



## Show Me Healthy Kids

MANAGED BY HOME STATE HEALTH

# 2024 Member Handbook

1-877-236-1020  
TTY 711

**HomeStateHealth.com**  
SMHK24096 - 3/12/2024



## WELCOME SHOW ME HEALTHY KIDS MEMBERS

Show Me Healthy Kids will help coordinate your unique health care needs. We have a network of doctors, hospitals, and other providers across Missouri that you may see for care. By doing this, our goal is to improve your health outcomes for every Missourian we have the privilege to serve.

You or your child will continue to get health care coverage through Show Me Healthy Kids as long as you are eligible. Eligibility groups for Show Me Healthy Kids include:

- Children in the care and custody of the Missouri Department of Social Services
- Children or youth in alternative care
- 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), and who meet other eligibility criteria
- 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

If you or your child is not in one of these groups or has Medicare, you cannot be in Show Me Healthy Kids. You or your child will be covered by a general MO HealthNet Managed Care health plan or the MO HealthNet Fee-For-Service program.

### Interpreter Services

If you do not speak or understand English, call **1-877-236-1020** to ask for help. We can help if you do not speak or understand English.

- We will get you a translator, including American Sign Language services when needed at no cost to you.
- We may have this book in your language.
- We will get a copy of the grievance and appeal rules in your language.

### Visually and Hearing Impaired Members

We have this handbook in an easy to read form for people with poor eyesight. **Please call us at 1-877-236-1020 for help.** We have a special phone number for people with poor hearing. **Members who use a Telecommunications Device for the Deaf (TDD) and American Sign Language can contact TTY 711.** These services are available to you at no cost.

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## IMPORTANT CONTACT INFORMATION

### Your Personal Contacts

Your Primary Care Provider: \_\_\_\_\_

Your nearest Urgent Care clinic: \_\_\_\_\_

### Contacting Show Me Healthy Kids managed by Home State Health

Show Me Healthy Kids managed by Home State Health

7711 Carondelet Ave

St. Louis, MO 63105

Normal Business Hours of Operation: 8:00 a.m. to 5:00 p.m. Central Time

| <b>Show My Healthy Kids managed by Home State Health</b> |  |
|--|--|
| Member Services  | 1-877-236-1020   |
| Member Services  | <a href="mailto:HomeStateMember@centene.com">HomeStateMember@centene.com</a> |
| Dental/Vision Services                                   | 1-877-236-1020   |
| TTY Line   | 711  |
| Member Services Fax                                      | 1-866-266-4486   |
| Missouri Relay Services (voice to TTY)                   | 1-800-735-2460   |
| Missouri Relay Services (TTY to voice)                   | 1-800-735-2966   |
| Behavioral Health  | 1-877-236-1020   |

| <b>Other Important Phone Numbers</b> |                |
|--------------------------------------|----------------|
| Non-Emergency Medical Transportation | 1-877-236-1020 |
| 24-Hour Nurse Advice Line            | 1-877-236-1020 |
| Emergency Services                   | Call 911       |
| National Suicide Prevention Lifeline | Call 988       |

### Member Services

Show Me Healthy Kids managed by Home State Health Member Services helps you with questions about our health plan. Our Member Services team is located in Missouri. They are available by phone, mail, fax or email: [HomeStateMember@centene.com](mailto:HomeStateMember@centene.com).

If you have questions or if you need help understanding something, please call us. The phone number is **1-877-236-1020, TTY 711**. We have a team of people ready to help you.

***We can help you:***

- Find a doctor or other provider;
- Schedule an appointment with your PCP;
- Obtain a new Show Me Healthy Kids managed by Home State Health member ID card;
- Understand covered and non-covered benefits;
- Request a provider directory or member handbook;
- Report possible fraud issues by a member or provider;
- Change your address and phone number; and
- Receive new member materials.

We are open **Monday through Friday from 8:00 a.m. to 5:00 p.m., central time.**

We have a secure member portal on our website at [www.HomeStateHealth.com](http://www.HomeStateHealth.com). You can use it to send us emails. Our fax is 1-866-266-4486. You can also mail information to us.

***The address is:***

Show Me Healthy Kids managed by Home State Health  
7711 Carondelet Ave.  
St. Louis, MO 63105

**Website Information**

You can get up-to-date information about Show Me Healthy Kids managed by Home State Health services on our website at [www.HomeStateHealth.com](http://www.HomeStateHealth.com). You can visit our website to get information about Show Me Healthy Kids operations and structure, the services we provide, our provider network, frequently asked questions, contact phone numbers, and e-mail addresses.

We can also send you a printed copy of the information on our website at no cost to you within five (5) business days of your request.

