



*An important
message from*
Provider Relations



MO HealthNet Re-enrolls Specific Members to HealthCare USA

Statement: Effective March 9, 2013 MO HealthNet will re-enroll certain Home State members back to HealthCare USA (HCUSA), the member's original choice of health plan prior to the termination of Washington University physicians by HCUSA effective September 11, 2012. MO HealthNet has determined that these members transferred from HCUSA due to the Washington University physicians not being in HCUSA's network. Since Washington University is again in-network with HCUSA, MO HealthNet is reassigning these members. Home State Health Plan understands MO HealthNet's decision and will honor the transfer, and the members' original plan choices.

We understand that MO HealthNet sent letters to the members on or about February 22, 2013 and started providing updated enrollment information to Home State the week of February 25. Other payers and providers may have received updated enrollment information as well.

FAQ for Providers:

- 1) **Are all my Home State members moving to HCUSA?** No. Only members MO HealthNet determined were originally with HCUSA and switched to Home State as a result of HCUSA terminating Washington University physicians.
- 2) **Will the member's PCP stay the same?** Members should contact HCUSA to be sure they are assigned to their current PCP.
- 3) **What if we have authorizations already in place with Home State?** Home State is sending all existing authorizations and Transitions of Care (TOCs) to HCUSA. It is our understanding that HCUSA will acknowledge those authorizations and TOCs. Confirmation with HCUSA is recommended. **Will this include Cenpatico STRS authorizations?** Yes.
- 4) **If one of our Home State members is in an inpatient status prior to 03/09/2013, who do we bill? Home State or HCUSA?** If a member is inpatient prior to 03/09/13 you will need to bill Home State. If a member is admitted 03/09/13 or after, you will bill HCUSA.
- 5) **Can we get a copy of the letter sent to the members?** You will need to request a copy of the letter from the MO HealthNet.

➤ **Secure Portal Registration:** If you haven't already do so, please go to www.HomeStateHealth.com to register for our Secure Portal. Functions on the portal include: Verification of eligibility, submission of claims, entering authorizations, viewing patient care gaps, etc. Use of the portal is FREE for all services!

➤ **Electronic Funds Transfer / Electronic Remittance Advice**

- Home State Health Plan partners with PaySpan Health for EFT/ERA services.
- Please register with PaySpan Health at www.payspanhealth.com

Questions? Contact Provider Relations at 1-855-694-4663.