

## **PROVIDER BULLETIN**

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<http://dss.mo.gov/mhd/>

March 20, 2017

## **MANAGED CARE BULLETIN**

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### **CONTENTS**

- **Provider update regarding statewide Managed Care extension beginning May 1, 2017**
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The MO HealthNet Managed Care program will extend statewide beginning May 1, 2017, to all 114 counties and the City of St. Louis. Currently, MO HealthNet Managed Care operates in 54 counties providing health care benefits to approximately 506,000 Missourians, while the remaining counties and over 490,000 participants receive MO HealthNet (Missouri Medicaid) benefits through a state-run Fee-for-Service (FFS) program. As part of the statewide Managed Care extension, 251,000 of the 490,000 FFS participants will move into the MO HealthNet Managed Care program effective May 1, 2017.

The goal of the MO HealthNet Managed Care program is to improve health care quality and access to needed services, as well as increase the efficiency of health care delivery for the covered 757,000 low income custodial parents, pregnant women, and children while controlling the program's cost. Missourians who are aged, blind or disabled are not included in the MO HealthNet Managed Care program; they will continue to receive services through the traditional MO HealthNet FFS program. No current MO HealthNet FFS or Managed Care program enrollees or families will lose eligibility or coverage as a result of this transition to statewide Managed Care; health care benefits will remain the same.

Open enrollment began on January 20, 2017, and will end on April 3, 2017. Enrollment packets are being mailed in phases to individuals eligible for coverage. The packets contain an enrollment guide, enrollment form, description of benefits, information about the three available MO HealthNet Managed Care health plans, and information on how to choose a health plan and primary care provider.

A toll-free, MO HealthNet Managed Care Enrollment Helpline is currently available from 7:00 A.M. to 6:00 P.M., Monday through Friday (except holidays) by calling 1-800-348-6627. Trained Managed Care choice counselors provide support for current and potential enrollees regarding all aspects of the enrollment process.

Providers contracted with current MO HealthNet Managed Care health plans may contact those health plans if they have questions regarding how the new contract awards might affect them.

Current providers enrolled with MO HealthNet's FFS program in the counties impacted by the Managed Care geographic extension are encouraged to contract with the three newly awarded MO HealthNet Managed Care health plans and to maintain their enrollment with MO HealthNet. Providers not currently enrolled with MO HealthNet's FFS program are encouraged to enroll with MO HealthNet and the new MO HealthNet Managed Care health plans. To contract with the MO HealthNet Managed Care health plans, contact them directly.

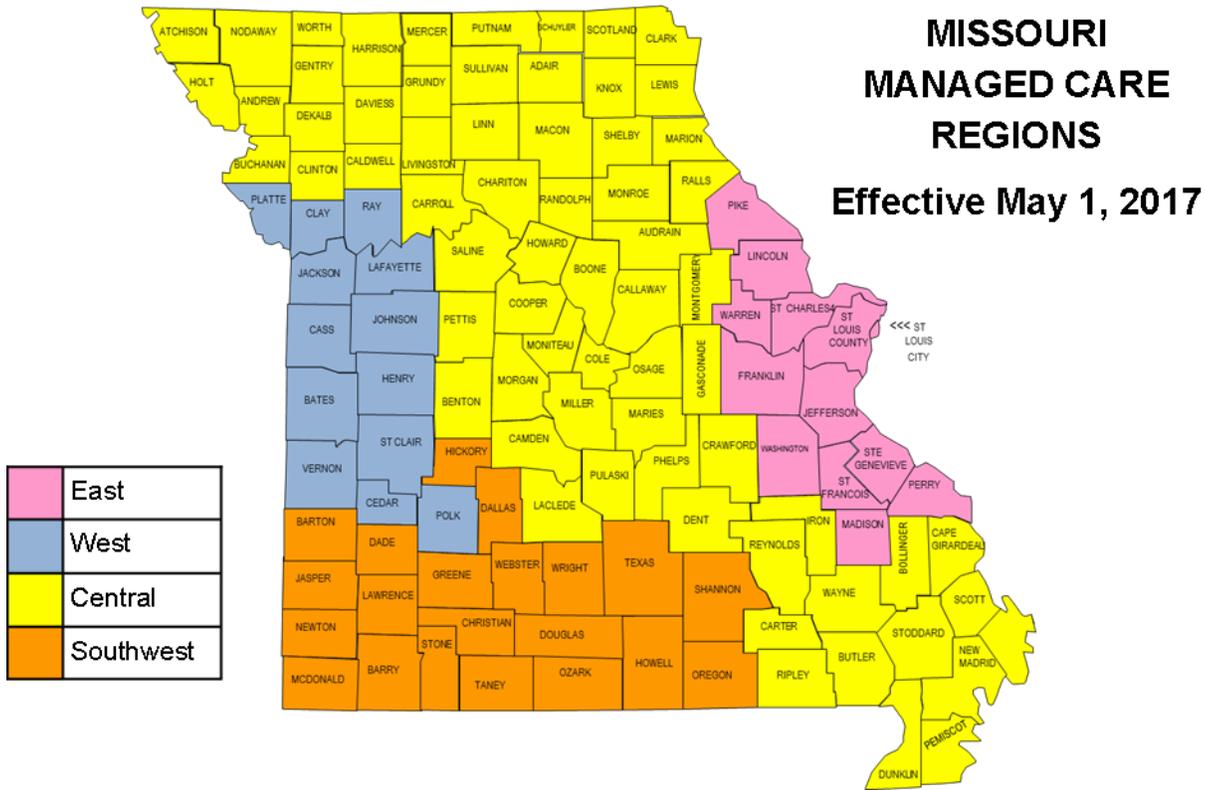
### MO HealthNet Managed Care Health Plan Contact Information Effective May 1, 2017