**Additional Website Information**

Our website also gives you information on Show Me Healthy Kids benefits and services such as:

- Member handbook
- Member portal self-service features
- Provider directory
- Online form submission
- Current news and events
- Show Me Healthy Kids programs and services



## HOW YOUR HEALTH PLAN WORKS

### Member ID Card

You should receive your Show Me Healthy Kids managed by Home State Health Member ID card in the mail as soon as you are enrolled with Show Me Healthy Kids. Here is what the front and back of the Show Me Healthy Kids Member ID Card looks like. If you did not get this card, please call Show Me Healthy Kids at 1-877-236-1020.

#### Front

- Name;
- Show Me Healthy Kids / Member ID#; and
- PCP Name/Address/Phone #.

#### Back

- Important Member & Provider Phone #'s;
- Medical Claims Address; and

Always carry your member ID card with you and show it to the doctor, clinic, or hospital

to get the care you need. They will need the facts on the card to know that you are a Show Me Healthy Kids member. Do not let anyone else use your member ID card. If you lose your member ID card, change your name, or need to pick a new PCP, call Show Me Healthy Kids at 1-877-236-1020 for a new card to be issued.

### Nurse Advice Line

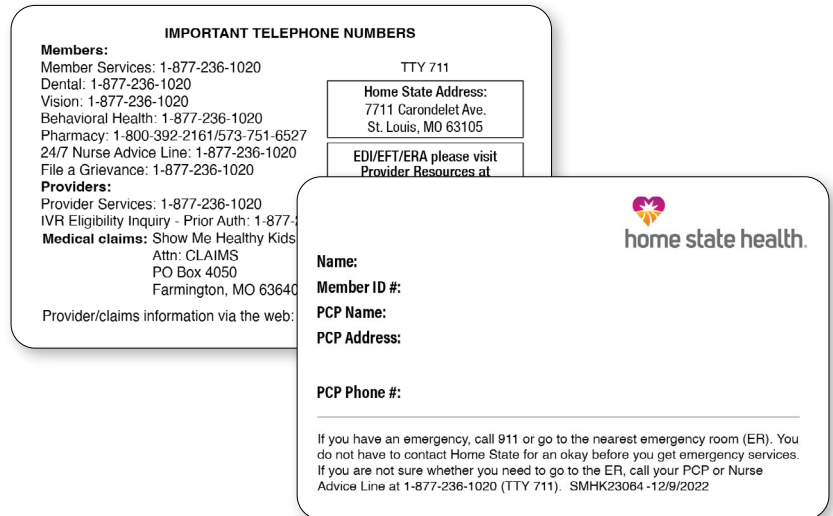
Everyone has questions about their health. If you have a question, call the Show Me Healthy Kids managed by Home State Health nurse advice line at 1-877-236-1020. The nurse advice line is a medical advice phone line staffed by English and Spanish speaking nurses. If you speak a different language, you can ask for a translator. The nurse advice line is open twenty-four (24) hours a day, every day of the year.

#### What can we help you with?

- Questions about your health;
- Where you can get care;
- Understanding how to take your medicine;
- Information about your pregnancy; or
- Information about health conditions.

#### Do you have a medical emergency?

If you are not sure if you should go to the emergency room, you can call us. Our nurses will help you determine if you need emergency care, urgent care or if you should see a doctor.



## YOUR COVERED BENEFITS

### Care You Get Using the Show Me Healthy Kids / MO HealthNet ID Card

You can get some health care that is not covered by Show Me Healthy Kids managed by Home State Health through the Fee-For-Service Program. Show Me Healthy Kids can help you find a MO HealthNet approved provider for that care. Please let your Primary Care Provider (PCP) know about the care you get. This helps your PCP take care of you. This care may include the following:

- Services provided by a Psychiatric Rehabilitation provider;
- Abortion (termination of a pregnancy resulting from rape, incest, or when needed to save the mother's life);
- Adult Day Care Waiver Services;
- Applied Behavior Analysis (ABA) services for children with Autism Spectrum Disorder;
- Bone marrow/stem cell and organ transplants;
- Developmental Disabilities Waiver Services;
- Drug and alcohol treatment from a Comprehensive Substance Treatment and Rehabilitation (CSTAR) provider. Call Show Me Healthy Kids Member Services at 1-877-236-1020 for a list of CSTAR providers;
- DYS Rehabilitative Behavioral Health Treatment Services for Institutionalized Youth;
- Home Birth Services;
- Pharmacy;
- State public health program services including environmental lead assessments (visits by a health worker to see if lead is in your home), state public health lab services, newborn screening collection kits, and special supplemental nutrition for Women, Infants and Children (WIC) program services;
- SAFE – CARE exams for abused children;
- Services in an Educational Setting (school-based services including physical therapy (PT), occupational therapy (OT), speech therapy (ST), hearing aids, personal care, private duty nursing, or behavioral health services included in an Individualized Educational Program (IEP); early intervention services included in an Individualized Family Service Plan (IFSP) developed under the First Steps Program; and services provided by the Parents as Teachers (PAT) program); and
- Targeted care management for adult behavioral health services;

## Your Health Benefits in Show Me Healthy Kids

Some benefits are limited based on your eligibility group or age. The benefits that may be limited have an “\*” next to them. Some services need prior approval before getting them. Call Show Me Healthy Kids managed by Home State Health at 1-877-236-1020 for information about your health benefits.

