

Home State Health Plan Care Management Benefits



home state
health.

Show Me Healthy Kids

MANAGED BY HOME STATE HEALTH

Who Is Home State Health?

Home State Health, a subsidiary of Centene Corporation, began operations in 2012. We deliver high quality, locally-based healthcare services to our members with our providers benefiting from enhanced collaboration and strategic care coordination programs.

PURPOSE

Transforming the health of the community,
one person at a time.

Serving ALL OF Missouri

Home office in St. Louis
with remote staff statewide



POPULATIONS WE SERVE:

CHIP (Children's Health Insurance Program)

TANF (Temporary Assistance for Needy Families)

Medicaid Expansion

Pregnant Women

Sole Source Foster Care

Marketplace

D-SNP (Dual Eligible Special Needs Plan)

Medicare Advantage

495,000

Membership

(all supported products)

330
Employees

	Providers	Hospitals
Medicaid	5,410	117
Marketplace	5,091	88
Medicare	4,817	75

Start Smart for Baby (SSFB)

Goal: Aims to reduce pregnancy complications, premature deliveries, low birth weight, and other poor outcomes in babies.

The SSFB program identifies pregnant members through assessments, claims data, state eligibility data, and referrals. One of the essential components of the program is the Notification of Pregnancy (NOP), which identifies risk factors as early in pregnancy as possible to establish a relationship between the member, provider, and health plan team.

Care Managers engage and empower members in accessing medical and behavioral healthcare, wellness programs, additional health benefits, and educational resources to fully equip them to manage their health leading up to delivery.



Start Smart for Baby Benefits

Breast Pumps



Mom's Meals –

Postpartum and/or nutrition related diagnosis
or after an inpatient stay



Belly Bands



Pregnancy information and guides at homestatehealth.com

Additional Benefits

Diabetes and Hypertension Remote Monitoring

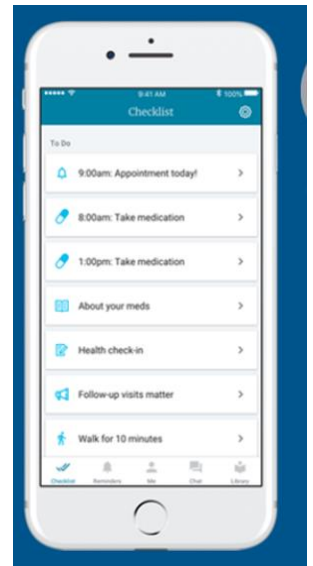
- Device data automatically transmitted after each reading in near real-time
- No data transmission charges, cords or app integrations required



Medication Lock Boxes



Digital Care Management



Dear <Member Name>,
I was reviewing your information and noticed you are due for your
<WELL CHECK UP/DENTAL VISIT/ANNUAL BREAST CANCER SCREENING/
DIABETES CHECK UP/CERVICAL CANCER SCREENING >

It is important to keep up with your health and wellness!

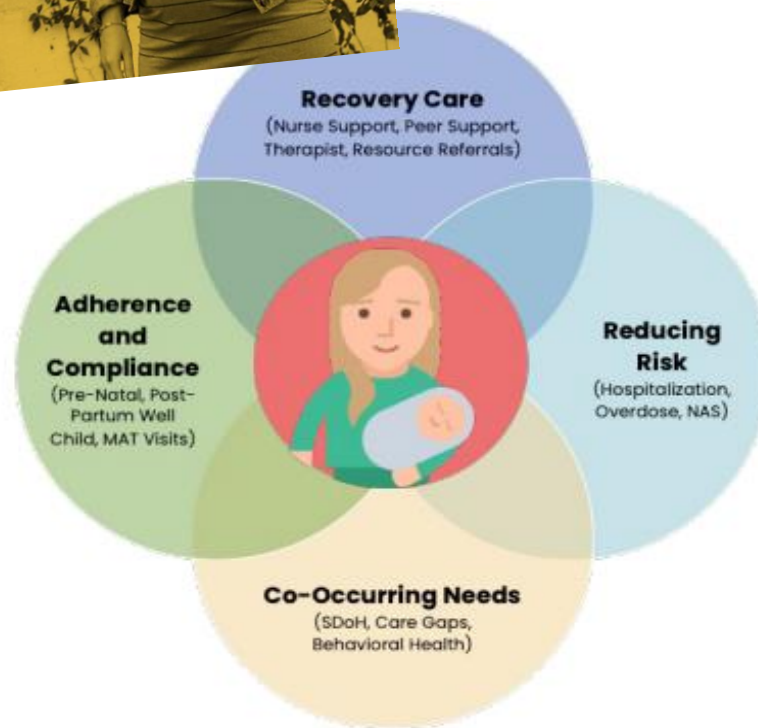
I will be giving you a call soon
to help get this scheduled for you.

