

Your Guide to **MC+** Managed Care



What Is MC+ Managed Care?

Missouri's MC+ Managed Care is a way for you to get health care services. When you live in an MC+ Managed Care area, you choose an MC+ Managed Care health plan. You will get health care services through your MC+ Managed Care health plan. If you need help choosing an MC+ Managed Care health plan, call the **MC+ Managed Care Enrollment Helpline, 1-800-348-6627, Monday through Friday, 8 a.m. to 6 p.m.** When choosing an MC+ Managed Care health plan, you want to think about the doctors, hospitals, clinics and pharmacies you use now.

Important Phone Numbers

MC+ Managed Care Enrollment Helpline

1-800-348-6627

The MC+ Managed Care Enrollment Helpline is open from 8 a.m. to 6 p.m., Monday through Friday (except holidays)

Telecommunications Device for the Deaf (TDD)

1-800-563-6386

? Necesita informacion en Espanol?

Llame al 1-800-348-6627

AT&T Translator Service

Interpretative services are available at no cost to you. Call the MC+ Managed Care Enrollment Helpline at 1-800-348-6627.

If you need a packet in Braille or audio format, call the MC+ Managed Care Enrollment Helpline at 1-800-348-6627.

Important note: You must choose an MC+ Managed Care health plan by the date shown on the enrollment form in this packet. Your completed enrollment form must reach us by the date on the enrollment form, or you can call the **MC+ Managed Care Enrollment Helpline at 1-800-348-6627** before that date to make your choice.

If you do not choose an MC+ Managed Care health plan by the date shown on your enrollment form, one will be chosen for you. Once you make your MC+ Managed Care health plan choice, you will get a confirmation letter in the mail telling you when your services will begin. You must also choose a Primary Care Provider (PCP). Your PCP may be a doctor, nurse practitioner or a clinic in your MC+ Managed Care health plan. You will call your PCP when you need health care services *unless it is an emergency.*

You must choose a PCP. If you do not have a PCP chosen you may call the MC+ Managed Care Enrollment Helpline for help. The provider you choose must be in the MC+ Managed Care health plan you choose. If you need help choosing a PCP, you can call the **MC+ Managed Care Enrollment Helpline at 1-800-348-6627.**

If you need to change your PCP, please call your MC+ Managed Care health plan.



Do I Need to Enroll?

You are in an eligibility group that must enroll in an MC+ Managed Care health plan. The eligibility groups that must enroll are Medical Assistance for Families, Transitional Medical Assistance, MC+ for Children, MC+ for Pregnant Women, children in care and custody of the State, children receiving Adoption Subsidy, and Refugee Assistance.

If you are not in one of these eligibility groups, are in the Aids Waiver Program, have Medicare coverage, or do not live in an MC+ Managed Care county, you cannot be in MC+ Managed Care. You would get services from the MC+ Fee-For-Service Program.

If you change to an eligibility group not in MC+ Managed Care, get Medicare coverage, enter the Aids Waiver Program, or move to a county not in MC+ Managed Care while you are in MC+ Managed Care, your coverage in your MC+ Managed Care health plan will stop. You will then have services from the MC+ Fee-For-Service Program.

MC+ Managed Care members receiving Supplemental Security Income (SSI) benefits, who meet the SSI medical disability definition, or get adoption subsidy benefits, may choose to be in the MC+ Fee-For-Service Program.

Call the **MC+ Managed Care Enrollment Helpline at 1-800-348-6627** for more information or if you have questions.

What If I Have Special Needs?

If you have a special health care need, call your MC+ Managed Care health plan. Your MC+ Managed Care health plan 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 MC+ Managed Care health plan for a specialist as your PCP.

Can I Change MC+ Managed Care Health Plans?

Your confirmation letter will tell you how long you have to change your MC+ Managed Care health plan after you become an MC+ Managed Care member. After that time, you may be able to change MC+ Managed Care health plans again with approval by the State. Call the **MC+ Managed Care Enrollment Helpline at 1-800-348-6627**.

How Do I Enroll?

It's easy! There are two ways to enroll:

Phone

Call the MC+ Managed Care Enrollment Helpline at 1-800-348-6627, 8 a.m. to 6 p.m., Monday through Friday (except holidays).

or

Mail

Read the information in this packet. Complete the enrollment form and return it in the enclosed envelope. Postage is already paid.



What Is the Health Risk Assessment Form?

Health Risk Assessment Forms are included in this packet. Fill out a form for each person in your household. The answers to the health questions will help your MC+ Managed Care health plan learn about your health care needs. The answers are confidential and will not affect your health care coverage.