|   |  |
|---|--|
| 24-hour access by phone   |  |
| Ambulance   |  |
| Ambulatory surgical center, birthing center   |  |
| Asthma education and in-home environmental assessments*   |  |
| Behavioral health and substance use disorder services, including emergency  |  |
| Comprehensive Community Support (CCS) rehabilitation services*  |  |
| Complementary and Alternative Therapies for Chronic Pain Management Services: physical therapy, cognitive-behavioral therapy (CBT), chiropractic therapy, and acupuncture*  |  |
| Chiropractic Services* (separate from the chiropractic services offered in the Complementary Health and Alternative Therapies for Chronic Pain Management program listed above). Services are limited to examinations, diagnoses, adjustments, manipulations, and treatments of malpositioned articulations, and structures of the body provided by licensed chiropractic physicians practicing within their scope of practice. |  |
| <ul style="list-style-type: none"> <li>■ Dental services* related to:</li> <li>■ Trauma to the mouth, jaw, teeth or other contiguous sites as a result to injury;</li> <li>■ Treatment of a disease/medical condition without which the health of the individual would be adversely affected;</li> <li>■ Preventive services;</li> <li>■ Restorative services;</li> </ul>   | <ul style="list-style-type: none"> <li>■ Periodontal treatment;</li> <li>■ Oral surgery;</li> <li>■ Extractions;</li> <li>■ Radiographs;</li> <li>■ Pain evaluation and relief;</li> <li>■ Infection control; and</li> <li>■ General anesthesia</li> </ul> |
| Diabetes Prevention Program (DPP) services*   |  |
| Durable Medical Equipment (DME)*  |  |
| Early Periodic Screening, Diagnosis and Treatment (EPSDT) or Healthy Children and Youth (HCY): physical exams, immunizations (shots), testing lead levels in blood  |  |
| Emergency medical, behavioral health, and substance use disorder services and, post-stabilization care services   |  |
| Family planning services  |  |
| Home health services*   |  |

|  |
|--|
| Hospice services* – If you are in the last six (6) months of life. Children may receive hospice services and treatment for their illness at the same time. The health plan shall provide hospice services when a terminally ill MO HealthNet Managed Care member elects hospice. Hospice services for children (ages 0-20) may be concurrent with the care related to curative treatment of the condition for which a diagnosis of a terminal illness has been made. |
| Hospital, when an overnight stay is required   |
| Laboratory, radiology, and other diagnostic tests such as x-rays   |
| Maternity benefits for inpatient hospital and a certified nurse midwife, including post-discharge care   |
| Obesity treatment*   |
| Optical services* include one comprehensive or one limited eye examination every two years for refractive error, services related to trauma or treatment of disease/medical condition (including eye prosthetics), and one pair eyeglasses every two years (during any 24-month period of time). Replacements within the 24-month period may be available under certain conditions.  |
| Outpatient hospital when an overnight stay is not required   |
| Personal care services   |
| Podiatry, limited medical services for your feet*  |
| Preventive care, including well checks, mammograms, cancer screenings  |
| Primary Care Provider (PCP) services and other physician services (advanced practice nurse, certified nurse midwife)   |
| Qualifying Clinical Trial: A clinical trial in any clinical phase of development that is conducted in relation to the prevention, detection, or treatment of any serious or life-threatening disease or condition, as described in Section 1905(gg)(2) and 1905(a)(30) of the Act.   |
| Specialty care* (with your provider’s referral)  |
| Tobacco Cessation Counseling Services: Individual and group tobacco cessation counseling is available.   |
| Transplant related services  |
| Transportation services, emergency, and non-emergency*   |
| Treat No Transport (TNT) Services: On-site and/or referral treatment services by emergency medical staff for members not transported to the emergency department will be provided.   |

You may get these services from from Show Me Healthy Kids managed by Home State Health (Home State Health) or a local public health agency:

- Screening, testing and treatment for sexually transmitted diseases;
- Screening and testing for HIV;
- Screening, testing and treatment for tuberculosis;
- Immunizations (shots) for children; and
- Screening, testing and treatment for lead poisoning.