CM NAME
Your Care Manager at Home State Health

Substance Use Support Services

StrongWell for
Pregnancy & Postpartum

Mindoula



Recovery and Pregnancy Support

- Preventative Care
- Care Coordination
- Resource Referrals
- Advocacy for Health Equity
- Health Literacy
- Peer Support
- Individual and Group Therapy
- Nursing Education
- Infant Development Support

Reducing Risk

- Hospital Admission/Readmissions
- Opioid Overdose
- Neonatal Abstinence Syndrome (NAS)

Adherence and Compliance

- Treatment Recommendations
- Prescription Refill Timeline
- Daily Schedule
- Prenatal and Postpartum Visit

Addressing Co-Occurring Needs

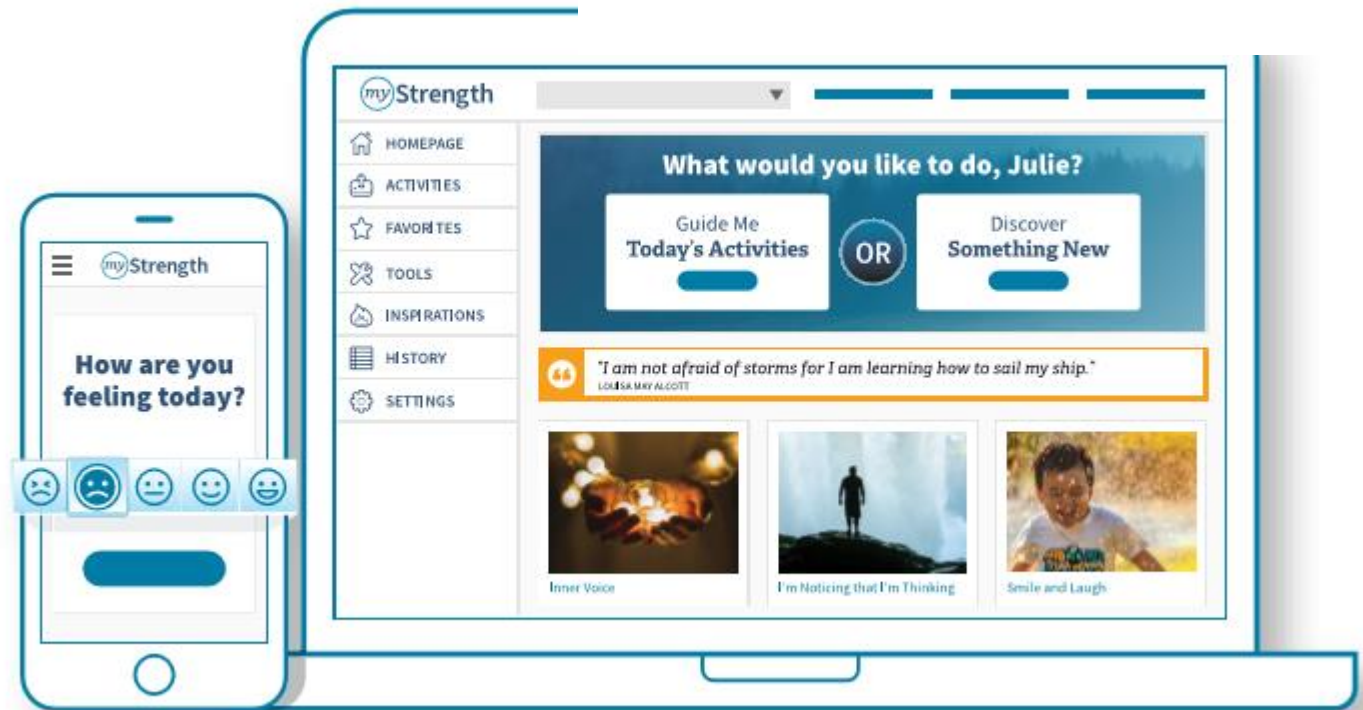
- Behavioral Health
- Substance Use
- Social Determinants of Health
- Support System
- Care Gaps
- Family Environment

