

Department of Social Services

Frequently Asked Questions:

Managed Care Enrollment

Who has to be enrolled with a Managed Care health plan?

You will be automatically enrolled with a MO HealthNet Managed Care health plan if you are approved in one of the following eligibility groups:

- MO HealthNet for Families
- Children's Health Insurance Program (CHIP)
- MO HealthNet for Kids
- MO HealthNet for Pregnant Women
- Show Me Healthy Babies
- Adults Age 19 to 64 Without Disabilities

If you are eligible for Show Me Healthy Kids, you will be automatically enrolled. Eligibility groups include:

- Children in the care and custody of the Missouri Department of Social Services
- Children or youth in alternative care
- Children receiving adoption or legal guardianship subsidy
- Former foster care youth under the age of 26, who were in foster care on their 18th birthday and covered by MO HealthNet (Missouri Medicaid), and who meet other eligibility criteria
- Former foster care youth under the age of 26, who were in foster care on their 18th birthday and covered by Medicaid from another state, and who are not currently eligible for Medicaid coverage under another program

You may choose to be in the MO HealthNet Fee-for-Service program instead of the Managed Care program if you:

- Are eligible for Supplemental Security Income (SSI) benefits
- Children who are enrolled in the Special Health Care Needs program
- Are disabled and 18 or younger

What is the deadline to change health plans?

You will need to change health plans by the deadline found in your packet. For example, if you are new to Managed Care, you will have 90 days to change your new health plan if you would like to. If you are happy with the health plan you were assigned, you do not need to do anything.

If you choose to mail your change request, we must receive it by the due date in your packet. You may call the MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627 to change your health plan by phone.

If you are in Show Me Healthy Kids, you cannot change your health plan.

Does every eligible member of my family need to be in the same health plan?

If a member of your family is eligible for Show Me Healthy Kids (SMHK) they will be automatically enrolled. However, other family members not in SMHK can choose the health plan that best fits their individual needs.

Who is not required to participate in the Managed Care Program?

You may not be able to get services through a MO HealthNet Managed Care health plan due to certain situations, like a medical condition, or maybe you get help through Managed care and already receive certain benefits, like Supplemental Security Income. You would instead get services through the MO HealthNet Fee-For-Service Program.

You may be exempt from Managed Care if you are in one of the following programs:

- MO HealthNet for People with Disabilities
- MO HealthNet for the Blind and Visually Impaired
- MO HealthNet for Seniors
- Aids Waiver Program
- Breast or Cervical Cancer Treatment Program
- Uninsured Women's Health Services Program
- Have Medicare coverage

If I am eligible for the Managed Care Program, is my whole household eligible?

Not necessarily. Even if everyone in your household is eligible for MO HealthNet, everyone may not receive their health care services through the Managed Care Program. Some individuals will be exempt, some will not be enrolled because of a medical condition or other reason, and some may have the option to choose. They would instead get their health care services through the [MO HealthNet Fee-For-Service Program](#).

What is the Health Risk Assessment Form?

[Health Risk Assessment Forms](#) are included in your assignment packet. The answers to the health questions will help your MO HealthNet Managed Care health plan understand your health care needs. Please fill out the form for each person in your household. You can submit the Health Risk Assessment by mail in the pre-paid envelope provided in your assignment packet or by phone.

I've already been enrolled with a health plan. Why did I get another packet?

You have the option to change your current MO HealthNet Managed Care health plan each year during your annual open enrollment period or if the MO HealthNet ManagedCare health plan contract changes. If you are happy with your current health plan and Primary Care Provider, you do not need to do anything.

If you have questions about your annual open enrollment or if you believe you received an annual open enrollment packet in error, please contact the MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627. If you are in Show Me Healthy Kids and have questions, please call 1-877-236-1020.

What should I do if I did not receive my assignment packet or misplaced it?

After your MO HealthNet application has been processed, you will receive a letter from the Family Support Division (FSD) letting you know if you are eligible for services through the Managed Care Program. If you are, you will be automatically assigned to a Managed Care health plan.

If you have not received an assignment packet in the mail yet, FSD may be reviewing your application.

If you have already applied for MO HealthNet, you check the [status of your application online](#). You can also call the Family Support Division Automated Information Line 24 hours a day, 7 days a week at 1-800-392-1261.

If you have already been approved for the MO HealthNet Managed Care Program and still have not received your assignment packet in the mail, or if you have misplaced it, call the MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627. When you call the Enrollment Helpline, please have them check your mailing address to make sure the one they have is current. An old or incorrect address may be the reason you did not receive your packet.

If you are in Show Me Healthy Kids and need to report a change in your address or contact information contact your or your child's Children's Division case manager or subsidy case manager. If you are a former foster care youth, please email CDMHNQuestions@dss.mo.gov.

Can I change my health plan?

The health plan you are enrolled in determines this. If you are enrolled in Show Me Healthy Kids you are not able to change health plans.

You can only change your health plan at certain times, including:

- Within 90 days of when your coverage begins
- During your annual open enrollment period
- When a Managed Care health plan changes
- Any time you have a "just cause" reason

You can change your health plan:

- Requesting a change online at: <https://apps.dss.mo.gov/mhdOnlineEnroll/> (you will need your PIN number and MO HealthNet ID Number)
- Calling 800-348-6627 (TTY: 711) Monday—Friday from 7 AM - 6 PM
- Mailing your signed and completed health plan change form(s) to:
MO HealthNet Division
PO Box 104928
Jefferson City, MO 65110

IMPORTANT: If you choose to change health plans, you will need to submit a change request form that includes each family member's health plan choice.

Can I change my Primary Care Provider?

You may change your Primary Care Provider by contacting your MO HealthNet Managed Care health plan.

How can I find out when my MO HealthNet Managed Care annual open enrollment period is?

You should receive a packet in the mail with your enrollment dates. You may also call the MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627 for more information.

What happens after I am enrolled?

You will receive a letter in the mail about your MO HealthNet Managed Care health plan and the date your services began. You will also receive a welcome packet with important information about your coverage from the MO HealthNet Managed Care health plan. Your health plan may also call you to ask you questions. We recommend you connect with your health plan directly once you have been enrolled with a plan. They can help you with any special medical needs or answer any specific questions you may have.

I recently gave birth. Will my newborn receive Managed Care coverage? If so, how do I enroll my newborn?

The mother must notify the Family Support Division of the birth of her child by calling the Family Support Division's Information Center at 1-855-373-4636. When a MO HealthNet Managed Care Program participant gives birth, the newborn is automatically assigned to the mother's MO HealthNet Managed Care health plan. The mother will have 90 days from the date of birth to change the health plan for any reason.

If you are in Show Me Healthy Kids:

- Call your Children's Division case manager
- Call Show Me Healthy Kids at 1-877-236-1020
- Call the MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627. The State will give your baby an identification number, known as a DCN, or MO HealthNet number
- Pick a PCP for your baby in the Show Me Healthy Kids network.

If your baby is enrolled in Show Me Healthy Kids, they are not able to change health plans.

Newborns born to mothers who are not in the Show Me Healthy Kids health plan but are in state care and custody are automatically assigned to Show Me Healthy Kids.