

Show Me Healthy Kids

MANAGED BY HOME STATE HEALTH

PROVIDER FAQ FOR SHOW ME HEALTHY KIDS MANAGED BY HOME STATE HEALTH

Home State Health is excited to launch a new sole source foster care plan in Missouri called Show Me Healthy Kids. Coverage under the Show Me Healthy Kids plan will begin on July 1, 2022. This specialized managed care plan will allow some of the most vulnerable members of MO HealthNet to access a care network designed specifically to meet their needs.

If you need more information, make sure to reach out to Provider Services at 877-236-1020.

Below are answers to some frequently asked questions regarding the Show Me Healthy Kids plan.

Q: Why was this new program created?

A: Show Me Healthy Kids is a new managed care program that will provide coordinated health care services for children and youth in foster care, extended foster care, adoption support, and young adult alumni of the foster care program. As directed by the state legislature, MO HealthNet will move participants into one managed care plan. Through a competitive bidding process, Home State Health was selected as the statewide managed care plan to provide Show Me Healthy Kids services.

The new program will provide:

- A collaborative approach to serving this vulnerable population by working with the Children's Division to ensure coordination of care for enrollees and involve the member's parents, caregivers, health care providers and social workers.
- Contracted providers with access and technology to securely share medical information.
- Access to clinical experts and training to support providers caring for members who have experienced trauma, abuse, and neglect.
- Smooth health care transitions as members move from home to foster care, between placements, hospitals, or other institutional settings.

Q: What services are covered in this program?

A: Show Me Healthy Kids will manage all health care services including physical health, dental services, and routine vision. As a result of this transition, our plan will **now** cover behavioral health and substance use disorder treatment services.

Benefits will be the same MO HealthNet Medicaid benefits members previously had along with some extra programs and assistance that Home State Health designed specifically for members served by Show Me Healthy Kids.

Q: Who is automatically enrolled into this new program?

A: Eligibility groups for Show Me Healthy Kids include:

- Children in the care and custody of the Missouri Department of Social Services
- Children receiving adoption or legal guardianship subsidy
- Former foster care youth under the age of 26, who were in foster care on their 18th birthday and covered by MO HealthNet (Missouri Medicaid),
- Also covered are former foster care youth under the age of 26, who were in foster care on their 18th birthday and covered by Medicaid from another state, and who are not currently eligible for Medicaid coverage under another program

Medical Eligibility (ME) Codes for the Show Me Healthy Kids program:

ME Code	ME Code Description
DSS Division of Family Services	
07	Foster Care – IV – E
37	Title XIX-FFP/HDN
38	Independent Foster Care Children – Ages 18 to age 26
08	CWS-FC
66	Child Welfare – HIF
Adoption Subsidy	
56	Adoption Subsidy – IV – E Eligible
36	Adoption Subsidy – FFP
57	Adoption Subsidy – CWS
DSS Division of Youth Services	
29	Div of Youth Svcs – FYS-FC
52	DYS – GR
50	DYS – Poverty
68	DYS - HIF

For additional information on Show Me Healthy Kids eligibility, including opt-out guidance, please refer to the Member Eligibility and Enrollment training module at the MHD Provider Education link - <https://dss.mo.gov/mhd/providers/education/>

Q. Will Show Me Healthy Kids members receive a new ID Card?

A. Yes. Show Me Healthy Kids members will receive a new ID card. Sample card:

Show Me Healthy Kids

MANAGED BY HOME STATE HEALTH



home state health.

Name:

Member 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 1-877-236-1020 (TTY 711). SMHK-HSH22247 - 06/07/2022

IMPORTANT TELEPHONE NUMBERS**Members:**

Member Services: 1-877-236-1020
 Dental: 1-877-236-1020
 Vision: 1-877-236-1020
 Behavioral Health: 1-877-236-1020
 Pharmacy: 1-800-392-2161/573-751-6527
 24/7 Nurse Advice Line: 1-877-236-1020
 File a Grievance: 1-877-236-1020

Providers:

Provider Services: 1-877-236-1020
 IVR Eligibility Inquiry - Prior Auth: 1-877-236-1020

Medical claims: Show Me Healthy Kids managed by Home State Health
 Attn: CLAIMS
 PO Box 4050
 Farmington, MO 63640-3829

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

TTY 711

Home State Address:
 11720 Borman Drive
 St. Louis, MO 63146

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

Q: How can I verify eligibility?