Behavioral Health Support

- Completion of the Edinburgh Assessment
- Referrals to appropriate BH providers
- My Strength App

SIGN UP TODAY

1. Go to <https://mystrength.com/go/epc/missouri>
2. Complete the myStrength sign-up process and personal profile.



NICU Care Management

NICU Care Management is available for all members. Specialized nurses will follow baby from admission to NICU through to discharge. Nurses will assist with discharge planning to assure smooth transition from hospital to home.



Discharge planning
Support finding pediatricians
Education on vaccinations and safe sleep
Review of all benefits
Eliminate SDOH barriers
Education about community resources, such as
Parents as Teachers, WISH Clinic, Nurses for
Newborns

Children's Trust Fund

Connecting pregnant foster youth to home visiting services through their Show Me Healthy Kids health plan will improve outcomes in health, safety, education, and economic mobility for Missouri's most vulnerable mothers and babies.

How does the Coordinated Referral & Intake System work?

- Home State Health staff will contact the foster youth to inform them of prenatal services available through their health plan.
- Staff will offer to make a home visiting referral with the youth's informed consent.
- With consent, staff will make a home visiting referral through the Coordinated Referral & Intake System(CRIS) to connect with a local home visiting provider
- The referral will be steered toward intensive or evidence based home visiting that meets the unique needs of the pregnant foster youth

Specialty Care Management Programs

Asthma Waves Program
Lead Care Management
Sickle Cell Care Management
Show Me Healthy Kids Program

Behavioral Health Care Management
Pediatric and Adult Care Management
Diabetes Care Management

ENROLLED MEMBERS MAY BE ELIGIBLE TO RECEIVE

- Automatic Blood Pressure Cuff
- 24-hour Nurse Advice Line
- Hypoallergenic Mattress/Pillowcase Cover, Peak Flow meter, Spacer
- Weight Management Programs/Weight Watchers



Transportation



If you have MO HealthNet (Medicaid) Managed Care benefits from Home State Health and are eligible for the transportation benefit,* you can use Rideshare, such as Lyft or Uber, to get to and from your doctor appointments, lab tests, therapy appointments and any other non-emergency medical appointment.



Rideshare delivers short wait times, outstanding service, ride tracking and better access to healthcare services.

*To check if transportation is available for a service or appointment, in your area, call member services at **1-855-694-HOME (4663) (TTY:711)**.

CALL 3 DAYS BEFORE THESE APPOINTMENTS TO ARRANGE A RIDE:

- Alcoholics Anonymous meetings
- Childbirth classes
- Community Resources (i.e. clothing drive, utility assistance, food pantry, shelter)
- Counseling
- Daycare
- Eye exams
- Education/Trade School
- Grocery Store
- Hospital visitations
- Job Interview
- Other healthcare appointments
- Pharmacy
- Various therapies
- WIC appointments
- Work

If you have an emergency, call 911, and/or go to the nearest emergency department, even if it is not in the Home State Health network.

Multiple Stops

Home State Health offers multiple trips that allow a parent transportation from home to pick up children at school and then on to doctor appointments.



For more information on multiple stops, call Home State Health at **1-855-694-(HOME) 4663**

My Health Pays



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You can earn *My*healthpays™ **REWARDS** from Home State Health when you complete healthy activities!



To obtain a replacement card, call member services

Don't forget your postpartum visit, you are eligible for \$10 reward for attending!

START EARNING TODAY!

