



# Provider Quick Reference Guide

## 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](http://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](http://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](http://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	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 <a href="http://www.HomeStateHealth.com">www.HomeStateHealth.com</a>

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.



# home state health™

## Provider Quick Reference Guide

### Medical Management

### Value Added Member Benefits

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](http://www.HomeStateHealth.com). To secure an authorization to provide services, providers may call: 1-855-694-HOME (4663).

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

### 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:

**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:

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

- Asthma
- Congestive Heart Failure (CHF)
- Diabetes
- Hypertension
- Obesity
- COPD
- Coronary Artery Disease (CAD)

**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](http://www.HomeStateHealth.com).

### Vendor Services

#### Behavioral Health

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

#### Dental

Dental Health and Wellness  
Phone: 1-855-434-9240  
[www.dentalhw.com](http://www.dentalhw.com)

#### Transportation Services

MTM  
Phone: 1-888-561-8747  
[www.mtm-inc.net](http://www.mtm-inc.net)

#### High Tech Radiology Imaging Services

National Imaging Associates (NIA)  
Customer Relations 1--855-694-HOME (4663)  
[www.radmd.com](http://www.radmd.com)

#### Vision Services

Envolve Vision  
Customer Relations:  
1-800-334-3937  
[www.envlth.com](http://www.envlth.com)



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

<b>Members:</b> 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 <b>Home State Address:</b> 16090 Swingley Ridge Road, Suite 500 Chesterfield, MO 63017
<b>Providers:</b> Provider Services: 1-855-694-4663 IVR Eligibility Inquiry - Prior Auth: 1-855-694-4663	<b>ED/IEFT/ERA please visit Provider Resources at <a href="http://www.homestatehealth.com">www.homestatehealth.com</a></b>

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

Provider/claims information via the web: [www.HomeStateHealth.com](http://www.HomeStateHealth.com).