

2009 Consumer's Guide

**MO HealthNet
Managed Care
In
Missouri**

MO HealthNet Managed Care

MO HealthNet Managed Care, formerly known as MC+ Managed Care/Medicaid, is the statewide medical assistance program for low-income families, pregnant women, and children. MO HealthNet participants get their care through either Fee-for-Service (FFS) or Managed Care depending on where the person lives in Missouri. MO HealthNet Managed Care is in 54 Missouri counties. MO HealthNet Managed Care members must choose a health plan and a primary care provider (PCP). A PCP directs a member's health care. The PCP will refer the member to other health care providers when needed. There are some services not in MO HealthNet Managed Care that are covered by MO HealthNet FFS.

Table of Contents

Know Your Rights.....	3
Know Your Responsibilities.....	4
Quality of Care Symbols Explained	5
Managed Care Health Plan Performance	
Women's Health	6
Children's Health	7
Member Satisfaction	8
Eligibility and Enrollment Toll Free Numbers	9

Know Your Rights

You have the right to:

- ✚ Be treated with respect and dignity
- ✚ Receive needed medical services
- ✚ Have privacy and confidentiality (including minors) subject to state and federal laws
- ✚ Select your own PCP
- ✚ Refuse care from a specific provider
- ✚ Receive information about your health care and treatment options
- ✚ Participate in decision-making about your health
- ✚ Have access to your medical records
- ✚ Have someone act on your behalf if you are unable to do so
- ✚ Receive information in a manner and format that can be easily understood
- ✚ Receive information on physician incentive plans, if any
- ✚ Be free of restraint or seclusion from a provider who wants to:
 1. Make you do something you should not
 2. Punish you
 3. Get back at you
 4. Make things easier for him or herself
- ✚ Be free to exercise these rights without retaliation

Know Your Responsibilities

Learn the rules of your MO HealthNet Managed Care health plan before you get medical care. You have a responsibility to:

- + Pick a primary care provider (PCP)
- + Make and keep appointments, or call ahead to cancel
- + Ask questions about your health care, talk to your PCP or Managed Care health plan
- + Call your PCP before you get care from another provider, or you may have to pay the bill
- + Use urgent care facilities for urgent health care conditions that are not emergencies
- + Eat right, exercise, get regular checkups, don't smoke and follow your PCP's instructions

To find out about your rights, phone:

1-800-392-2161

Or write:

**Participant Services
MO HealthNet Division
P.O. Box 6500
Jefferson City, MO 65102.**

Statewide Averages And Quality of Care Symbols Explained

The percent on the “Statewide Averages” line indicate the average percent of all plans for each indicator shown in the header of the column.

The Quality of Care Ratings reflects a statistical comparison of the plan’s percentage on the indicator (measure) and the statewide average percentage for all plans. An Average (☹) rating for a specific plan means the plan scored close to the Statewide Average for that indicator. A High (●) or Low (○) rating means the plan scored much higher or much lower than the Statewide Average.

MO HealthNet Managed Care Health Plan Performance



Shaded areas show the three regions where managed care plans offer coverage

Women's Health

	Chlamydia Screening for Sexually Transmitted Disease	Check-Ups for Cervical Cancer Pap Test	High Risk Pregnancy Education for all Health Plan Enrollees
Eastern Region			
Harmony	☐	○	NR
HealthCare USA	●	●	YES
Molina	☐	●	YES
Central Region			
HealthCare USA	☐	●	YES
Molina	☐	○	YES
Missouri Care	○	●	YES
Western Region			
Blue Advantage Plus	☐	●	YES
Family Health Partners	☐	☐	YES
HealthCare USA	●	●	YES
Molina	○	○	YES
Statewide Average	54%	56%	
	Female Plan Members (ages 16-20 who are sexually active and had at least one test for chlamydia (an STD) during the past year.	Women (ages 21-64) who had a pap test in the past two years	Plan provides educational information to members who are at risk for High Risk Pregnancy

Quality of Care Ratings*

- – High
- ☐ – Average
- – Low/Needs Improvement
- NA – Numbers too small
- NR – Not reported by health plan
- *Health plan performance measures are compared to statewide averages

This table compares health plan's performance on Women's Health Care measures to the statewide average using the rating symbols. The table also reports on which plans offer selected benefits and coverage.



