Your guide to the
Show Me Healthy Kids Health Plan
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Welcome to Show Me Healthy Kids. This guide will give you the basic information you need to manage your or your child’s healthcare benefit. Visit dss.mo.gov/mhd/healthcare-benefit.htm to learn more.

**MO HealthNet Managed Care Enrollment Helpline - 800-348-6627**
Call for help with questions about opting out of the Show Me Healthy Kids health plan or finding a Primary Care Provider. The Enrollment Helpline is open from 7:00 A.M. to 6:00 P.M., Monday through Friday (except holidays).

**Show Me Healthy Kids health plan—1-877-236-1020**
Call if you need help finding a provider or if you have questions about your coverage or any unpaid medical bills.

**Reporting Changes**
If you need to report a change in your address or contact information, or to request a new MO HealthNet ID Card, contact your or your child’s Children’s Division case manager or subsidy case manager. If you are a former foster care youth, please email CDMHNQuestions@dss.mo.gov.

**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)
The Show Me Healthy Kids health plan began on July 1, 2022. You or your child were automatically enrolled into this health plan on July 1, 2022, or the day you were approved for MO HealthNet benefits. Show Me Healthy Kids has a network of doctors, hospitals, and other providers across Missouri that you may see for care.

You or your child will continue to get healthcare coverage through Show Me Healthy Kids as long as you are eligible. Eligibility groups for Show Me Healthy Kids include:

- Children in the care and custody of the Missouri Department of Social Services
- Children or youth in alternative care
- Children receiving adoption or legal guardianship subsidy
- Former foster care youth under the age of 26, who were in foster care on their 18th birthday and covered by MO HealthNet (Missouri Medicaid), and who meet other eligibility criteria
- Former foster care youth under the age of 26, who were in foster care on their 18th birthday and covered by Medicaid from another state, and who are not currently eligible for Medicaid coverage under another program

If you or your child is not in one of these groups or has Medicare, you can not be in the Show Me Healthy Kids health plan. You or your child will be covered by a general MO HealthNet Managed Care health plan or the MO HealthNet Fee-For-Service program.

How it Works

Once you are enrolled in Show Me Healthy Kids, you will get two cards in the mail: a MO HealthNet ID card (used for your prescription medications) and a Show Me Healthy Kids ID card (used at your doctor’s office). **You will need to bring both ID cards to every appointment.** You will also get a letter that gives you more information about your new health plan and the date your services began.
Health Risk Assessment

The Health Risk Assessment form helps the health plan understand you or your child’s health care needs. You need to fill out the Health Risk Assessment form for each person in your household enrolled in the Show Me Healthy Kids health plan and return it in the pre-paid envelope provided in your enrollment packet.

Choosing a Primary Care Provider

What is a Primary Care Provider?
Your primary care provider is the doctor, nurse practitioner, or clinic you call when you need health care services, unless it is an emergency.

Choosing a Primary Care Provider
You must choose a primary care provider that is with the Show Me Healthy Kids health plan. If they are not, you will need to contact your health plan and choose a new provider. If you do not choose a provider, the health plan will choose one for you.

What type of Primary Care Provider do I need?
If you or your child have a chronic illness, special needs, or if you are pregnant, your primary care provider may be a specialist. You can also choose a Federally Qualified Health Center (FQHC) as your primary care provider. FQHCs provide primary care and other core services, such as health care, preventive (wellness), behavioral health, immunizations (shots), home nurse visits, and other services.
Frequently Asked Questions

Do I have to be in Show Me Healthy Kids?
Members of the Show Me Healthy Kids health plan are not able to change health plans, but you do have the option to opt out of managed care if you or your child meets one of the following:

- Eligible for Supplemental Security Income (SSI) benefits
- Children who are enrolled in the Special Health Care Needs program through the Department of Health and Senior Services. Visit https://health.mo.gov/living/families/shcn/cyshcn.php for more information.
- Disabled and 18 or younger

For help with opting out of Show Me Healthy Kids, call 800-348-6627.

