

07/01/2021



PARTICIPANT NAME  
3101 CHOUTEAU  
ST. LOUIS, MO 63103

DCN: XXXXXXXX

## Good News for you!

- PARTICIPANT NAME qualifies for MO HealthNet Adult Expansion Group health coverage. Health coverage starts on 07/01/2021.

## Using your health coverage

You can get health services from any doctor, clinic or other health care provider who accepts MO HealthNet. For information about approved providers in your area, call 1-800-392-2161.

We will send you a MO HealthNet card. Until you get your card, you can get health services using your MO HealthNet or DCN number:

- PARTICIPANT NAME XXXXXXXX

## Health services and costs

You can get many health services through MO HealthNet, such as doctor's visits, hospital care, and prescriptions. There is no monthly cost (premium) for your health coverage. You might have co-payments when you receive certain services.

## You must report changes

You must report any changes within 10 days that might affect your health coverage, such as:

- You lose or gain any health insurance
- You move
- Your income or employment changes
- Your household changes (*Such as: someone in your household marries or divorces, becomes pregnant, or has a child.*)

To report changes, call Family Support Division (FSD) toll free at 1-855-FSD-INFO (1-855-373-4636) or access your account online at [mydss.mo.gov](http://mydss.mo.gov).

## If you think we are wrong

Call the Family Support Division (FSD) toll free at 1-855-FSD-INFO (1-855-373-4636) and ask to speak to an eligibility specialist or supervisor to review your case.

Or

You can request a hearing on any decision the FSD makes about your benefit.

PARTICIPANT NAME  
XXXXXXXXXX

To ask for a hearing, call FSD toll free at 1-855-FSD-INFO (1-855-373-4636), visit any FSD office, or mail a written request to any FSD office. You can also request a hearing through your secure on-line account. Remember you have 90 days from the date on this letter to ask for a hearing.

A *hearing* is a meeting with you, someone from the Family Support Division, and a hearing officer. At the hearing, you can explain why you think a mistake was made.

To get ready for your hearing:

- You can bring someone with you to the hearing if you want. That person can be a friend, relative, or lawyer. For free legal services, contact: LEGAL AID at 1-800-892-2943.
- You can also bring documents or information to support why you think a mistake was made.

If you have questions, please call FSD toll free at 1-855-FSD-INFO (1-855-373-4636). You can call Monday through Friday, starting at 7:30 am to speak to a Customer Service Representative. We may be able to fix the issue over the phone.

### **Your Secure User Account**

mydss.mo.gov keeps all important information about your applications and benefits. To create an account, go to mydss.mo.gov and click "Apply for Health Care".

Sincerely,

Missouri Family Support Division

Please Note: We will keep your information secure and private.