

Provider Services

Contact Home State Provider Services Department at 1-855-694-HOME (4663) for assistance with the following services:

- Answer questions regarding claim status
- Provider education/orientation
- Network Participation
- Home State eligibility/verification
- Change, update or correct demographic information

Providers can visit the Home State Portal at www.HomeStateHealth.com to access the following:

- Provider Manual
- Provider Quick Reference Guide
- Medical Management Quick Reference Guide
- Billing Manual
- Companion Guide for Electronic Transactions
- Wellness Information
- Home State News
- Clinical Guidelines
- Provider Newsletter (If you are not able to access the newsletter via web, please contact Provider Services)

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

- PCP Verification
- Member Eligibility
- Submit Claims
- Claims Inquiry
- Request Prior Authorization for Services

Claims Services

Electronic Claims Submission:

For claim processing efficiency and cost savings to the providers, Home State encourages its providers to file claims electronically. Home State's Payor ID is 68069. Please visit our website www.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. Please visit www.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	Claim must be clearly marked RESUBMISSION OR CORRECTED CLAIM
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 www.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.

Provider Quick Reference Guide

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 www.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
- Benefits and Eligibility
- ID Card Replacement
- 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 www.HomeStateHealth.com.

Value Added Member Benefits

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

NurseWise®

1-855-694-HOME (4663)

NurseWise is 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® is 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
- Congestive Heart Failure (CHF)
- Diabetes
- Hypertension
- Obesity
- COPD
- Coronary Artery Disease (CAD)

Vendor Services

Behavioral Health

Cenpatico
Phone: 1-866-864-1459
Payor ID: 68068

High Tech Radiology Imaging Services

National Imaging Associates (NIA)
Customer Relations 1--855-694-HOME (4663)
www.radmd.com

Dental

DentaQuest
Phone: (800) 341-8478
www.dentaquestgov.com

Vision Services

OptiCare:
Customer Relations:
1-800-334-3937
www.opticare.com

Transportation Services

MTM
Phone: 1-888-561-8747
www.mtm-inc.net



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 Home State for NurseWise® toll-free at 1-855-694-HOME (4663) (TDD/TTY 1-877-250-6113). NurseWise is open 24 hours a day.

IMPORTANT TELEPHONE NUMBERS

Members:

Member Services: 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 NurseWise: 1-855-694-4663
File a Grievance: 1-855-694-4663

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**

Providers:

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

Medical claims:

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

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