What happens if I lose eligibility for Show Me Healthy Kids?
If you or your child’s Show Me Healthy Kids eligibility changes, it may cause you to be moved to one of the general Managed Care health plans as long as you are eligible for MO HealthNet Managed Care services. Examples of why you or your child could lose eligibility for the Show Me Healthy Kids include:

- Leaving the care and custody of the state
- No longer receiving adoption or legal guardianship subsidy
- Former foster care youth turning 26 years of age
- Moving out of Missouri

If I become pregnant and have a baby, will my baby be placed in the same health plan?
Yes, as long as the baby is eligible for MO HealthNet (Medicaid).

If I move, will I have to change health plans?
No. Your health plan is statewide and will not change if you move within Missouri. You will need to contact the Children’s Division per case type below to report your change of address:

- For resource and kinship families, contact your CD case manager
- For subsidy cases, contact your subsidy case manager
- For former foster care cases, email CDMHNQuestions@dss.mo.gov

How do I get enrollment materials if I do not have the internet?
All materials are mailed to you. If you lost your enrollment packet, contact the MO HealthNet Enrollment Helpline at 800-348-6627 and ask for a new packet to be mailed to you.
## Covered Services

The services below are covered by all Managed Care health plans. Some services are limited based on your age or eligibility group and other services may be available depending on your needs. Work with your provider to see if the service you need is covered.

<table>
<thead>
<tr>
<th>Service</th>
<th>Coverage</th>
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</thead>
<tbody>
<tr>
<td>24-hour access by phone</td>
<td>Covered</td>
</tr>
<tr>
<td>Ambulance</td>
<td>Covered</td>
</tr>
<tr>
<td>Ambulatory surgical center and birthing centers</td>
<td>Covered</td>
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<tr>
<td>Asthma</td>
<td>Covered*</td>
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<tr>
<td>Behavioral health and substance use disorders (including emergency)</td>
<td>Covered</td>
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<tr>
<td>Chiropractic services</td>
<td>Covered*</td>
</tr>
<tr>
<td>Complementary health and alternative therapy for chronic pain</td>
<td>Covered*</td>
</tr>
<tr>
<td>Management services</td>
<td>Covered</td>
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<tr>
<td>Comprehensive day rehab (recovery from serious head injury)</td>
<td>Covered*</td>
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<tr>
<td>Diabetes education and self-management training</td>
<td>Covered*</td>
</tr>
<tr>
<td>Diabetes Prevention Program (DPP) Services</td>
<td>Covered*</td>
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<tr>
<td>Dental services</td>
<td>Covered*</td>
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<tr>
<td>Durable Medical Equipment (DME)</td>
<td>Covered*</td>
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<tr>
<td>Emergency medical and post-stabilization services</td>
<td>Covered</td>
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<tr>
<td>Family planning services</td>
<td>Covered</td>
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<tr>
<td>Healthy Children and Youth (HCY) services. Examples include:</td>
<td>Covered</td>
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<tr>
<td>• Physical exams</td>
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<tr>
<td>• Immunizations (shots)</td>
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<td>• Testing lead levels in blood</td>
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<tr>
<td>Service</td>
<td>Coverage</td>
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<td>------------------------------------------------------------------------</td>
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<tr>
<td>Hearing aids and related services</td>
<td>Covered*</td>
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<tr>
<td>Home health services</td>
<td>Covered*</td>
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<tr>
<td>Hospice (if you are in the last 6 months of life)</td>
<td>Covered*</td>
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<tr>
<td>Inpatient/outpatient services</td>
<td>Covered</td>
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<tr>
<td>Laboratory tests and x-rays</td>
<td>Covered</td>
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<tr>
<td>Maternity services</td>
<td>Covered</td>
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<tr>
<td>Personal care</td>
<td>Covered</td>
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<tr>
<td><strong>Pharmacy</strong></td>
<td><strong>Covered through MO HealthNet Fee-For-Service</strong></td>
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<tr>
<td>Preventative care, including:</td>
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<tr>
<td>• Well checks</td>
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<tr>
<td>• Mammograms</td>
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<tr>
<td>• Cancer screenings</td>
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<tr>
<td>Podiatry (medical services for your feet)</td>
<td>Covered*</td>
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<tr>
<td>Primary care provider services</td>
<td>Covered</td>
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<tr>
<td>Specialist care (with your provider’s referral)</td>
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<tr>
<td>Therapy services (physical, occupational, and speech)</td>
<td>Covered*</td>
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<tr>
<td>Tobacco cessation counseling</td>
<td>Covered</td>
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<td>Transplant related services</td>
<td>Covered</td>
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<tr>
<td>Transportation to medical appointments</td>
<td>Covered*</td>
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<tr>
<td>Treat No Transport services</td>
<td>Covered</td>
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<tr>
<td>Local health department services, including:</td>
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<tr>
<td>• Immunizations (shots)</td>
<td></td>
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<tr>
<td>• Screening, diagnosis and treatment of sexually transmitted diseases, HIV, tuberculosis and lead poisoning</td>
<td>Covered</td>
</tr>
<tr>
<td>Vision</td>
<td>Covered*</td>
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* Limited benefit. Refer to health plan handbook for more information.
Member Rights & Responsibilities

