



Partners in Health

Quarterly Provider Newsletter



From the desk of
Kelley Peters

Vice President, Population Health
& Foster Care Operations

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As we reflect on the second quarter of 2025, I am inspired by the powerful stories that illustrate the heart of our mission—**Transforming the health of the communities we serve, one person at a time.** These success stories are more than just milestones; they are testaments to the strength of our partnerships with providers and the transformative impact of population health strategies.

Across every region, our care teams have worked hand-in-hand with providers, caregivers, and community organizations to close care gaps, support vulnerable families, and empower members to take charge of their health journeys. Whether it was helping a young woman overcome barriers to pursue a nursing degree, guiding a guardian through the complexities of behavioral health care, or ensuring a child with ADHD received the right sensory tools; each story reflects our shared commitment to whole-person care.

One standout example is the collaboration between a care manager and a pediatric office to introduce sensory kits for children with ADHD. Not only did this improve care for one child, but it also sparked broader interest and education among clinical staff demonstrating how provider engagement can ripple outward to benefit many.

We also saw the power of timely intervention when a care manager recognized signs of heart failure during a routine call and helped a member access

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Provider Announcements

From the desk of Kelley Peters, continued

emergency care. These moments underscore the critical role of proactive outreach and the trust we build with our members.

Our work in population health is not just about managing conditions, it's about meeting people where they are, understanding their unique challenges, and walking alongside them toward better outcomes. We cannot do this alone.

To our provider partners: thank you. Your openness to collaboration, your willingness to listen, and your dedication to our shared members make these stories possible. Together, we are not only delivering care, we are changing lives.

Let's continue to build on this momentum. Let's keep innovating, connecting, and partnering to ensure every member has the opportunity to thrive.



Upcoming Community Events ●●

At Home State Health, our mission is simple but powerful: *Transforming the health of the communities we serve, one person at a time.* This mission goes beyond traditional healthcare – it's about showing up, building relationships, and creating lasting impact where people live, work, and play.

That's why we're proud to sponsor and participate in local events across the state that bring resources and information directly to the community. At these events, our team is present with resource tables stocked with materials on benefits, preventative care, and local resources – always ready to answer questions and help our members take the next step in their health journey. To see where we will be next, check out our [upcoming events](#) and say hi!

These events are just one way we live out our commitment to health equity and personalized care. We also want to support providers and community partners in their local outreach efforts.



Provider Announcements, con't

Our Community Relations team is here to help! ●●●●●

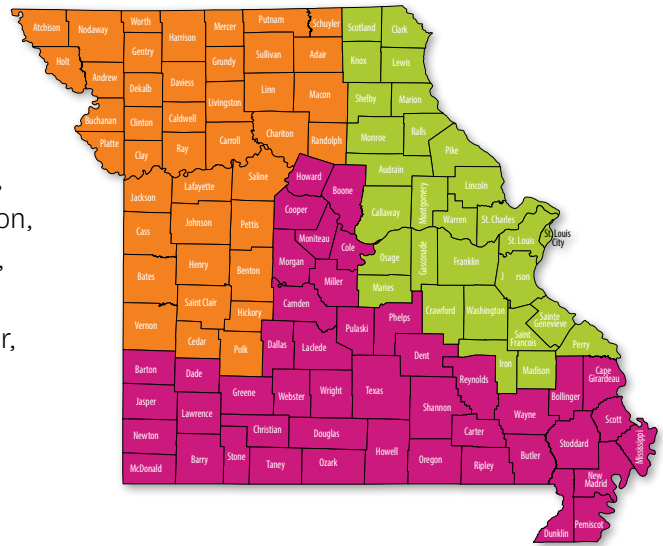
If you're planning an event or would like support in your area—whether through resource tables or sponsorship/partnership opportunities—we'd love to hear from you. Together, we can make a meaningful difference—one event, one community, and one person at a time.

