

Changing Your Health Plan

When can I change my health plan?

You can only change your health plan at certain times, including:

- Within 90 days of being approved for coverage
- 30 days during your annual open enrollment period
- When a Managed Care health plan changes
- Any time there is “just cause” (ex. You’re unhappy with your care, your primary care provider is no longer with your health plan, the health plan no longer fits your needs, etc.)

If you need help changing your health plan, please call **800-348-6627**.

How do I change my health plan?

You can change your health plan by:

- Requesting a change **online** (you will need your PIN number and MO HealthNet ID Number)
- Calling **800-348-6627** (TTY: 711) between 7 a.m. and 6 p.m. Monday through Friday
- Mailing your signed and completed change form(s) to:
MO HealthNet Division
PO Box 104928
Jefferson City, MO 65110

IMPORTANT: If you choose to change health plans, you will need to submit a change request form that includes each family member’s health plan choice.

Questions?

If you have questions or need help choosing a new health plan, please call **800-348-6627**. Our team can help between 7 a.m. and 6 p.m. Monday through Friday. Translation services are also available at no cost. If you are deaf or hearing impaired, please call Relay Missouri at 711 for help.



Remember

- Every member of your family does not have to be in the same plan
- You should make sure your health plan best fits each individual family member’s needs
- You must be enrolled in a health plan to get coverage through MO HealthNet Managed Care