A: Eligibility for the program can be completed several different ways:

- Log into the State's secure portal at www.emomed.com, available 24 hours a day, 7 days a week
- Check online through the Home State Health secure provider portal available at www.homestatehealth.com, available 24 hours a day, 7 days a week
- Contact Home State Health's Provider Services Team, Monday through Friday from 8AM – 5PM, at 1-877-236-1020

Q: If I am not contracted with Home State Health, who should I contact with questions about becoming a participating provider?

A: Please visit <https://www.homestatehealth.com/providers/join-our-network.html> to request a contract. Or you may send an email to the Managed Care Contracting Team at ManagedCareContracting@centene.com.

Please include "SMHK" in the email subject line and include your TIN and Group NPI in the body of the email. Please do not include PII or PHI in requests to our Managed Care Contracting team.

Q: I currently only see the foster care population and I am not contracted with Show Me Healthy Kids, do I have to contract with Home State Health to continue to see the foster population?

A: Yes, you will need to contract with Home State Health, please visit <https://www.homestatehealth.com/providers/join-our-network.html> to request a contract.

There will be a designation on our Find A Provider Tool that will indicate "Show Me Healthy Kids Only Provider".

If you wish to see members enrolled in Show Me Healthy Kids only, please be sure to indicate this when speaking with the Home State Health Contract Negotiator.

All new members to Show Me Healthy Kids have a 180-day continuity of care period for any care that began prior to joining Show Me Healthy Kids. During this 180-day period, 100% Medicaid reimbursement will be provided to Medicaid-enrolled providers who are willing to bill Home State Health without any additional authorization.

Provider Enrollment Requirements

Group NPI may be obtained by visiting, NPPES (hhs.gov). This will be required for billing. In addition, you will need to register your Group NPI (s) and Individual NPI (s) with MMAC. This is required for payment.

Q: If I'm already contracted with Home State Health, can I serve members enrolled in Show Me Healthy Kids?

A: Yes, if you have an existing provider contract with Home State Health for all services you provide, you will not need a new contract for Show Me Healthy Kids.

If you want to confirm if your existing provider contract requires an amendment, email Home State Health's contracting team at ManagedCareContracting@centene.com

Please include "SMHK" in the subject line of your email.

Q. If I am already contracted how do I submit provider rosters?

A. Provider rosters can be submitted via email to CHHS_PROVIDER_ROSTER@CENTENE.COM.

Please utilize the appropriate roster format. Templates can be found on our website under provider resources. <https://www.homestatehealth.com/providers/tools-resources.html>.

Q: Do we need to do anything differently as a Home State Health provider when seeing members in the Show Me Healthy Kids program?

A: Generally, providers caring for Show Me Healthy Kids will follow all the same requirements and processes as outlined in their contract, our online provider manual, and associated Provider Resources at www.homestatehealth.com.

There are two important appointment standard requirements that are different for members in the Show Me Healthy Kids plan:

- An appointment with a primary care provider within 24-72 hours of being initially placed into care.
- A comprehensive exam within 30 days of being placed into care.

Q: I am currently treating a patient who will automatically be in Show Me Health Kids on July 1, but I am not contracted with Home State Health. Can I still provide services during the transition to a new provider?

A: All new members to Show Me Healthy Kids have a 180-day continuity of care period for any care that began prior to joining Show Me Healthy Kids. During this 180-day period, 100% Medicaid reimbursement will be provided to Medicaid-enrolled providers who are willing to bill Home State Health without any additional authorization.

If you decide not to join our network, we will work with you, the member, and the member's foster parents or guardian on transitioning care to a provider in the Show Me Healthy Kid's network.