Region 1

Dana Leonard / 314-740-5061

[dleonard@homestatehealth.com](mailto:tleonard@homestatehealth.com)

Counties served in this region: Adair, Andrew, Atchison, Bates, Benton, Buchanan, Caldwell, Carroll, Cass, Chariton, Clay, Clinton, Daviess, Dekalb, Gentry, Grundy, Harrison, Henry, Hickory, Holt, Jackson, Johnson, Lafayette, Linn, Livingston, Macon, Mercer, Nodaway, Pettis, Platte, Polk, Putnam, Randolph, Ray, Saint Clair, Saline, Schuyler, Sullivan, Vernon, Worth



Region 2

Nicci Lowrey / 314-712-6459

nicole.lowrey@homestatehealth.com

Counties served in this region: Audrain, Callaway, Clark, Crawford, Franklin, Gasconade, Iron, Jefferson, Knox, Lewis, Lincoln, Madison, Maries, Marion, Monroe, Montgomery, Osage, Perry, Pike, Ralls, Saint Francois, Sainte Genevieve, Scotland, Shelby, St. Charles, St. Louis, St. Louis City, Warren, Washington

Region 3

Jonna Lynch / 417-507-4738

jonna.lynch@homestatehealth.com

Counties served in this region: Barry, Barton, Bollinger, Boone, Butler, Camden, Cape Girardeau, Carter, Christian, Cold, Cooper, Dade, Dallas, Dent, Douglas, Dunklin, Greene, Howard, Howell, Jasper, Laclede, Lawrence, McDonald, Miller, Mississippi, Moniteau, Morgan, New Madrid, Newton, Oregon, Ozark, Pemiscot, Phelps, Pulaski, Reynolds, Ripley, Scott, Shannon, Stoddard, Stone, Taney, Texas, Wayne, Webster, Wright



Provider Announcements, con't

Need assistance?

The Home State Health team wants to help you! Contact us for assistance through our secure provider portal, by email, or by calling a provider services representative.

Use Availity Essentials

If you are already working in Essentials, you can log in to your existing Essentials account to enjoy these benefits for Home State Health members.

- Verify member eligibility and benefits
- Check claim status
- Submit claims
- Submit authorizations
- View care gaps

If you are new to Availity Essentials, getting your Essentials account is the first step toward working with Home State Health on Availity. Resource page link: www.availity.com/documents/learning/LP_AP_GetStartedCNC/index.html#/

Assistance via Secure Portal

Home State Health's **Provider Portal** is available 24 hours a day / 7 days a week. Our easy-to-use portal helps with all of the following activities:

- Submit a claim
- View a claim
- Submit a claim reconsideration request
- Status of your reconsideration request
- Submit, view, and track authorization requests
- Verify member eligibility including other insurance information
- Submit questions via secure email
- Retrieve Provider Analytics for PCPs (view care gaps, quality scorecards, etc.)
- Access Patient Analytics for PCPs (manage patient utilization)
- Review IMPACT Program for PCPs (risk adjustment incentive)

Assistance by Email

Providers may submit questions or send information to our credentialing, provider data management, and/or contracting teams:

- Credentialing and provider data information (i.e. updated rosters, individual practitioner or provider adds, terms, and changes): CHHS_Provider_Roster@Centene.com
- Contracting inquiries including status of contract: ManagedCareContracting@Centene.com

Claim Inquiries

Contact Provider Services for all Claim Inquiries:

- Home State Health (Medicaid): **1-855-694-4663**
- Ambetter from Home State Health (Marketplace): **1-855-650-3789**
- Wellcare by Allwell (Medicare): **1-800-977-7522**
- Wellcare (Medicare) **1-855-538-0454/TTY 711**

Customer Service Advocates

For assistance with:

- Member benefits and eligibility
- Our Find a Provider online directory
- Authorization requirements
- Claim submission requirements
- Evidence of payment (EOP)/remittance advice support
- Payspan (EFT/ERA) assistance
- Provider data review
- Payment and clinical policy questions
- Website/portal questions, including reset password
- Appeal and claim reconsideration guidance

Call Center: 1-855-694-HOME (4663)

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Provider Announcements, con't

Provider Engagement Account Managers

For assistance with:

- Provider orientations
- Provider education
- Provider training
- Core business functions
- Access and availability oversight
- Quality and credentialing site visits
- Support provider performance
- Provider portal support
- Dental & Vision Services

Centene Dental Services

Customer Support: 1-727-437-1719

Centene Vision Services

Customer Solution/Network Management: 1-855-434-9240

Contact a Representative

Our local team is here to help you with any of your questions, Monday through Friday, 8am–5pm.