### More Benefits for Children and Women in a MO HealthNet Category of Assistance for

## Pregnant Women

Children under twenty-one (21) years of age may receive the additional following services. Some services need prior approval before getting them. Call Show Me Healthy Kids to check.

|  |
|--|
| Comprehensive day rehabilitation (services to help you recover from a serious head injury)   |
| Dental services  |
| Diabetes education and self-management training  |
| Hearing aids and related services  |
| Podiatry (medical services for your feet)  |
| Services that are included in the comprehensive benefit package, medically necessary, and not identified in the Individualized Family Service Plan (IFSP) or Individualized Educational Program (IEP)  |
| Therapy services (physical occupational, and speech)   |
| Vision services – Children get all their vision care from the health plan. Some pregnant women will get their vision care from the health plan which includes one (1) comprehensive or one (1) limited eye exam per year for refractive error, one (1) pair of eyeglasses every two years, replacement lens(es) when there is a .50 or greater change, and for children under age 21, replacements frames and/or lenses when lost, broken or medically necessary, and HCY/EPSTD optical screen and services. |

## EPSTD/HCY

Show Me Healthy Kids has a special program to provide medically necessary services to children. The program is called Early Periodic Screening, Diagnosis and Treatment (EPSTD) or Healthy Children and Youth (HCY). Your Primary Care Provider (PCP) can give your child these EPSTD/HCY services. Some examples of EPSTD/HCY services include:

- Child's medical history;
- An unclothed physical exam;
- Blood and/or urine tests;
- Immunizations (shots);
- Screening and testing lead levels in blood;
- Checking the growth and progress of the child;
- Vision, hearing and dental screens;
- Dental care and braces for teeth when needed for health reasons;
- Private duty nurses in the home;
- Special therapies such as physical, occupational and speech;
- Aids to help disabled children talk;
- Personal care to help take care of a sick or disabled child;
- Health care management;
- Psychology/counseling; and
- Health education.

An EPSDT/HCY Health Screen helps children stay healthy or find problems that may need medical treatment. Your child needs to get regular checkups. Children between six (6) months and six (6) years old need to get checked for lead poisoning. You may use the chart below to record when your child gets a health screen or lead poison screen.

| <b>Health Screen &amp; Lead Poison Assessment Record</b> |                              |  |
|--|------------------------------|--|
| <b>Age</b>   | <b>Date of Health Screen</b> | <b>Date of Lead Poison Screen</b>  |
| Newborn  |                              |  |
| By one month   |                              |  |
| 2-3 months   |                              |  |
| 4-5 months   |                              |  |
| 6-8 months   |                              |  |
| 9-11 months  |                              |  |
| 12-14 months   |                              | Your child needs a Blood Lead Level at 12 and 24 months                          |
| 15-17 months   |                              |  |
| 18-23 months   |                              |  |
| 24 months  |                              |  |
| 3 years  |                              |  |
| 4 years  |                              | Your child needs a Blood Lead Level each year until age 6 if in a high-risk area |
| 5 years  |                              |  |
| 6-7 years  |                              |  |
| 8-9 years  |                              |  |
| 10-11 years  |                              |  |
| 12-13 years  |                              | A Blood Lead Level is recommended for women of child-bearing age                 |
| 14-15 years  |                              |  |
| 16-17 years  |                              |  |
| 18-19 years  |                              |  |
| 20 years   |                              |  |

Important tests your child needs are shown on the chart below. Please note these are not all the tests your child may need. Talk with your child’s PCP.

| Age       | Test   |
|-----------|--|
| Birth     | PKU Test   |
| 1-2 Weeks | PKU and Thyroid Tests  |
| 12 months | TB Test, Blood Count, Blood Lead Level Test  |
| 2 years   | Blood Lead Level Test  |
| 3 years   | Blood lead test if there are any possible lead exposures such as an older home or by parent job or hobbies related to lead. Blood lead level test required if lives in or visits a high-risk area. Ask your doctor if you are unsure if your child is at risk. |
| 4 years   | Blood lead test if there are any possible lead exposures such as an older home or by parent job or hobbies related to lead. Blood lead level test required if lives in or visits a high-risk area. Ask your doctor if you are unsure if your child is at risk. |
| 5 years   | Blood lead test if there are any possible lead exposures such as an older home or by parent job or hobbies related to lead. Blood lead level test required if lives in or visits a high-risk area. Ask your doctor if you are unsure if your child is at risk. |
| 6 years   | Blood lead test if there are any possible lead exposures such as an older home or by parent job or hobbies related to lead. Blood lead level test required if lives in or visits a high-risk area. Ask your doctor if you are unsure if your child is at risk. |

## SPECIALTY SERVICES

### Behavioral Health Care

Show Me Healthy Kids managed by Home State Health will cover your behavioral health needs. A PCP referral is not needed for behavioral health care. You may go to any behavioral health provider on Show Me Healthy Kids list of providers. Be sure to go to a behavioral health provider in our network. Behavioral health care includes care for people who abuse drugs or alcohol or need other behavioral health services. Call 1-877-236-1020 to get behavioral health services and for help finding a provider within our network. Show Me Healthy Kids can help you in many ways. We can help get you treatment. This is how we can help:

- We will refer you to a PCP or therapist. You can also attend a community support group;
- We can help you find community resources;
- There are special groups for pregnant women and parents;
- You will have a care manager to help with your care. They will help you find the right services for your treatment; and

- After hours, you can call the nurse advice line at 1-877-236-1020. The nurse advice line is a 24/7 bilingual help line available to you at no cost.
- You can also dial 988, which is the three-digit dialing code that will route callers to the National Suicide Prevention Lifeline.