- \$30** Seasonal Flu Vaccine. **September-April.** Individuals can receive up to two vaccines per calendar year.
- \$10** Completion of Health Risk Assessment. **Within 30 days of enrollment.** Call 1-855-694-HOME (4663) (TDD/TTY 1-877-250-6113) to complete the assessment.
- \$25** Well Care Visit With Your Assigned Primary Care Doctor. **Within 90 days of enrollment.**
- \$25** Completion of At Least 3 Health Coaching Calls. **Per Calendar Year.** You must be assigned to case management for asthma, depression and/or diabetes to be eligible for this reward.
- \$10** Participation in 2 Tobacco-Free Counseling Sessions In A Calendar Year. **Age 18 and up.**
- \$25** Annual Well Care Visit With Your Assigned Primary Care Doctor. **Age 22 and up.**
- \$30** Annual Comprehensive Diabetes Care. **Age 18-75.** Must complete all of the following once in the calendar year.
 - HbA1c test
 - Kidney screening
 - LDL-cholesterol screening
 - Retinopathy screening (dilated eye exam)
- \$10** Completion of a Behavioral Health Office Visit within 7 Days of Discharge from a Behavioral Health Inpatient Admission. Applies to members who were hospitalized for treatment of selected mental illnesses.
- \$10** Annual Chlamydia Screening. **Age 16-24.** One per calendar year.
- \$10** Cervical Cancer Screening. **Age 21-64.** One screening in a 3-year period.
- \$10** Annual Breast Cancer Screening **Age 40-74.** One per calendar year.
- \$10** For Every 3rd Prenatal Doctor Visit*.
- \$10** Postpartum Doctor Visit.* **Within 30 days of delivery.**
- \$25** Annual Well Care Visit With Your Assigned Primary Care Doctor. **Age 2-21.**
- \$25** Annual Dental Visit. **Age 2-21.**
- \$10** Lead Screening Test. **Must be completed before child's second birthday.** Once per lifetime.
- \$15** COVID-19 Vaccine. Eligible members who receive their COVID-19 vaccination shot(s).

To earn rewards, member claims for healthy activity completion must be processed by Home State Health.

*To be eligible for this reward, you must notify us you are pregnant prior to having your baby by calling us or submitting a completed Notification of Pregnancy (NOP) form.

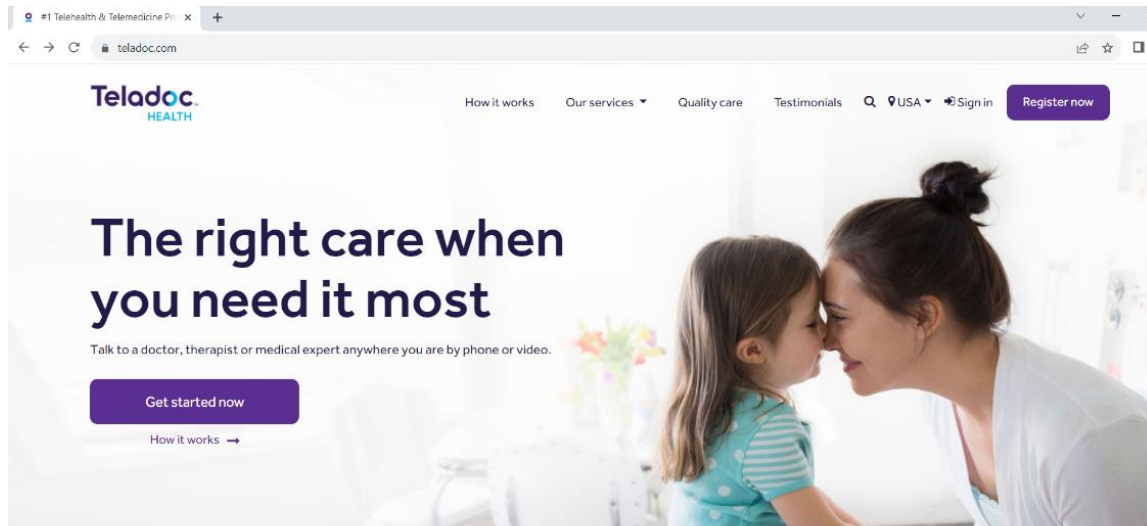
My Health Pays Rewards Information [Link - Member Rewards for Healthy Activities](#)

Get rewarded for every 3rd prenatal visit you attend!

Teledoc, Virtual Provider Visits



www.teladoc.com



Teladoc HEALTH ENG

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[Confirm Coverage](#) [Create Account](#) [Get Care](#)

Let's get started

Enter your information just as it appears on your health insurance card or pay stub.

* Required

First Name*

Last Name*
Email*
Country*

United States Of America

ZIP code*

or #####-####

Month of birth* Day* Year*

MM DO YYYY

 I have a code from my employer, insurance or Teladoc Health.