Q: I treat children and young adults who are currently enrolled in another managed care plan, and I have received prior authorizations for services after July 1, 2022. What will happen now?

A: Home State Health will be receiving information from the other managed care plans prior to July 1st, on existing authorizations and services. We are working with the other managed care plans to ensure a smooth transition of services that started prior to joining the new program.

Authorizations:

- Home State Health will honor authorizations for outpatient services and inpatient admissions issued by other MCOs or the Medicaid FFS program for admission dates on or after 7/1/2022.
- There is a 180-day transition period in place, beginning July 1, 2022, where members can continue to see their current providers for covered outpatient benefits without additional authorization from Home State Health, whether the provider is contracted with Home State Health.
- Hospitals will follow the submission process currently used by Home State Health. Providers are encouraged to utilize Home State Health's secure provider portal to submit authorizations, it's quick and easy.

Inpatient admissions with a start date prior to 7/1/2022:

- If a Foster Care Member covered by another MCO or Medicaid FFS is admitted to the acute hospital setting prior to and overlapping the 7/1/2022 start date of Show Me Healthy Kids, the entity responsible on the date of admission is to provide Home State Health with information on the approved admission AND pay the hospital for the entire stay.
- This applies to all inpatient stays whether behavioral health or physical health and whether the member is covered under FFS or by another managed care program. Home State Health will assist with coordination of discharge needs.
- Home State Health's care management team will work with the hospital staff to coordinate post-stay needs and facilitate a safe transition.
- Upon discharge from the acute hospital setting, Home State Health accepts full responsibility for costs for the Specialty Plan Member.

Q: Will dental services be provided through Show Me Healthy Kids?

A: Yes.

Q: What are the covered services?

A: Show Me Healthy Kids will manage all health care services including physical health, dental services, and routine vision. As a result of this transition, our plan will now cover behavioral health and substance use disorder treatment services.

Benefits will be the same MO HealthNet Medicaid benefits members previously had along with some extra programs and assistance that Home State Health designed specifically for members served by Show Me Healthy Kids.

Q: How will members in foster care be referred preferentially to mental healthcare centers/providers trained in evidence-based therapies and Trauma Informed Care (TIC)?

A: Home State Health's behavioral health team has national experience in evidence-based and promising practices for members in the child welfare system. We are working to expand our behavioral health provider network and identify providers who are trained in evidence-based practices and TIC.

We will work with providers, caregivers, social workers, and stakeholders to identify and build relationships with providers who deliver TIC. Home State Health has also hired a team of community educators who will provide training on evidence-based practices, TIC, and other relevant topics to providers and the community.

Q: How will Show Me Healthy Kids provide care to members with complex healthcare needs?

A: Home State Health has designed a health care coordination model that will support the complex health and social/behavioral needs of our members. The model provides a scalable, intensive service coordination role with full integration of physical and behavioral health roles. The health care coordination team is based on an Integrated Care Coordination Team (ICCT) model using a multidisciplinary approach—coordinating across the health and child welfare system—to deliver care management and coordination services, with a health care coordinator assigned as the team lead and single point of contact.

For complex member needs, the team lead will be a nurse or behavioral health clinician, dependent upon the primary needs. Outreach will be conducted as frequently as needed, and the member will stay with the care coordinator in complex care management for as long as needed.

Q: When a member in foster care returns to their biological parents, will they remain with Home State Health providers?

A: Biological parents have the option to keep their child with Home State Health if the family is eligible for Medicaid.

Q: How will Show Me Healthy Kids address the transfer of foster member's health information?

A: Home State Health will be adding future enhancements to our secure portal to continuously help serve as a community health record for enrollees.

Currently, through the Home State Health secure portal, providers can:

- View the PCP panel (patient list)
- Check member eligibility
- View Members' health record
- View member gaps in care
- Review Provider/Patient Analytics (quality scorecard including loyalty and risk scores)
- View and submit claims and adjustments
- View payment history
- View and submit prior authorizations
- View and submit Notification of Pregnancy
- Submit demographic changes
- Contact us securely and confidentially

Q: What if I have questions about filing a claim?

