

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
- MO HealthNet for Kids
- MO HealthNet for Pregnant Women and Newborns
- Uninsured Women
- Receiving Transitional MO HealthNet
- Children in care and custody of the state
- Children receiving Adoption Subsidy
- Children's Health Insurance Program (CHIP)

You have the option to be enrolled with a Managed Care health plan or get your health care through the [MO HealthNet Fee-For-Service Program](#) if you:

- Receive Supplemental Security Income (SSI) benefits
- Meet the SSI medical disability definition
- Receive Adoption Subsidy benefits

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.

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

No. You can change to the health plan that best fits each individual family member's health care need.

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

You may choose if you want to participate in the MO HealthNet Managed Care Program if you:

- Receive Supplemental Security Income (SSI) benefits
- Meet the SSI medical disability definition
- Get adoption subsidy benefit

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 Managed Care health plan contracts change. 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.

What should I do if I didn't 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 can [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 we have is current. An old or incorrect address may be the reason you did not receive your packet.

Can I change my 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.

Can I change my Primary Care Provider?

You may change your Primary Care Provider at any time 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'm 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.