Call 1-877-236-1020. You can also visit [HomeStateHealth.com](https://www.HomeStateHealth.com).

### ***How can you get help if you or your child has behavioral health, alcohol, or drug problems?***

#### ***Do you need a referral for this?***

Behavioral Health refers to behavioral health and substance use (alcohol and drug) treatment. Sometimes talking to friends or family members can help you work out a problem. When that is not enough, you should call your PCP or Show Me Healthy Kids has a group of behavioral health and substance abuse specialists to help you and your child. Call 1-877-236-1020 to get the help right away. You can call twenty-four (24) hours a day, seven (7) days a week.

#### ***How to know if you or your child need help?***

Help might be needed if you or your child:

- Can't cope with daily life;
- Feels very sad, stressed, or worried;
- Are not sleeping or eating well;
- Wants to hurt themselves or others or have thoughts about hurting yourself;
- Are troubled by strange thoughts (such as hearing voices);
- Are drinking or using other substances more;
- Are having problems at work or home; or
- Seem to be having problems at school.

When you or your child have a behavioral health or substance use problem, it is important for you to work with someone who knows them. We can help you find a provider who will be a good match. The most important thing is for you or your child to have someone they can talk to so they can work on solving their problems.

#### ***What to do in a behavioral health emergency?***

You should call 911 or go to your nearest emergency room, even if it is not in the Show Me Healthy Kids network if you or your child are having a life-threatening behavioral health emergency. You can also go to a crisis center or the nearest emergency room. You do not have to wait for an emergency to get help. Call 1-877-236-1020 for someone to help you or your child with depression, behavioral illness, substance use or emotional questions.



### ***What to do if you or your child are already in treatment?***

If you or your child are already getting care, ask your provider if they are in the Show Me Healthy Kids network.

If the answer is yes, you do not need to do anything. If the answer is no, call 1-877-236-1020. We will ask you/your child's provider to join our network. We want you or your child to keep getting the care they need.

If the provider does not want to join the Show Me Healthy Kids network, we will work with the provider to keep caring for you or your child until medical records can be transferred to a new health care provider.

### **Disease Management**

Show Me Healthy Kids provides disease management health coaches to help members with conditions like:

- Asthma;
- Attention Deficit Hyperactivity Disorder (ADHD)
- Chronic Obstructive Pulmonary Disease (COPD);
- Diabetes;
- Heart problems;
- High blood pressure;
- Major depression; and
- Obesity.

Health coaches will talk to members about:

- |                            |                                    |                           |
|----------------------------|------------------------------------|---------------------------|
| ■ How to take medications; | ■ What screening tests to get; and | ■ When to call their PCP. |
|----------------------------|------------------------------------|---------------------------|

Health coaches will listen to your concerns and help you get the things you need. The goal of disease management is to help you understand and take control of your condition. Better control means better health.

### **Family Planning**

Show Me Healthy Kids members can get family planning services no matter what age. These services will be kept private. You may go to a Show Me Healthy Kids provider to get family planning services. You do not need to ask Show Me Healthy Kids, they will pay for your family planning services.

Show Me Healthy Kids cannot require an enrollee to obtain a referral before choosing a family planning provider. Family planning services are provided in a manner that protects and enables the enrollee's freedom to choose the method of family planning to be used.

### **First Steps**

Show Me Healthy Kids can help your family get services from the First Steps Program. First Steps is Missouri's early intervention system for infants and toddlers, birth to age three (3), who have delayed development or diagnosed conditions that are associated with developmental disabilities.

Children are eligible for First Steps if they have a significant delay (50% or greater delay in development) in one or more of the following areas:

- Cognition (learning);
- Communication (speech);
- Adaptive (self-help);
- Physical (walking); or
- Social-emotional (behaviors).

Children are referred to First Steps through:

- Physicians;
- Hospitals, including prenatal and postnatal care facilities;
- Parents;
- Child-care programs;
- Local educational agencies, including school districts and Parents as Teachers;
- Public health facilities;
- Other social service agencies;
- Other health care providers;
- Public agencies and staff in the child welfare system, including foster care;
- Homeless family shelters; or
- Domestic violence shelters.

An assessment is done to establish eligibility and determine the needs of the child. The assessment is provided at no charge to the family and is arranged by the regional System Point of Entry (SPOE) office in which the child and family lives.

Once a child is determined eligible, the services are determined by an Individualized Family Service Plan (IFSP) team. Show Me Healthy Kids can refer you to First Steps or you may call First Steps at 1-866-583-2392 if you have any questions.

## Lead Screening for Children and Pregnant Women

There are many ways your child can be lead poisoned. Call 1-877-236-1020 if you have questions about lead poisoning. Some of the ways your child may be at risk for lead poisoning include:

- You live in or visit a house built before 1978; or
- Someone in your house works as a:
  - plumber,
  - auto mechanic,
  - printer,
  - steel worker,
  - battery manufacturer,
  - gas station attendant, or
  - other jobs that contain lead.