Show Me Healthy Kids members have rights that protect the quality of care received from the health plan. You or your child have the right to:

- Be treated with respect and dignity
- Receive needed medical services
- Privacy and confidentiality (including minors) subject to state and federal laws
- Select your own primary care provider
- Refuse treatment
- Receive information about your health care and treatment options
- Participate in decision-making about your health care
- Have access to your medical records and to request changes
- Have someone act on your behalf if you are unable to do so
- Be free of restraint or seclusion by a provider who wants to:
  - Make you do something you should not do
  - Punish you or get back at you
  - Make things easier for them
- Be free to exercise these rights without retaliation
- Receive one copy of your medical records once a year at no cost

Show Me Healthy Kids members also have certain responsibilities:

- Be knowledgeable about your medical coverage
- Get routine and ongoing care from your providers
- Contact your primary care provider first when needing care
- Only use the emergency room in an emergency
- Make and keep appointments or call ahead to cancel
- Carry your MO HealthNet card and Show Me Healthy Kids card at all times and show them at your appointments
**Access to Care** - The health plan must enroll providers that are available and close to where you live. The health plan must provide urgent care for physical or behavioral health within 24 hours, regular care if you have symptoms within five business days, and regular check-ups within 30 calendar days. There are special requirements for maternity care.

**Grievance or Appeal** - To make a grievance or appeal, call or write to the Show Me Healthy Kids health plan.

**Identification (ID) Cards** - You or your child will receive a MO HealthNet ID card and a Show Me Healthy Kids ID card once you are approved. Always carry both cards and show them every time you get care. If you lose your MO HealthNet card, contact your Children’s Division case manager or subsidy case manager. For former foster care youth, email: [CDMHNQuestions@dss.mo.gov](mailto:CDMHNQuestions@dss.mo.gov). If you lose your Show Me Healthy Kids card, call the health plan.

**Release for Moral or Religious Reasons** - The health plan may not cover services you or your child’s needs because of moral or religious reasons. If this happens, your health plan will let you know how and where else to get the service.

**General Sickness** - If you or your child gets sick, you should call your primary care provider first unless it is an emergency. If it is an emergency, call 911 or go to the nearest emergency room, even if it is not in your health plan network.