A: Covered Services should be billed to Home State Health beginning July 1, 2022, using the appropriate billing form (UB or CMS 1500) or 837 format. Claims should include the billing TIN/Group NPI enrolled with Home State Health and the MO HealthNet.

Show Me Healthy Kids Provider Services Representatives can provide information on filing a claim, claim status, and payment policies as well as provide guidance on submitting appeals. You can call Provider Services at 1-877-236-1020, Monday through Friday from 8AM to 5PM CT or login to our secure provider portal at www.homestatehealth.com 24 hours a day, 7 days a week.

Providers can submit claims:

- Electronically via Availity or their preferred clearinghouse using Home State's Payor IDs (medical: 68069 behavioral health: 68068)
- Via our secure provider portal at www.homestatehealth.com
- On paper mailed to:

Home State Health Plan
 Claim Processing Department
 P. O. Box 4050
 Farmington, MO 63640- 3829

Home State Health Behavioral Health
 Attn: Claims
 PO Box 7400
 Farmington, MO 63640-3827

In addition, Home State Health's Provider Resources Webpage offers a wealth of information regarding core functions including our provider manual which has a dedicated section on claim submission. Please visit: <https://www.homestatehealth.com/providers/tools-resources.html> to learn more

Q: What kind of training will be available to providers on this program?

A: We offer many courses to support continuing education for providers, enhance integrated care, and expand use of best practices. We offer specialized topic training for your staff. Our library of topics includes in-person and web-based instruction on Trauma Informed Care, resiliency, behavior management and much more. Please see our website for more information. <https://www.homestatehealth.com/providers/provider-training.html>

In addition, our Provider Relations team will host orientations via webinar for providers with information regarding the core functions of Show Me Healthy Kids. To receive information on these webinars, please be sure to register your email here: <https://www.homestatehealth.com/providers/provider-news.html>

Q: Where can I find more resources on working with members who have experienced trauma, abuse, and neglect?

A: Please check <https://www.homestatehealth.com/providers/provider-training.html> (Behavioral Health Training) for a variety of online resources on trauma, abuse, and neglect. Show Me Healthy Kids provides interactive web-based trauma focused training for both providers and caregivers through Foster Care EDU at <https://www.centenefostercare.com/training/provider-training.html>

Live Webinars:

- We continue to offer live and interactive webinars. Training descriptions and registration links are now available on a variety of topics. We also have webinars and trainings specific to foster parents and foster care case workers.
- When searching for a training that is eligible for continuing education make sure to read the description in the registration link to see which licenses and credentialing boards have been approved for continuing education, as this varies between courses.

Onsite Trainings:

- We also offer free and onsite trainings on a variety of topics. To request a live training please email: BH_Training@centene.com

Trauma Informed Care Training

- Home State Health's behavioral health team has national experience in evidence-based and promising practices for members in the child welfare system.
- We are working to expand our behavioral health provider network and identify providers who are trained in evidence-based practices and TIC.
- We will work with providers, caregivers, social workers, and stakeholders to identify and build relationships with providers who deliver TIC.
- Home State Health has a team of community educators who will provide training on evidence-based practices, TIC, and other relevant topics to providers and the community.

Q: Who can I contact with questions about the program?

A: Prior to July 1, participating provider questions and issues related to Show Me Healthy Kids can be sent to us via our Secure Provider Portal at <https://www.homestatehealth.com/login.html>.

Non-participating providers can submit questions to ManagedCareContracting@Centene.com. Please do not include PII or PHI in requests to our Managed Care Contracting team.

For questions related to Care Management, please email HSH_Anchors@homestatehealth.com

Please include "SMHK" in the email subject line for all email inquiries.

Authorization and network flexibilities outlined in this document apply only to Show Me Healthy Kids members and do not apply to members in the Home State Health's General Medicaid Plan (which includes TANF, CHIP, pregnant women, and adult expansion members).