Provider Satisfaction Survey ●●●●●

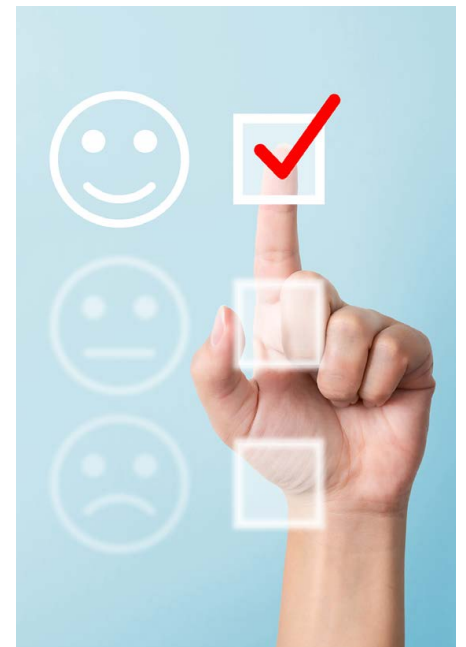
Our **annual provider satisfaction survey** is in full swing this summer and we hope you'll take a moment to share your feedback.

This survey serves as the foundation for key improvement initiatives that we undertake each year, and your feedback is critical to making sure we address the issues that are important to you.

Last year Home State Health made improvements in the following areas:

- Health Plan Call Center Service
- Provider Relations
- Overall Satisfaction

We look forward to learning about how we can continue to improve your experience in doing business with us. Please keep an eye out for our survey in the coming weeks.





Quality

Safeguarding Newborns: The Critical Role of Hepatitis B Testing During Pregnancy, Delivery, and Postpartum ●●●●●

Hepatitis B virus (HBV) infection remains a major public health concern, particularly when transmission occurs from mother to child. Perinatal HBV transmission is associated with a significant risk of developing chronic infection, leading to serious liver disease later in life. As healthcare providers, we play a vital role in breaking this cycle through diligent testing, treatment, and follow-up.

Testing During Pregnancy: A Standard of Care

Universal HBV screening for all pregnant individuals during an early prenatal visit is the first line of defense. The hepatitis B surface antigen (HBsAg) test is the recommended tool to identify infections. Early detection allows for timely interventions that can dramatically reduce the risk of perinatal transmission. Providers should ensure that all pregnant patients, regardless of risk factors, are screened during each pregnancy—even if they have been vaccinated or tested negative in the past.

Testing at Delivery: Ensuring No Missed Opportunities

Circumstances sometimes arise where prenatal screening was missed, or new risks emerged during pregnancy. Testing upon admission to labor and delivery is crucial for those with unknown HBsAg status. Prompt identification at delivery ensures that the newborn can receive postexposure prophylaxis—both hepatitis B vaccine and hepatitis B immune globulin (HBIG)—within 12 hours of birth, maximizing protection.

Testing and Follow-Up for Newborns: Closing the Circle

The newborn's journey does not end at birth. Infants born to HBsAg-positive mothers should receive a complete hepatitis B vaccine series and post-vaccination serologic testing (PVST) at 9-12 months of age (or 1-2 months after completing the vaccine series, but not prior to 9 months of age due to half-life of HBIG) to confirm immunity and

detect any breakthrough infection. Providers must educate families about the importance of completing the vaccine series and returning for follow-up testing.

Special Considerations for Newborns weighing less than 2 Kilograms

These infants will need three additional doses of Hepatitis B vaccine at:

- 1 month, 2-3 months and 6 months of age for single antigen vaccine or
- 2 months, 4 months, and 6 months of age if using Pediarix or Vaxelis

For Newborns born weighing more than 2 Kilograms

These infants will need 2 additional doses of Hepatitis B vaccine at:

- 1-2 months and 6 months of age



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The Missouri Department of Health and Senior Services (DHSS) Perinatal Hepatitis B Prevention Program: Your Partner in Care

The DHSS Perinatal Hepatitis B Prevention Program provides essential support to healthcare providers in identifying, managing, and following up with HBV-positive mothers and their infants. Services include:

- Case management to ensure timely vaccination and testing of exposed infants.
- Education and resources for providers and families.
- Tracking and follow-up to improve vaccination completion rates and PVST compliance.

