

## **PROVIDER BULLETIN**

Volume 43 Number 14

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

December 23, 2020

### **Missouri Care Name Change to Healthy Blue**

**Applies to: MO HealthNet Managed Care Providers Contracted with Missouri Care**

**Effective date: January 1, 2021**

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#### **Health Plan Name Change**

In January 2020, Anthem, Inc. acquired the Missouri Care, Inc. health plan. As a result, effective January 1, 2021, Missouri Care's business name will transition to Healthy Blue.

You will soon see changes to the MO HealthNet website and enrollment packets to reflect the new health plan name of Healthy Blue.

All Missouri Care members will receive a new Healthy Blue member ID card with an effective date of January 1, 2021.

#### **New Provider Website**

A new provider website (<https://provider.healthybluemo.com>) launched on November 1, 2020 as communicated in the October 2020 bulletin provided by Healthy Blue.

In addition, beginning January 1, 2021, Healthy Blue providers can utilize the Availity Portal (<https://www.availity.com>) to access online tools and resources for services.

#### **Questions**

Any questions regarding the transition from Missouri Care to Healthy Blue can be directed to Healthy Blue at (833) 405-9086.

**Provider Bulletins** are available on the MO HealthNet Division (MHD) website 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 website 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 E-mail.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Managed Care

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 MO HealthNet ID card.

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