High levels of lead can cause brain damage and even death. Lead in children is a common health concern that can impact their ability to learn, behavior and health through their adult life.

- All children through six (6) years of age must be tested annually if they live in or visit a **high-risk area** (Missouri state law requirement).
- Children not living in or visiting a known high risk area may still need lead testing if questions the Primary Care Provider (PCP) ask parents about lead show there is a possible lead source the child is in contact with.
- All children must be tested at one (1) year and two (2) years of age even if the child lives in a **non-high risk area**.
- All children between one (1) and six (6) years of age must be tested if they have never been previously tested.

A lead screen has two (2) parts. First, the Primary Care Provider (PCP) will ask questions to see if your child may have been exposed to lead. Then the PCP may take some blood from your child to check for lead. This is called a blood lead level test. All children at one (1) year old and again at two (2) years old must have a blood lead level test. Children with high lead levels in their blood must have follow up services for lead poisoning.

High lead levels in a pregnant woman can harm her unborn child. If you are pregnant or thinking about becoming pregnant, talk with your PCP or obstetrician to see if you may have been exposed to lead and need to have a blood lead test. Lead can be passed to the baby during pregnancy and breast feeding.

### **Nurse Visits for You and Your Baby**

You and your Primary Care Provider (PCP) may agree for you to go home early after having a baby. If you do, you may get two (2) nurse visits in your home. You may get the home health nurse visits if you leave the hospital less than forty-eight (48) hours after having your baby or less than ninety-six (96) hours after a C-section. The first nurse visit will be within two (2) days of leaving the hospital. The second nurse visit is within two (2) weeks of leaving the hospital. You may be able to get more nurse visits if you need them.

At a home visit, the nurse will:

- Check your health and your baby;
- Talk to you about how things are going;
- Answer your questions;
- Teach you how to do things such as breastfeeding; and
- Do lab tests if your PCP orders them.

### **Post-Stabilization Care**

Post-stabilization care services means covered services related to an emergency medical condition that are provided after a member is stabilized in order to maintain the stabilized conditions or to improve or resolve the member's condition.

## Post-Stabilization Care Services

Show Me Healthy Kids managed by Home State Health will pay for post-stabilization care that is:

- Received within or outside of our network that was pre-approved by a Show Me Healthy Kids provider or representative;
- Received within or outside of our network that was not pre-approved by Show Me Healthy Kids, but provided to maintain a member's condition within thirty (30) minutes of a request to Show Me Healthy Kids for pre-approval of further post-stabilization care services;
- Received within or outside of our network that was not pre-approved by a Show Me Healthy Kids provider or representative but provided to maintain, improve, or resolve the member's condition if:
  - Show Me Healthy Kids does not respond to a request for pre-approval within thirty (30) minutes;
  - Show Me Healthy Kids cannot be reached; or
  - The Show Me Healthy Kids representative and the treating provider cannot reach an agreement about the member's care and a Show Me Healthy Kids provider is not available to discuss the member's care. If this happens, Show Me Healthy Kids will give the treating provider the chance to discuss the care with a Show Me Healthy Kids provider. The treating provider may continue with care until a Show Me Healthy Kids provider is reached. If a Show Me Healthy Kids provider can treat the member at the hospital, he/she will take over the member's care.

Show Me Healthy Kids must not charge the member more for this care than it would charge if the member received services by a Show Me Healthy Kids provider. Show Me Healthy Kids will reach an agreement with the out-of-network providers for payment and time frames for the post-stabilization care.

Show Me Healthy Kids no longer pays for post-stabilization that was not pre-approved when:

- A Show Me Healthy Kids provider can treat the member at the hospital and takes over the member's care;
- A Show Me Healthy Kids provider takes over the member's care through transfer;
- A Show Me Healthy Kids representative and the treating provider reach an agreement concerning the member's care; or
- The member is transferred.

## Start Smart For Your Baby<sup>®</sup>

Start Smart for Your Baby (Start Smart) is our special program for women who are pregnant. Show Me Healthy Kids managed by Home State Health wants to help you take care of yourself through your whole pregnancy. Information can be provided to you by mail, telephone and through the Home State Health Start Smart for your Baby section of the website, Start Smart For Your Baby. Our Start Smart staff can answer questions and give you support if you are having a problem. We can even arrange for a home visit if needed.

If you are pregnant and smoke cigarettes, Show Me Healthy Kids can help you stop smoking. We have a special tobacco cessation program for pregnant women that is available at no cost to you. The program has trained healthcare providers who are ready to build one-to-one contact with you. They will provide education, counseling, and the support you need to help you quit smoking. Working as a team over the telephone, you and your health coach can develop a plan to make changes in your behavior and lifestyle. These coaches will encourage and motivate you to stop smoking.

We have many ways to help you have a healthy pregnancy. Before we can help, we need to know if you are pregnant. Please call Member Services toll-free at 1-877-236-1020 as soon as you learn you are pregnant. We will help you set up the special care that you and your baby need.