Do I Have a Premium?

Premiums are based on a family's income. Some families may not need to pay anything. Some families may need to pay a monthly premium for provider visits and/or prescriptions. Families that must pay a premium will lose MC+ coverage for 6 months if they do not pay the full premium or if the payment is late. If you have any questions about premiums, call **MC+ Premium Collections at 1-877-888-2811**.

MC+ Consumer Advocacy Project

MC+ Consumer Advocacy Project is an ombudsman serving the MC+ Managed Care members living in the Western Region counties of Clay, Platte, Jackson, Ray, Lafayette, Johnson, Cass, Henry, and St. Clair, and the Eastern Region counties of Franklin, Jefferson, Lincoln, St. Francois, Ste. Genevieve, Washington, St. Charles, Warren, St. Louis and the City of St. Louis. An ombudsman is a problem-solver who can advise and advocate for you. MC+ Consumer Advocacy Project can help you if:

- You need help understanding your rights and benefits under MC+ Managed Care.
- You feel your rights to health care are being denied.
- You are not able to solve the problem by talking to a nurse, doctor or your MC+ Managed Care health plan.
- You need to talk to someone outside of your MC+ Managed Care health plan.
- You are not sure how to make a grievance or file an appeal.

- You want an advocate to help you when filing a grievance.
- You need an advocate when appealing a decision by your MC+ Managed Care health plan.
- You need an advocate when appealing a decision by the State.

For help at no cost to you, you can call or write to:

MC+ Consumer Advocacy Project— Western Region

MC+ Consumer Advocacy Project
1125 Grand Boulevard, Suite 1900
Kansas City, MO 64106

For services in Clay, Platte and Jackson Counties:
Phone: 816-474-6750 or Fax: 816-474-9751

For services in Ray, Lafayette, Johnson, Cass, Henry and St. Clair Counties:
Phone: 1-800-892-2943

MC+ Consumer Advocacy Project— Eastern Region

MC+ Consumer Advocacy Project
Legal Services of Eastern Missouri
4232 Forest Park Avenue
St. Louis, MO 63108

St. Louis City or county:
Phone: 314-534-1263

Outside St. Louis City or county:
Phone: 1-800-444-0514

MC+ Managed Care Benefits

MC+ Managed Care is the way you will receive health care. Listed below are some benefits and services you will receive through MC+ Managed Care. Please read the information carefully. If you have any questions, call the MC+ Managed Care Enrollment Helpline at 1-800-348-6627.

Benefits For Everyone:

- Primary Care (from a doctor or nurse) and clinic services
- Preventive care, including
 - Well checks
 - Mammograms
 - Cancer screenings
- Family planning services
 - You may use an MC+ Managed Care health plan provider or an MC+ approved provider.
- Maternity Services, including
 - Prenatal visits
 - Delivery
 - Home nurse visits if your hospital stay is less than 48 hours for a normal delivery or 96 hours for a C-Section. The attending doctor and the member must approve a shorter length of stay.
- Inpatient and outpatient hospital services
- Mental health services (children in Alternative Care or get Adoption Subsidy get their mental health services in MC+ Fee-For-Service)
- Prescriptions (medicines)
- Emergency services
- Limited durable medical equipment (DME) such as oxygen and wheelchairs

- Transportation (some children do not get transportation due to their eligibility group)
- One eye exam every two years
- 24-hour access by phone

Benefits for Pregnant Woman and Children:

- Healthy Children and Youth (HCY) services for those under age 21
 - These services are also called EPSDT. EPSDT stands for early, periodic screening, diagnosis, and treatment.
 - Occupational, speech, and physical therapy
 - Testing lead levels in blood
- Durable medical equipment over what everyone else gets such as crutches, wheelchair accessories, etc.
- Vision services (pregnant women get their eye glasses in MC+ Fee-for-Service)
- Dental (pregnant women over age 21 get most dental in MC+ Fee-For-Service)
- Hearing screens and related services
- Podiatry services

Your MC+ Managed Care health plan will send you a handbook that will tell you all about your MC+ Managed Care benefits. Please read it carefully and keep it in a safe place. If you have questions about your MC+ Managed Care health plan's guidelines, call your MC+ Managed Care health plan.



MC+ Fee-For-Service Benefits

Listed below are some benefits and services you will receive through MC+ Fee-For-Service even when you are in an MC+ Managed Care health plan. MC+ Fee-For-Service, using MC+ approved providers, cover these services. Your MC+ Managed Care health plan can help you find an MC+ approved provider for that care. Please let your PCP know about the care you get. This helps your PCP take care of you. You may have to share in the cost for some services. If you have any questions, call the **Recipient Services Unit at 1-800-392-2161**.

