

Important Update: Member Consent Required for Authorization Appeals

Due to changes in the MO HealthNet Managed Care Medicaid contract, providers are now required to obtain **member consent when submitting an appeal of an authorization denial on a member's behalf.**

The appropriate appeal form is available under “**Forms**” on our [Home State Health Member Resources](#) webpage.

Providers continue to have the right to appeal actions taken by the health plan for the following reasons:

- The denial, in whole or in part, of payment for a service.
- A claim for reimbursement that has not been acted upon with reasonable promptness.

For additional information regarding the appeals process and provider rights, please refer to the **Provider Manual** available on our [Missouri Provider Resources](#) webpage.

If you have questions or need additional assistance, please contact **Home State Health Provider Services at 1-855-694-HOME (4663).**