### **New Services & Technology**

New medicines, tests and procedures come out every year. A team of doctors and other experts decide if new medical care will be covered by Show Me Healthy Kids managed by Home State Health. They review new technologies for medical treatments, behavioral health treatments, medicines, and special medical devices to make sure members receive safe and effective care. Show Me Healthy Kids shares the new treatments with the doctors in our network. Your doctor will work with you to decide if new treatments would be best for you. Your plan covers care that is medically necessary. Not every new medical service is covered for all members.

### **Value-Add and Additional Benefits**

The following is a list of value-add and additional benefits that are available at no additional cost to Show Me Healthy Kids managed by Home State Health members:

|   |  |
|---|--|
| <b>After School Youth Program</b>                     | School aged members will receive a voucher toward a yearly youth club membership Girl Scouts; Boy Scouts; YMCA; LINC 4-H Girls on the Run; or Boys and Girls Club.   |
| <b>The Waves Program</b>                              | We provide the support, tools, and resources you may need to control asthma.   |
| <b>Baby Showers for Moms</b>                          | Class presentation on prenatal care, labor and delivery, postpartum care, baby care and family planning for all pregnant members or members who just had a baby. Show Me Healthy Kids hosts fun and informative baby showers for moms-to-be. |
| <b>ConnectionsPlus Phone / Program Mobile Texting</b> | Provides eligible higher-risk members with a cellular phone to connect with their Show Me Healthy Kids care team for improved care and coordination of health services. Members will get texts and personalized wellness goals.              |

|   |  |
|---|--|
| <b>Enhanced Transportation Services Program</b> | Show Me Healthy Kids offers same day non-emergent medical transportation (NEMT) to PCP, Specialty, Obstetrician, and urgent or emergent Dental appointments. We offer transportation to services and supports that aren't covered under NEMT, including to family visits, court appointments, child welfare-related meetings, and social determinants of health-related supports, such as to food banks, employment services, job interviews, day care, and housing-related meetings. <i>*For members receiving non-emergency transportation services as a covered benefit. Limitations may apply.</i> |
| <b>Weight Watchers Program</b>                  | A program that works towards better eating and lifestyle habits. Members must meet program requirements to participate.  |
| <b>Homer Helps ADHD</b>                         | Home State Health Care Managers will offer an Emotional Support Kit to members 12 and under with a qualifying diagnosis and prescribed medications for ADD/ADHD. Items in the kit will be a therapeutic plush animal and a children's book/coloring book promoting emotional support. This program will be available to members starting January 1, 2024.  |
| <b>Mom's Meals Service</b>                      | You may be able to receive up to 30 days of home meals from Mom's Meals after having a baby and being released from the hospital. If you did not just have a baby, but you are unable to make or get food because of a health condition, you may be eligible for this service.   |
| <b>Breast Pump Program</b>                      | If you are pregnant, you can request an electronic breast pump 30 days before your due date.   |
| <b>Maternity Support Bands</b>                  | Pregnant moms enrolled in Care Management are eligible to receive a maternity abdominal support band. These bands help support your waist, hip, and lower back.  |
| <b>Orthodontia Care</b>                         | Show Me Healthy Kids shall provide the Continued Orthodontia benefit to members who are children and youth transitioning into state custody who receive services by a network orthodontist.  |
| <b>Eyeglasses Upgrade</b>                       | Show Me Healthy Kids shall provide the eyeglasses upgrade benefit to members who have vision needs. Members with vision needs will receive a \$100 retail allowance, every 24 months, to use towards select prescription eyeglass frames, lenses, or contract lenses not covered by MO Health benefits.  |
| <b>Tattoo Removal</b>                           | Show Me Healthy Kids shall provide the tattoo removal benefit to members with gang or human trafficking affiliated tattoos who received a prior authorization for the service.   |
| <b>Customized Sensory Support Kits</b>          | Show Me Healthy Kids shall provide the Customized Sensory Support Kits benefit to members who have a qualifying primary diagnosis. The kit is referral based and it originates with the members Care Manager coordinating with a HSH provider (BH and medical).  |
| <b>Automatic Blood Pressure Cuff Program</b>    | Show Me Healthy Kids members will receive an automatic blood pressure cuff if they have been identified through care management with risk factors (hypertension, diabetes, preeclampsia, etc.) that increase blood pressure and would benefit from home monitoring.  |

|                                   |   |
|-----------------------------------|---|
| <b>HiSET Exam Voucher Program</b> | Show Me Healthy Kids shall provide the HiSET Exam Voucher Program benefit to members over the age of 16 who have education-related goals in their care plan. Members will receive one (1) HiSET Exam Voucher (which includes all five (5) tests) per year.  |
| <b>Pyx Health App</b>             | Show Me Healthy Kids partners with Pyx Health to offer a mobile application connecting members to individuals for support through anxiety, depression and other mental health struggles.  |
| <b>Club Z</b>                     | Show Me Healthy Kids is excited to announce a tutoring program—at no cost—for eligible students in grades K-12. In partnership with national tutoring leader Club Z! Tutoring Services, members will receive up to 24 tutoring sessions of one-on-one, in-home or online tutoring services to *eligible students.<br><i>*Certain requirements must be met. Students must be referred and registered to the program.</i> |

## PHARMACY

### Pharmacy Benefits

All pharmacy benefits are covered by MO HealthNet Fee-for-Service. For more information, please contact 1-800-392-2161 or 1-573-751-6527 or visit the MO HealthNet website at [www.dss.mo.gov/](http://www.dss.mo.gov/).