**Specialist** - If you need a specialist, your primary care provider should refer you.
Advocates for Family Health is an ombudsman service. An ombudsman is a problem solver who can advise and help you. They can help if you:

- Need help understanding your rights and benefits
- Feel your rights to health care are being denied
- Are not able to solve the problem by talking to a nurse, primary care provider, or your health plan
- Need to talk to someone outside of your health plan
- Are not sure how to make a grievance (complaint)
- Need help when appealing a decision by your health plan
- Need help requesting a State Fair Hearing

Call the Advocates for Family Health office for your county for help.
Legal Aid of Western MO
4001 Dr. Martin Luther King, Jr. Blvd., Suite 300
Kansas City, MO 64130
Phone: 816-474-6750
Fax: 816-474-9751

Mid-MO Legal Services
117 North Garth
Columbia, MO 65203
Phone: 573-442-0116
Toll free: 800-735-2966
Fax: 573-875-0173

Legal Services of Southern MO
809 North Campbell
Springfield, MO 65802
Phone: 417-881-1397
Toll free: 800-444-4863
Fax: 417-881-2159

Legal Services of Eastern MO
4232 Forest Park Avenue
St. Louis, MO 63108
Phone: 314-534-4200
Toll free: 800-444-0514 ext. 1251
Fax: 314-534-1028
Non-Discrimination Notice

The MO HealthNet Division complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. The MO HealthNet Division does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

The MO HealthNet Division:
- Provides aids and services to people with disabilities at no cost to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language services at no cost, to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the MO HealthNet managed care enrollment helpline at 800-348-6627.

If you believe the MO HealthNet Division has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with the Missouri Department of Social Services, Office for Civil Rights at 800-776-8014; or (866) 735-2460 (Voice); (800) 735-2966 (Text). Complaints may also be filed by writing to: Missouri DSS Office for Civil Rights, P.O. Box 1527, Jefferson City, MO 65102-1527.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at: ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 800-368-1019, or TDD at 800-537-7697. Complaint forms are available at: www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html
Multi-language Interpreter Services

Spanish - ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-348-6627.

Chinese - 注意: 如果您使用中文，您可以免費獲得語言援助服務。請致電 1-800-348-6627.

Vietnamese - CHÚ Ý: Nếu bạn nói tiếng Việt, dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn dành cho bạn. Hãy gọi số 1-800-348-6627.


German - ACHTUNG: Wenn Sie Deutsch sprechen, stehen für Sie kostenlos Sprachassistenzdienste zur Verfügung. Wählen Sie die Rufnummer 1-800-348-6627.
If you have questions or concerns, call Customer Service at 1-800-348-6627.

**Arabic**

إذا دلَّتْكِ هذه الشَّرائِيْعُ فالْبَدْلُ فَتَأْمَدْ خَدُّمَتُكِ

**Korean**

주목해 주세요: 귀하의 언어가 〈한국어〉인 경우, 아래 번호에서 무료 언어 지원 서비스를 받으실 수 있습니다. 1-800-348-6627번으로 전화하십시오.

**Russian**

ВНИМАНИЕ! Если Вы говорите по-русски, то можете бесплатно воспользоваться услугами языкового сопровождения. Звоните по номеру 1-800-348-6627.

**French**

REMARQUE: Si vous parlez français, des services d’interprétation sont disponibles gratuitement. Appelez le 1-800-348-6627.

**Tagalog**

PAUNAWA: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng tulong sa wika nang walang gastos. Tumawag sa 1-800-348-6627.
Dutch - LET OP: Als u Nederlands spreekt, is gratis taalbegeleiding voor u beschikbaar. Bel 1-800-348-6627.

Persian (Farsi) -
سوئید امشتیشه به هجوت: رگه نامزی و به همینپیکسیورس یاه رگه نامزی به تروص نگیار رد هرامش 6627 348-800-1سلت بیگ.

Oromo - HUBACHIISA: Afaan Oromo kan dub-battan yoo ta’e, tajaajilliwwan deeggarsa afaan-ii, kaffaltii irraa bilisa ta’an, isiniif ni jiraatu 1-800-348-6627 bilbilaa.

Portuguese - ATENÇÃO: Se fala português, tem ao seu dispor serviços linguísticos gratuitos. Ligue para o número 1-800-348-6627.

Amharic - የካበታታይ ሳታኋ superintendent ያሸክ እንሸ መሆን ያርወና እንወስ ከን ያገር ሳታኋን ይታስ መም 1-800-348-6627 ይመልከት::