

Welcome to MO HealthNet Managed Care

OPEN ENROLLMENT

The MO HealthNet Managed Care Program gives you health care services from a Managed Care health plan that you choose. A health plan coordinates your care to help you stay healthy. MO HealthNet's contract with your current Managed Care health plan will end April 30, 2017, so you will need to choose a new MO HealthNet Managed Care health plan that will start on May 1, 2017. You have three health plans to choose from for your MO HealthNet Managed Care health services. Please see "Your MO HealthNet Managed Care Health Plan Options" flyer included in your enrollment packet for information on your three health plan options.

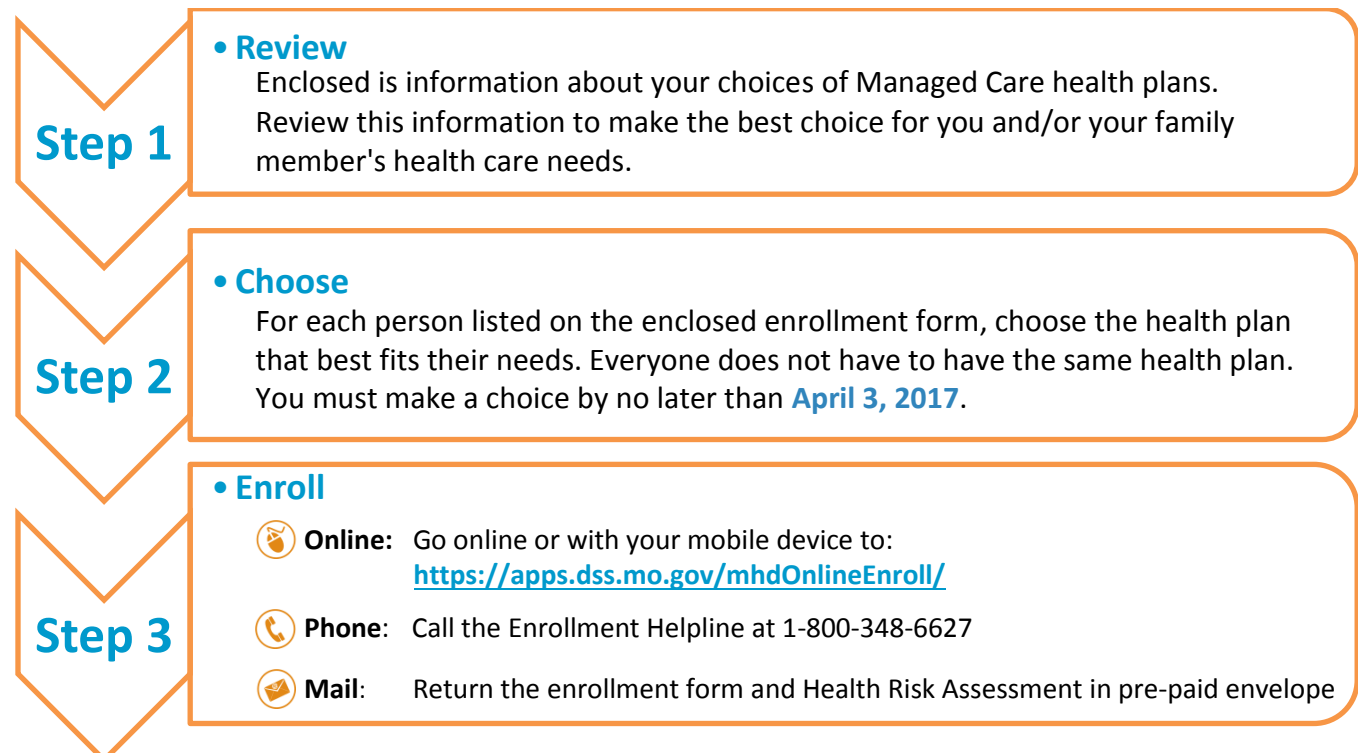
Enrollment Packet

The Enrollment Packet will help you with your enrollment and includes the following:

- Welcome Letter
- Enrollment Guide
- Enrollment Checklist
- Enrollment Form (*Return*)
- Your MO HealthNet Managed Care Health Plan Options Flyer
- Consumer Advisory Committee Flyer
- Sample ID Cards
- Health Risk Assessment (*Return*)
- Postage Paid Return Envelope

3 Steps to Enroll

Please follow the three steps below to choose a health plan that best fits your needs:



Can I keep the same health plan and/or PCP?

- If you are happy with your current health plan and PCP, you can choose them again during open enrollment. If you are not happy with your current health plan or PCP, you can choose a new one. If your current health plan is no longer available or they have reached their maximum enrollment, you will need to choose a new one. You can search for a PCP online at <https://apps.dss.mo.gov/pcp/SearchForPCP.aspx> or call our Managed Care Enrollment Helpline.

What happens if I don't choose a new health plan and a PCP?

- If you don't choose a new health plan and PCP, one will be chosen for you.

How long will I use the health plan I am with now?

- Until April 30, 2017.

What happens after I enroll?

- You will receive a confirmation letter in the mail about the MO HealthNet Managed Care health plan you chose and the date you can begin getting services.

How can I change my MO HealthNet Managed Care Health Plan?

- You may change your MO HealthNet Managed Care health plan for any reason during the first 90 days after you become a MO HealthNet Managed Care health plan member.
- You may be able to change your MO HealthNet Managed Care health plan after 90 days. Some reasons for changing health plans include, but are not limited to the following:
 - Your PCP or specialist is no longer with your health plan and is in another MO HealthNet Managed Care health plan.
 - This applies to PCPs or specialists you have seen at least once in the last year or you have seen most recently except in the case of an emergency.
 - Your MO HealthNet Managed Care health plan cannot make you leave their health plan because of a health problem.
- You may change your health plan at any time for reasons of "Just Cause." For more information on what is "Just Cause," please call the MO HealthNet Managed Care Enrollment Helpline.
- You will be able to change your health plan during your annual open enrollment period.
- Call the MO HealthNet Managed Care Enrollment Helpline for help in changing MO HealthNet Managed Care health plans.

Who do I call with questions or for more information?

- **MO HealthNet Managed Care Enrollment Helpline**

- 1-800-348-6627
- The Enrollment Helpline is open from 7 A.M. to 6 P.M., Monday through Friday (except holidays)

- **Hearing or Speech Impaired**

If you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking call Relay Missouri

- 1-800-735-2466 (Voice)
- 1-800-735-2966 (Text Phone)

- **If you do not speak English, call the MO HealthNet Managed Care Enrollment Helpline's Translator Service at 1-800-348-6627 at no cost to you.**

- **ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-348-6627**.
- **CHÚ Ý:** nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-348-6627**.