Shaded areas show the three regions where managed care plans offer coverage

Children's Health

	Use of Appropriate Medication for People with Asthma	Childhood Immunizations	Adolescent Well-Care Visit	Obesity Education of All Plan Enrollees	Yearly Dental Visits
Eastern Region					
Harmony	NA	○	○	NR	○
HealthCare USA	◐	◐	●	YES	●
Molina	◐	◐	◐	NO	●
Central Region					
HealthCare USA	●	●	◐	YES	●
Molina	NR	◐	◐	NO	○
Missouri Care	◐	●	●	YES	○
Western Region					
Blue Advantage Plus	NR	◐	◐	NO	◐
Family Health Partners	◐	◐	◐	YES	●
HealthCare USA	◐	◐	◐	YES	●
Molina	NA	◐	◐	NO	○
Statewide Average	90%	54%	36%		32%
	Child members (ages 5-9) who have persistent asthma and are being given acceptable medications for long term control of asthma.	Children who turned 2 in the past year and received vaccinations.	Adolescents (ages 12-21) who had a well care visit during the past year.	Plan provides educational information for members about risks of obesity.	Children and young adults (ages 4-21) who had one or more dental visits during the past year

Quality of Care Ratings*

- – High
 - ◐ – Average
 - – Low/Needs Improvement
 - NA – Numbers too small
 - NR – Not reported by health plan
- *Health plan performance measures are compared to statewide averages

This table compares health plan's performance on Children's Health Care measures to the statewide average using the rating symbols. The table also reports on which plans offer selected benefits and coverage.



Shaded areas show the three regions where managed care plans offer coverage

Member Satisfaction

	Customer Service (1)	Getting Care Quickly (2)	Getting Needed Care (3)	Rating of Doctor Seen Most Often (4)	Rating of Specialist Seen Most Often (5)	Overall Rating of Plan (6)
Eastern Region						
Harmony	☺	☺	☺	☺	☺	○
HealthCare USA	☺	☺	☺	☺	☺	●
Molina	☺	☺	☺	☺	☺	☺
Central Region						
HealthCare USA	☺	●	●	☺	☺	●
Molina	☺	☺	☺	●	NA	☺
Missouri Care	☺	☺	☺	☺	☺	☺
Western Region						
Blue Adv. Plus	☺	☺	☺	☺	☺	☺
Family Health Partners	☺	☺	☺	☺	☺	●
HealthCare USA	☺	☺	☺	☺	☺	☺
Molina	NA	☺	☺	☺	NA	○
Statewide Average	80%	90%	76%	84%	78%	76%

Response Descriptions for Satisfaction Categories above

- (1) No problem with paperwork, written materials or help from customer service.
- (2) No problem getting necessary care in a reasonable time.
- (3) No problem getting good doctors and nurses, referrals, and necessary care.
- (4) Overall rating of personal doctor seen most often.
- (5) Overall rating of specialist seen most often.
- (6) Overall rating of health plan.

Quality of Care Ratings*

- – High
 - ☺ – Average
 - – Low/Needs Improvement
 - NA – Numbers too small
 - NR – Not reported by health plan
- *Health plan performance measures are compared to statewide averages

This table compares health plan's performance on Member Satisfaction measures to the statewide average using the rating symbols.

Member Services Telephone Numbers

MO HealthNet Health Plan	Member Service	Nurse Helpline
Blue Advantage Plus	1-816-395-2119	1-800-693-7153
Children's Mercy Family Health Partners	1-800-347-9363	1-800-347-9363
Harmony Health Plan	1-866-822-1340	1-866-762-9122
HealthCare USA	1-800-566-6444	1-800-475-1142
Missouri Care	1-800-322-6027	1-800-556-1555
Molina Healthcare	1-800-875-0679	1-800-875-0679

*You may contact the following State agency about
MO HealthNet Managed Care problems*

**MO HealthNet Division
1-800-392-2161**

Email: Ask.MHD@dss.mo.gov