- Therapy services for children in a school Individual Education Plan (IEP) or Individualized Family Service Plan (IFSP). Parents, the school, or the Department of Mental Health may start an IEP or IFSP.
- Visits by a health worker to see if lead is in your home.
- Bone marrow and organ transplants.
- SAFE/CARE exams for abused children.
- Children who are in Alternative Care or get Adoption Subsidy get mental health care through MC+ Fee-For-Service using MC+ approved providers. These children get their physical health care from their MC+ Managed Care health plan.
- Community psychiatric rehabilitation. A special program run by the Missouri Department of Mental Health for the seriously emotionally disturbed.
- Drug and alcohol treatment from a Comprehensive Substance Treatment and Rehabilitation (C-STAR) provider. Call your MC+ Managed Care health plan Member Services for a list of C-STAR providers.
- Targeted Case Management for mental health services.
- Abortion – (termination of a pregnancy resulting from rape, incest, or when needed to save the mother's life).
- Pregnant women over age 19 get most dental in MC+ Fee-For-Service.
- Eye glasses for pregnant women.

Important Facts About MC+ Managed Care

- Your Primary Care Provider (PCP) may be a nurse practitioner, doctor or clinic in your MC+ Managed Care health plan. If you have a chronic illness, your PCP may be a specialist.
- If you or your child gets sick, you must first call your PCP *unless it is an emergency*. In an emergency, you do not need to call your PCP first. Go to the nearest emergency room or call 911.
- If you need a specialist, in some cases, your PCP must refer you.
- You do not need a referral for family planning services; you may use an MC+ Managed Care health plan provider or an MC+ approved provider.
- Show your MC+ Managed Care health plan card and your MC+ red health insurance card when getting health services. If you lose your MC+ Managed Care health plan card, call your health plan.
- To make a grievance or appeal, call or write your MC+ Managed Care health plan.
- If your address or phone number changes, call your local FSD Caseworker or call the **MC+ Managed Care Enrollment Helpline at 1-800-348-6627**.
- If you have a new baby, you must call your local FSD Caseworker.
- Call the **MC+ Managed Care Enrollment Helpline at 1-800-348-6627** for more information on changing health plans.
- When you enroll in an MC+ Managed Care health plan or change your MC+ Managed Care health plan, you will receive a confirmation letter in the mail with your new MC+ Managed Care health plan choice telling you the date you can begin getting services with your new MC+ Managed Care health plan.

Instructions for filling out the enrollment form:

1. Check the name, address and phone numbers at the top of the page to make sure they are correct. Please cross out anything that is incorrect and write the correction next to it as clearly as possible.

2. Check the names listed under the *Member Name* column. Report any corrections needed in name, social security number, or sex to your FSD office.

3. If you are a new MC+ Managed Care member, you will need to choose the health plan you want from the list at the bottom of the page. Think about the doctors, hospitals, clinics and pharmacies that you now use and choose a health plan that uses those same doctors, hospitals, clinics and pharmacies. **Once you have selected the health plan you want, find the code number for that health plan (listed at the bottom of the enrollment form) and write that code number in the *New Plan Code* column.**

4. If you are a current MC+ Managed Care member, check the name of the health plan listed under the *Current Plan* column to make sure that it is the health plan you now use.

5. If you are a current MC+ Managed Care member and you do NOT want to change your current health plan, you do not need to do anything more. Please call the **MC+ Managed Care Enrollment Helpline at 1-800-348-6627** with any address or phone number changes.

6. If you are a new MC+ Managed Care member, once you have selected the health plan you want, you must choose a PCP. If you do not choose a PCP, one will be chosen for you. **Once you choose the PCP you want, write the PCP's first and last name in the *New PCP* column.**

7. You can call us at **1-800-348-6627** for help in finding a PCP in your area, finding out what MC+

Managed Care health plan your current PCP takes, or to request a PCP list be mailed to you.

8. If you are a current MC+ Managed Care member and you do not want to change your health plan, you may also keep your current PCP if that PCP is still part of your MC+ Managed Care health plan.

9. Sign and date your enrollment form.

10. Fill out a Health Risk Assessment Form for each person in your household who is in the MC+ Managed Care Program. The answers to the health questions will help your MC+ Managed Care health plan learn about your health care needs. The answers will not affect your health care coverage.

