

PROVIDER RESOURCES

Home State's Claims Integrity Team assists providers with claims inquiries and resolution. This team has received extensive training in claims support to increase first time resolution of your issues, in addition to allowing detailed review of your claim inquiries. Call 855-694-HOME (4663) for assistance with the following:

- Claim status
- Claims processing
- Payment information
- Check/EFT information
- Claim reconsideration process
- Claim dispute process

Access the following on our website HomeStateHealth.com:

- Provider Resources
- Provider Reference Guide
- Provider Billing Manual
- Medical Management Quick Reference Guide
- Billing Manual
- Risk Adjustment and Coding
- Wellness Information
- Home State News
- Clinical Guidelines
- Provider Newsletters
- Payment Policies
- Coding Information and Tip Sheets

The following information is available via the website by logging into the secure portal:

- PCP Verification
- Member Eligibility
- Claims Submission
- Claims Inquiry
- Request Prior Authorization
- Request Referrals

PCP's:

- Patient Analytics
- Provider Analytics
- Member Quality Care Gap details

CLAIMS SERVICES

Electronic Claims Submission:

For claim processing efficiency and cost savings to the providers, Home State encourages its providers to file claims electronically through a clearing house partner or our secure web portal. **Home State's Payor ID is 68069.**

Please visit HomeStateHealth.com for our electronic Billing Manual which offers more detailed information regarding claims billing instructions. Participating providers may receive electronic funds transfers (EFT) and electronic remittance advice (ERA) from Home State. Access HomeStateHealth.com or contact Provider Services at **1-855-694-HOME (4663)** for more information.

For Paper Claims:

Type of Claim	Address	Comment
Initial	Home State PO Box 4050 Farmington, MO 63640-3829	
Resubmission or Corrected Claim	Home State PO Box 4050 Farmington, MO 63640-3829	RESUBMISSION OR CORRECTED CLAIM must be typewritten on the claim. Handwritten claims are not accepted.
Request for Reconsideration	Home State Attn: Reconsideration PO Box 4050 Farmington, MO 63640-3829	This is a written communication regarding a disagreement in the way a claim was processed but does not require a claim to be corrected.
Claim Dispute Form	Home State Attn: Claims Dispute PO Box 4050 Farmington, MO 63640-3829	The Claim Dispute Form is used when a provider received an unsatisfactory response to a request for reconsideration. The Claim Dispute Form can be found at HomeStateHealth.com

TIMELY FILING GUIDELINES

Initial Filing: Within 180 days of the date of service

Corrected Claims, Reconsiderations or Claims Disputes: Within 180 days from the date of notification of payment or denial is issued. Please see the Provider Manual or Billing Manual for more detailed information.

MEDICAL MANAGEMENT

Home State Medical Management team provides oversight for utilization Management, care coordination/case management, and disease management. Authorization must be obtained prior to the delivery of certain elective and scheduled services. For more information on services that require prior authorization, please see the Medical Management Quick Reference Guide in this packet or visit our website at HomeStateHealth.com. To secure an authorization to provide services, providers may call: **1-855-694-HOME (4663)**.

MEMBER SERVICES

Members can visit our website to access our Member Handbook and learn more about our programs and services. Member Services is available **Monday thru Friday from 8:00 a.m. to 5:00 p.m.** CST to answer questions regarding the following issues for your patients:

- Find a Doctor
- ID Card Replacement
- Benefits and Eligibility
- PCP Changes

Member Services Line

1-855-694-HOME (4663), TDD/TTY 1-877-250-6113

Member Copay Information

Home State members do not have any copayments or out-of-pocket expenses.

For more information regarding member benefits, please visit HomeStateHealth.com.

MEDICAL MANAGEMENT

Behavioral Health

Phone: 1-866-864-1459

Payor ID: 68068

HomeStateHealth.com/providers/behavioral-health.html

High Tech Radiology Imaging Services:

Physical Medicine Services (beginning 6/1/19)

National Imaging Associates (NIA)

1-855-694-HOME (4663)

www.radmd.com

Dental Services: Envolve Dental

Phone: 1-855-434-9240

<https://dental.envolvehealth.com>

Vision Services: Envolve Vision

Phone: 1-800-334-3937

<https://visionbenefits.envolvehealth.com>

Transportation Services: MTM

Phone: 1-855-694-HOME (4663)

www.mtm-inc.net

VALUE ADDED MEMBER BENEFITS

Home State provides the following value added benefits to our members to enhance their benefits and improve their healthcare:

24 hour Nurse Advice Line: 1-855-694-HOME (4663)

A 24-hour free health information phone line. The nurse triage services provide access to a broad range of health-related services including health education and crisis intervention.

MemberConnections™

An educational outreach program designed to educate members about how to access healthcare services and benefits. The program conducts one on one education with members to ensure they understand their benefits, the role of the Medical Home (PCP) and why it's important to establish and maintain a relationship with the Medical Home. Contract Member Services if you have a patient that needs help understanding the program.

Start Smart for Your Baby®

Is our special program designed to educate women who are pregnant.

Nurtur®

provides a full spectrum of Disease Management outreach and education to members with chronic conditions such as:

- Asthma
- Obesity
- Diabetes
- Coronary Artery Disease (CAD)

The following for lifestyle management:

- Puff Free Pregnancy
- Back Pain
- Tobacco Cessation



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 (TDD/TTY 1-877-250-6113). Relay 711.

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IMPORTANT TELEPHONE NUMBERS

Members:
 Member Services: 1-855-694-4663
 Dental: 1-855-694-4663
 Vision: 1-855-694-4663
 Behavioral Health: 1-855-694-4663
 Pharmacy: 1-800-392-2161/573-751-6527
 24/7 Nurse Advice Line: 1-855-694-4663
 File a Grievance: 1-855-694-4663

Providers:
 Provider Services: 1-855-694-4663
 IVR Eligibility Inquiry - Prior Auth: 1-855-694-4663

Medical claims: Home State Health Plan
 Attn: CLAIMS
 PO Box 4050
 Farmington, MO 63640-3829

Provider/claims information via the web: www.HomeStateHealth.com.

TDD/TTY: 1-877-250-6113

Home State Address:
 16090 Swingley Ridge Road, Suite 500
 Chesterfield, MO 63017

**EDI/EFT/ERA please visit
 Provider Resources at
www.homestatehealth.com**