



Managed Care Quality

One of the most important priorities of MO HealthNet’s Managed Care Program is to provide a quality program that leads the nation and is affordable to members.

To ensure all Missourians could get quality care, the State of Missouri extended Managed Care statewide on May 2, 2017. The goal is to improve access to needed services and the quality of health care services in the MO HealthNet Managed Care and state aid eligible populations, while controlling the program’s cost.

Missouri works closely with our three Managed Care Organizations (MCOs) to monitor the services being provided to ensure goals are met. Additional information about these activities can be found below. The three MCOs are Home State, Missouri Care, and UnitedHealthcare.

Network Adequacy Standards

To provide adequate access to care for members, health plans are responsible for making sure Primary Care, Specialty Care, and Behavioral Health networks comply with travel distance standards as set forth by the Department of Insurance, Financial Institutions & Professional Registration in [20 CSR 400-7.095](#).

- [Access Plan Instructions](#)
- [List of Counties and Population](#)
- [Hospital Listings](#)
- [Mental Health and Chemical Dependency Facilities](#)
- [Distance Standards by Provider and Service Type](#)

Health Plan Accreditation

MO HealthNet requires all health plans to obtain and maintain accreditation from the National Committee for Quality Assurance (NCQA).

| NCQA Accreditation Status for Current Missouri MCOs | | |
|---|------------|-----------------|
| MCO Name | Status | Expiration Date |
| Home State Health | Accredited | 8/7/2020 |
| Missouri Care | Accredited | 8/22/2020 |
| UnitedHealthcare | Accredited | 5/21/2022 |

Home State Health and Missouri Care have been MO HealthNet MCOs for several years and have achieved accreditation. UnitedHealthcare is new to the MO HealthNet Managed Care Program and has 30 months from their contract start date of May 1, 2017 to achieve accreditation. Their status is currently classified as “interim.”

Program Integrity

MCOs have written credentialing and re-credentialing policies and procedures for determining and assuring that all in-network providers are licensed by the state in which they practice and are qualified to perform their services. This includes the name and title of individuals included in the information on ownership and control from Managed Care plans and subcontractors. See below for ownership and control information for the MCOs currently contracted with MO HealthNet:

- [Home State Health](#)
(855) 694-4663
- [Missouri Care](#)
(800) 322-6027
- [UnitedHealthcare](#)
(866) 292-0359