11. Once you have filled out both forms, check them once more to make sure all of the information is correct. Then, place the enrollment form and the Health Risk Assessment Forms in the envelope provided. Postage is already paid. **Remember, if we do not get your health plan and PCP choices by the date printed at the bottom of the enrollment form, a health plan and PCP will be chosen for you.**

12. If you have any questions or need help with any part of the enrollment, **you can call the MC+ Managed Care Enrollment Helpline at 1-800-348-6627, 8 a.m. to 6 p.m., Monday through Friday.** Our Enrollment Counselors will gladly help you fill out your form, or take your enrollment over the phone.

13. Once you have made your MC+ Managed Care health plan and PCP choices, you will get a confirmation letter in the mail. You will also get information from your MC+ Managed Care health plan. You will need to keep and use your red health insurance card as well as your new MC+ Managed Care health plan card.

Regional Health Plans

Listed below are each of the health plans for the Central, Eastern and Western Regions of the MC+ Managed Care Program. You will need to choose a health plan that is in your region.

Western Region MC+ Managed Care Health Plans

Counties in the Western Region include: Cass, Clay, Henry, Jackson, Johnson, Lafayette, Platte, Ray, and St. Clair

Family Health Partners

1-800-347-9363

HealthCare USA

1-800-566-6444

Blue Advantage + Plus of Kansas City, Inc.

1-888-279-8186

First Guard

1-888-828-5698

Central Region MC+ Managed Care Health Plans

Counties in the Central Region include: Audrain, Boone, Callaway, Camden, Chariton, Cole, Cooper, Gasconade, Howard, Miller, Moniteau, Monroe, Montgomery, Morgan, Osage, Pettis, Randolph and Saline

Missouri Care

1-800-322-6027

HealthCare USA

1-800-566-6444

Eastern Region MC+ Managed Care Health Plans

Counties in the Eastern Region include: Franklin, Jefferson, Lincoln, St. Charles, St. Francois, Ste. Genevieve, Warren, Washington, St. Louis and the City of St. Louis

Community Care Plus

1-800-875-0679

HealthCare USA

1-800-566-6444

Mercy MC+, Inc.

1-800-796-0056

Federally Qualified Health Centers

A Federally Qualified Health Center (FQHC) is a center or clinic that provides primary care and other services. You may choose a FQHC as your Primary Care Provider (PCP). You can call the FQHC to see which MC+ Managed Care health plans the clinic accepts or you can call 1-800-348-6627 and we will help you. FQHC core services include:

- Physician services
- Preventive (wellness) health services from a physician, physician assistant, nurse practitioner, and/or social worker
- Mental health services
- Vaccinations (shots)
- Home nurse visits
- Other services the FQHC provides

Central Region FQHC Listing

Central Ozarks Medical Center, 573-765-5131
304 Washington, P.O. Box 777
Richland, MO 65556

Family Health Center, 573-214-2314
1500 Vandiver, Suite 110
Columbia, MO 65202

Blind Boone Clinic, 573-214-2314
301 North Providence
Columbia, MO 65203

Western Region FQHC Listing

Northland Health Clinic, 816-459-9100
3526 NE Vivion Road
Kansas City, MO 64119

Swope Parkway Health Center, 816-923-5800
3801 Blue Parkway
Kansas City, MO 64130

Samuel U. Rodgers Health Center, 816-474-4920
825 Euclid Avenue
Kansas City, MO 64124

Eastern Region FQHC Listing

Family Care Health Centers

Holy Hills, 314-353-5190
401 Holy Hills
St. Louis, MO 63111

Forest Park, 314-531-5444
4352 Manchester
St. Louis, MO 63110

Peoples Health Centers

Central, 314-367-7848
5701 Delmar Boulevard
St. Louis, MO 63112

Florissant, 314-838-8220
11642 West Florissant
St. Louis, MO 63033

Manchester, 314-781-9162
7200 Manchester
St. Louis, MO 63143

St. Louis Comprehensive Health Centers

Comprehensive Health Center I
314-367-5820
5471 Dr. Martin Luther King Drive
St. Louis, MO 63112

Comprehensive Health Center II
Penrose Family Support
314-381-9990
4411 North Newstead
St. Louis, MO 63115

Grace Hill Neighborhood Health Centers

Hadley, 314-241-2500
2600 Hadley Street
St. Louis, MO 63106

Jefferson, 314-577-6232
3400 South Jefferson
St. Louis, MO 63118

Watertown, 314-340-3222
4308 North Grand
St. Louis, MO 63107

Soulard, 314-539-9800
2028 South 12th Street
St. Louis, MO 63104