Teladoc Health code*

[Next](#)

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Resources

Community Resources Support:

FindHelp.org

Unite Us

Safelink phones

Tobacco Cessation:

<https://babyandmetobaccofree.org/>



Member Cards and Carve Outs



home state health.

Name:
MO HealthNet ID #:
PCP Name:
PCP Address :

PCP Phone #:

If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Home State for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Nurse Advice Line at 1-855-694-4663 (TTY 711).

Home State Health Benefits

- Medical Health Services
- Behavioral Health Services
- Care Management and Coordination Services



MO HealthNet
Department of Social Services

MoHealthNet

Date of Birth MO HealthNet ID Number

USE BY ANYONE WHOSE NAME IS NOT PRINTED ON THIS CARD IS FRAUDULENT AND SUBJECT TO PROSECUTION UNDER THE LAW

Fee for Service Benefits

- Pharmacy Services
- DMH Services
- Applied Behavioral Analysis (ABA) Services
- Transplant Services
- C-STAR Services

To obtain a replacement card, call member services

Provider Training and Resources

Secure Health Information

Home State Health will be adding future enhancements to our health information system to continuously help serve as a community health record for enrollees.

Currently, through the HSH secure portal, providers can:

- View the PCP panel (patient list)
- Check member eligibility
- View Members' health record
- View member gaps in care
- Review Provider/Patient Analytics (quality scorecard including loyalty and risk scores)
- View and submit claims and adjustments
- View payment history
- View and submit prior authorizations
- View and submit Notification of Pregnancy
- Submit demographic changes
- Contact us securely and confidentially

We offer many courses to support continuing education for providers, enhance integrated care, and expand use of best practices as well as resources on working with children who have experienced trauma, abuse, and neglect.

We offer specialized topic training for your staff. Our library of topics includes in-person and interactive web-based instruction on Trauma Informed Care, resiliency, behavior management and much more.

Please see our website for more information. <https://www.homestatehealth.com/providers/provider-training.html>

In addition, our Provider Relations team will host orientations via webinar for providers with information regarding the core functions of Show Me Healthy Kids. To receive information on these webinars, please be sure to register your email here:

<https://www.homestatehealth.com/providers/provider-news.html>

Live Webinars:

- We continue to offer live and interactive webinars. Training descriptions and registration links are now available on a variety of topics. We also have webinars and trainings specific to foster parents and foster care case workers.
- When searching for a training that is eligible for continuing education make sure to read the description in the registration link to see which licenses and credentialing boards have been approved for continuing education, as this varies between courses.
- For a list of our webinars, visit <https://www.centenefostercare.com/training/provider-training.html>

Onsite Trainings:

- We also offer free and onsite trainings on a variety of topics. To request a live training please email: BH_Training@centene.com

Care Management Referral Form



Care Management Assistance Form



home state health.

Please fill in below for assistance with your Home State Health patient

- Pregnancy Care Management/Care Coordination (Field and Telephonic)
- Transportation
- Utilities, Housing or Food Assistance
- Appointment Reminders & Attendance
- Diapers, Clothing, Crib / Safe-Sleep
- Mobile App with Lactation Consultant & 24-hour Nurse Line
- Behavioral Health
- Weight Management
- Chronic Condition Management
- Tobacco Cessation
- Other

Doctor name:

Doctor phone number:

Patient name:

Patient phone number:

Patient's date of birth:

Home State Health:

HSHPCareManagement@Centene.com

Phone: 1-855-694-4663 ext 6075125

Show Me Healthy Kids:

HSHP_Anchors@homestatehealth.com

Phone: 1-877-236-1020

Chris Hoover

Director, Care Management

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Crystal Cox

Manager, Care Management (OB/NICU)

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636-534-4107

Conclusion

Goals of Care Management

- Provide care to one member at a time in order to impact the community
- Collaborate with member, providers, community partners and other stakeholders to improve outcomes
- Collaborate across departments for the good of the member
- Design and implement programs that benefit those we serve in order to have better outcomes
- Do work that matters
- Provide education and resources related to health and well-being
- Promote healthy lifestyle and help members develop action plans to move toward better health

How Care Management Achieves Goals

- Development and implementation of initiatives designed to improve outcomes
- Department and cross-collaboration meetings to discuss improvement measures
- Communication to team members regarding the importance of our mission
- Working with providers and community partners to identify and meet needs

Questions