By collaborating with DHSS and Home State Health, providers can ensure that no infant falls through the cracks and that perinatal HBV transmission rates continue to decline.

Together, We Can Eliminate Perinatal Hepatitis B

Testing during pregnancy, at delivery, and prompt administration of Hepatitis B vaccine and HBIG to at-risk newborns, as well as completion of the Hepatitis B vaccination series and follow-up testing in these infants, is critical in preventing perinatal HBV infection in infants born to HasAG-positive mothers. It's a proven intervention that saves lives. Partnering with public health programs like Missouri DHSS strengthens our efforts and brings us closer to eliminating perinatal hepatitis B. Let's continue to champion comprehensive HBV care for every mother and newborn.



For more information or to refer a patient to the Missouri Perinatal Hepatitis B Program: 1-573-526-1465 or visit

[Perinatal Hepatitis B Case Management | Hepatitis B | Health & Senior Services.](#)

For additional information about the Hepatitis B Vaccine from the CDC:

[Hepatitis B Vaccine Administration](#)

[Hepatitis B Screening, Testing, and Management of Pregnant Women](#)

[Management of Infants Born to Women with Hepatitis B Virus Infection for Pediatricians](#)

Also, if you have a pregnant member with Hepatitis B, please reach out to Home State Health Care Management for additional support by calling 1-855-694-4663.



Follow up After Hospitalization for Mental Illness (FUH) Performance Improvement Project ●●

The Home State Health Care Management and Quality teams have partnered together to identify opportunities to improve health plan operations and deliver exceptional transition of care services for members' accessing behavioral health resources after discharge. Our teams will monitor the success of three initiatives in 2025.

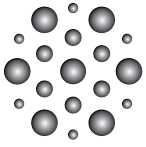
Timely Data To increase outreach rates, the HSH Care Management team has combined several reporting systems into a single outreach dashboard. This tool allows the team to prioritize at risk and unable to reach members, while also allowing the health plan to quickly monitor trends.	Team Support To support our outreach efforts, the Show Me Healthy Kids Care Management team partners each non-clinical team member with a clinical team member. This collaboration has allowed the team to connect with more members while ensuring appropriate consultation is provided to members.	Key Partnerships To promote collaboration with our provider network, the Care Management team has been building relationships with select inpatient facilities based on historical trends. In addition, Home State Health kicked off an initiative with Compass Health, a Community Mental Health Center, that includes Home State Health sharing timely data to help respond to members' needs. This is a pilot program that Home State Health is hoping to expand to other providers (inpatient or outpatient).
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Home State Health employs behavioral health licensed staff to arrange appropriate transition of care services. If you have any members that need assistance accessing behavioral health resources, please contact our Care Management team at 1-855-694-HOME (4663) for Home State Health or 1-877-236-1020 for Show Me Healthy Kids Managed by Home State Health.



Clinical & Payment Policies ●●●●●

As part of our commitment to providing high-quality care, Home State Health routinely reviews and updates our clinical and administrative policies. We encourage providers to stay informed by reviewing the latest updates regularly. You can access our current policies here: [Clinical & Payment Policies](#)



Compliance

Reporting Fraud, Waste, & Abuse ●●●●●

Home State Health takes the detection, investigation, and prosecution of fraud and abuse very seriously, and has a fraud, waste, and abuse (FWA) program that complies with the State of Missouri and federal laws. Home State Health, in conjunction with its parent company, Centene, operates a fraud, waste, and abuse unit. Home State Health routinely conducts audits to ensure compliance with billing regulations. Our sophisticated code editing software performs systematic audits during the claims adjudication process. To better understand how our process depends on accurate provider claim submission, please review the Billing and Claims section of the Home State Health provider manual.

