.

In order to change the plan, the case manager or resource provider must contact the Missouri HealthNet Managed Care Enrollment Helpline at 1-800-348-6627 or access the website in the enrollment packet. The auto assignment letters will contain a pin number, which will be needed if a change in enrollment occurs online. There will be no more enrollment start date waiting period; it will start the following day.

If a child or youth was not enrolled in Missouri HealthNet Managed Care coverage before they were placed in Children's Division custody, a Managed Care plan will be assigned the day the case is opened in FACES. The plan type will not be known until the next business day due to an overnight edit of the systems communicating the case opening. The start date of the Managed Care plan will be the day it is opened in the FACES system. It is very important to open the Alternative Care function in a timely manner so the Managed Care plan can be generated and the resource provider can be informed of the plan. A Managed Care auto assignment letter and enrollment packet will still be generated to the resource provider. If there is a delay in opening the function in the Children's Division FACES system, the child or youth will have straight fee for service MO HealthNet coverage if they did not have MO HealthNet through another system, until the enrollment date of the Managed Care plan.

A child or youth can still be opted out of Managed Care at any time. This means that all medical, dental, vision, prescriptions, and behavioral health is funded through straight fee for service MO HealthNet. It is encouraged not to choose the “opt out” option unless a child or youth is medically fragile (diabetic, feeding tube, in home nursing care, etc.).

It is important to let resource providers know which plan a child or youth is enrolled with as quickly as possible. Children’s Division staff has access to information and training to search in the Common Area, also known as Green Screens or PROD, locating the Managed Care plan. By reviewing screen **MXIX**, it will show if a child or youth is actively receiving Missouri HealthNet services. The **MCII** screen provides the plan of enrollment and the enrollment start date. Another way to find out if a child or youth is active with Missouri HealthNet and are enrolled in a Managed Care plan is to call the Missouri HealthNet Member Services line at 1-800-392-2161.

Children’s Division Oversight Specialists will need to inform the Foster Care Case Manager of the plan the child or youth is enrolled in after the case is open because Contracted staff do not have access to the Common Area.

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division staff.</li> <li>2. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b> Rachael Dunwoody 573-751-8615 <a href="mailto:Rachael.Dunwoody@dss.mo.gov">Rachael.Dunwoody@dss.mo.gov</a>	<b>MANAGER CONTACT</b> Ivy Doxley 573-526-1422 <a href="mailto:Ivy.C.Doxley@dss.mo.gov">Ivy.C.Doxley@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS</b>	
N/A	
<b>FORMS AND INSTRUCTIONS</b>	
N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b>	
N/A	
<b>RELATED STATUTE</b>	
N/A	