Managed Care Health Plan	Contact and Phone Number
	133 S. 11th Street Suite 200 St. Louis, MO 63102 Phone: 1-800-322-6027 Website: <a href="http://www.wellcare.com/Missouri/Providers/Medicaid">http://www.wellcare.com/Missouri/Providers/Medicaid</a>
	13655 Riverport Drive Maryland Heights, MO 63043 Phone: 1-866-574-6088 Provider Relations: <a href="mailto:Missouri_PR_Team@uhc.com">Missouri_PR_Team@uhc.com</a> Network Management: <a href="mailto:MO_Network_Mgmt@uhc.com">MO_Network_Mgmt@uhc.com</a>
	16090 Swingley Ridge Road Suite 500 Chesterfield, MO 63017 Phone: 1-855-694-HOME (4663) Email: <a href="mailto:HomeStateProvider@centene.com">HomeStateProvider@centene.com</a>

**Please note:** While the Managed Care program is based on the MO HealthNet FFS program, the two programs have differences. For example, the Managed Care health plans are not required, to follow the FFS program's prior authorization or timely filing rules; in certain circumstances, the Managed Care health plans may establish rates of reimbursement different than the FFS program. Providers are encouraged to work with the Managed Care contracting teams to define and understand those differences and negotiate a mutually satisfactory agreement.

To further assist providers, MO HealthNet is offering Managed Care webinar trainings. The trainings are available to any interested provider. For further information such as content, training dates and scheduling visit <http://dss.mo.gov/mhd/providers/education>. In addition, the MO HealthNet Managed Care health plans are conducting provider trainings. Please check the health plan website or contact them directly for information regarding available provider training opportunities.

Additional information regarding statewide Managed Care may be found on the MO HealthNet Division's website at <http://dss.mo.gov/mhd/mc/> or you can contact the MO HealthNet Managed Care unit at (573) 526-4274 for questions.



**Managed Care Regions**  
**Effective May 1, 2017**

**East:** Franklin, Jefferson, Lincoln, Madison, Perry, Pike, St. Charles, St. Francois, Ste. Genevieve, St. Louis County, Warren and Washington counties, and St. Louis City

**West:** Bates, Cass, Cedar, Clay, Henry, Jackson, Johnson, Lafayette, Platte, Polk, Ray, St. Clair and Vernon counties

**Central:** Adair, Andrew, Atchison, Audrain, Benton, Bollinger, Boone, Buchanan, Butler, Caldwell, Callaway, Camden, Cape Girardeau, Carroll, Carter, Chariton, Clark, Clinton, Cole, Cooper, Crawford, Daviess, DeKalb, Dent, Dunklin, Gasconade, Gentry, Grundy, Harrison, Holt, Howard, Iron, Knox, Laclede, Lewis, Linn, Livingston, Macon, Maries, Marion, Mercer, Miller, Mississippi, Moniteau, Monroe, Montgomery, Morgan, New Madrid, Nodaway, Osage, Pemiscot, Pettis, Phelps, Pulaski, Putnam, Ralls, Randolph, Reynolds, Ripley, Saline, Schuyler, Scotland, Scott, Shelby, Stoddard, Sullivan, Wayne and Worth counties

**Southwest:** Barry, Barton, Christian, Dade, Dallas, Douglas, Greene, Hickory, Howell, Jasper, Lawrence, McDonald, Newton, Oregon, Ozark, Shannon, Stone, Taney, Texas, Webster and Wright counties

**Provider Bulletins** are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

**MO HealthNet News:** Providers and other interested parties are urged to go to the MHD Web site at <http://dss.mo.gov/mhd/> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via email.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Managed Care Services

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the red or white card.

**Provider Communications Hotline**  
**573-751-2896**