The Centene Special Investigation Unit (SIU) performs retrospective audits which, in some cases, may result in taking actions against providers who commit fraud, waste, and/or abuse. These actions include but are not limited to:

- Remedial education and training to prevent the billing irregularity
- More stringent utilization review
- Recoupment of previously paid monies
- Termination of provider agreement or other contractual arrangement
- Civil and/or criminal prosecution
- Any other remedies available to rectify

Some of the most common FWA practices include:

- Unbundling of codes
- Up-coding services
- Add-on codes billed without primary CPT
- Use of exclusion codes
- Excessive use of units
- Misuse of Benefits
- Claims for services not rendered

If you think a provider is billing incorrectly or a member is getting improper services, call our anonymous and confidential FWA hotline at 1-866-685-8664 to report it. You may also call the following to report fraud, waste and abuse concerns:

- Missouri Department of Social Services
 - » Division of Legal Services, Investigation Unit:
1-573-751-3285 or MMAC.reportfraud@dss.mo.gov
 - » MO HealthNet Division Constituent
Services: 1-800-392-2161
- Missouri Attorney General Office Medicaid Fraud Control Unit (MFCU): 1-800-286-3932
- Health and Human Services - Office of Inspector General (OIG) Hotline: 1-800-HHS-TIPS (447-8477)



Claims Information

Home State Health Claims Billing Tips ● ●

As part of our ongoing efforts to ensure a positive partnership with our customers, we would like to provide important modifier requirements for chronic pain and habilitative services. For additional information, please review the billing resources below.

Service	Required Modifier
Chronic Pain Services	X4
Habilitative Services (adult expansion group)	96

- **Chronic Pain Services:** Should be billed with modifier X4 in the primary position.
- **Habilitative Services:** For the adult expansion group, should be billed with modifier 96 in the primary position.

Requirements and Limitations

- Chronic Pain
 - » The combination of physical therapy, chiropractic therapy, and acupuncturist's services are subject to an annual maximum limit of thirty (30) visits or one hundred twenty (120) units of service per year with one (1) unit equaling fifteen (15) minutes.
- Therapy Habilitative Services
 - » The combination of all habilitative skilled therapy services for the adult expansion group is limited to a total of twenty (20) visits per rolling year, inclusive of services for all providers. Participants under the age of 21 in the adult expansion group may receive all medically necessary habilitative skilled therapy services.

Billing Resources

[Home State Health Provider Manual](#)

[Complementary Health and Alternative Therapies for Chronic Pain Management](#)

[Therapy Habilitative Services](#)

[Therapy Manual](#)



Contracting

Missouri Medicaid Transition to APR-DRG ●●

Missouri inpatient facility reimbursement is transitioning for most acute care hospitals from a per-diem methodology to APR-DRG. Here are some key facts on the transition:

Effective July 1, 2025 discharges:

- **Home State Health** will comply with MO HealthNet's transition to its APR-DRG payment methodology for most acute hospitals.
- **Excluded facility types:** Pediatric specialty hospitals, psychiatric hospitals, rehabilitation hospitals and long-term hospitals

Key Points:

- **APR-DRG Payments:** Exclude the cost of the Inpatient Medicaid Share of the Provider Tax.
- **Rate Modification:** In-state hospitals on the APR-DRG method contracted on our Payor's Medicaid fee schedule will have their inpatient rate modified to account for the additional provider tax without needing new contracts.
- **Fee Schedule:** HSH's Payor's fee schedule matches Missouri State's Medicaid fee schedule, adjusting for the Inpatient Medicaid Share of the Provider Tax.

If you have questions about an agreement not already on our Payor's Medicaid fee schedule, contact your Home State Health contracting representative to ensure your agreements are ready for the transition.

Contact Provider Partnership:

HomeStateHealth.com	Home State: 1-855-694-4663 / TTY: 711
HomeStateHealth.com	Show Me Healthy Kids: 1-877-236-1020 / TTY: 711
Ambetter.HomeStateHealth.com	Ambetter: 1-855-650-3789 / TTY: 711
Wellcare.com/AllwellMO	Wellcare By Allwell: 1-800-977-7522 / TTY: 711
Wellcare.com	Wellcare: 1-855-538-0454 / TTY: 711

Provider Services Department
 1-855-694-HOME (4663) TTY 711
 7711 Carondelet Ave.
 St. Louis, MO 63105