

## Frequently Asked Questions: Choosing a Managed Care Health Plan

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### **What if my doctor does not accept a MO HealthNet Managed Care Health Plan?**

If your Primary Care Provider (doctor) is not currently working with a MO HealthNet Managed Care Health Plan, you can ask them to. If they would like to begin working with one, they can contact a health plan to begin.

If your doctor does not want to work with a MO HealthNet Managed Care health plan, you will need to find one that does. After you are assigned to a health plan, you will receive information from them about how to pick or change your Primary Care Provider.

If you can't decide on a doctor in your health plan network, your MO HealthNet Managed Care health plan can help you find one.

### **What is the difference between the MO HealthNet Managed Care health plans?**

All of the MO HealthNet Managed Care health plans are required to provide the same benefits and **services**.

The biggest difference between the health plans is which doctor works with each plan. Doctors may work with only one, with a few, or with all of the health plans. This is why it's important to see which health plan your current doctor works with if you would like to keep getting health care services through them.

### **Can I change my MO HealthNet Managed Care health plan?**

You may change your MO HealthNet Managed Care health plan for any reason within 90 days of becoming a MO HealthNet Managed Care health plan member. You may be able to change your health plan after 90 days under special circumstances, including (but not limited to):

- The Primary Care Provider (doctor) or specialist you have seen within the last year is no longer with your health plan and is in another MO HealthNet Managed Care health plan
- You have "Just Cause" (for more information please call 1-800-348-6627)
- It is your annual open enrollment period.
- Children in the state's custody (foster care) or children who receive Adoption Subsidy may change MO HealthNet Managed Care health plans whenever necessary, including when placement ends.

If you need help changing MO HealthNet Managed Care health plans, call the MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627.

### **When can I start getting care with my MO HealthNet Managed Care health plan?**

Your benefits start the day you are assigned to a Managed Care health plan. Once you have been assigned, you will receive a confirmation letter in the mail about your health plan and the date your services began. Please contact your health plan if you have questions.

**What if I have a special health care need?**

If you have a special health care need, call your MO HealthNet Managed Care health plan. They will work with you to make sure you get the care you need.

If you have a chronic illness and are seeing a specialist for your medical care, you may ask your MO HealthNet Managed Care health plan for a specialist as your Primary Care Provider.

**Does every eligible member of my family have to pick the same health plan?**

No. Choose the health plan that best fits each individual family member's need.

**What happens if I do not choose a Primary Care Provider?**

If you do not choose a Primary Care Provider (doctor), your health plan will contact you to select one. If you do not choose, one will be chosen for you by your health plan.

**It is my open enrollment period. Can I keep the same health plan and Primary Care Provider?**

If you are happy with your current health plan and Primary Care Provider (doctor), you can choose them again during your annual open enrollment. If you are not happy with your current health plan or Primary Care Provider, you can choose a new one.

If your current health plan is no longer available, you will need to choose a new health plan.

If you would like to choose a new Primary Care Provider, you can search for one **online** or call the Enrollment Helpline at 1-800-348-6627.

**What is a Federally Qualified Health Center?**

You may also choose a Federally Qualified Health Center (FQHC) as your Primary Care Provider (doctor). A FQHC is a center or clinic that provides primary care and other services, such as:

- Preventive (wellness) health services from a physician, physician assistant, nurse practitioner, and/or social worker
- Mental health services
- Immunizations (shots)
- Home nurse visits