## GETTING CARE

### Getting Medical Care

Call your Primary Care Provider (PCP) when you need health care. Your PCP’s phone number is on your Show Me Healthy Kids managed by Home State Health member ID card. Your PCP will help you get the care you need or refer you to a specialist.

These services do not need a PCP referral:

- You may go to any of our behavioral health providers. Just call this toll-free number 1-877-236-1020.
- Birth control or family planning: You may go to a Show Me Healthy Kids approved provider. We will pay for this care, even if the provider is not in Show Me Healthy Kids’ network;
- Local public health agencies (LPHA): Children may go to local public health agencies for shots. Members may go to LPHAs for tests and treatment of sexually transmitted diseases and tuberculosis, HIV/AIDS tests or for lead poisoning screening, testing and treatment;
- Women’s health services: You may go to any of our OB/GYN providers;
- Vision services: You may go to any of our vision providers. Just call this toll-free number 1-877-236-1020; and
- Dental services: You may go to any of our dental providers. Just call this toll-free number 1-877-236-1020.

You may have to pay for services you get if:

- You choose to get medical services that are not covered by Show Me Healthy Kids;
- You go to a provider that is not a Show Me Healthy Kids provider without prior approval; or
- You do not have prior approval for services that need it.

## **Service Areas Covered**

Show Me Healthy Kids managed by Home State Health benefits are covered as long as:

- You live in Missouri;
- You have MO HealthNet;
- You use the Show Me Healthy Kids' provider network.

Show Me Healthy Kids' service area includes members in all regions of the state.

## **Medically Necessary Services**

Covered services that you get must be medically necessary. This means getting the right care, at the right place and at the right time. Show Me Healthy Kids managed by Home State Health uses standard guidelines to check medical necessity. Show Me Healthy Kids does not reward its staff or its network providers to deny care.

A service is medically necessary if it:

- Prevents, diagnoses, or treats a physical or behavioral health condition or injury;
- Is necessary for the member to achieve age appropriate growth and development;
- Minimizes the progression of disability; or
- Is necessary for the member to attain, maintain, or regain functional capacity.

A service is not medically necessary if the nonperformance of the service would not adversely affect the member's condition or the quality of medical care rendered.

Behavioral health services shall be provided in accordance with a process of behavioral health assessments that accurately determines the clinical condition of the member and the acceptable standards of practice for such clinical conditions. The process of behavioral health assessment shall include distinct criteria for children and adolescents.

Show Me Healthy Kids shall provide medically necessary services to children from birth through age twenty (20), which are necessary to treat ameliorate defects, physical or behavioral health or conditions identified by an HCY/ EPSDT screen. Services must be sufficient in amount, duration, and scope to reasonably achieve their purpose and may only be limited by medical necessity.



## Provider Directory

You can find the most current version of the Show Me Healthy Kids managed by Home State Health provider directory on our website at [HomeStateHealth.com](http://HomeStateHealth.com). At any time, you can also request a printed copy of the directory. You will receive the copy within forty-eight (48) hours after the request. Both the online and printed version gives you providers to choose from, including health care providers and hospitals. Show Me Healthy Kids can also help you pick a PCP. Just call Member Services toll-free at 1-877-236-1020.

Call your PCP's office to make an appointment within ninety (90) days of enrollment. If you need help, call Member Services toll-free at 1-877-236-1020. We will help you make the appointment.

## Urgent Care

Sometimes you need medical care soon, but it is not an emergency. Call Show Me Healthy Kids managed by Home State Health at 1-877-236-1020 for information about urgent care centers. It's best to call or go to your PCP's office for things that are not emergencies, like:

- High temperature;
- Persistent vomiting or diarrhea; or
- Symptoms which are of sudden or severe onset, but which do not require emergency room services.

You should call your PCP to be treated for these things. If you go to the emergency room and it is not an emergency, you may have to pay for the care you get.

Please see the Urgent Care insert with locations shown by region. This insert will make it easy to access the information.

## Emergency Transportation

Call 911 or the closest ambulance.

## Emergency Ambulance Transportation

Show Me Healthy Kids managed by Home State Health covers emergency ambulance transportation to the nearest hospital for emergency care. Ambulance transportation to the hospital emergency room in non-emergency situations is not a covered service under Show Me Healthy Kids and you may have to pay for it. Ambulance transportation from a health care facility to another health care facility is covered only when it is medically necessary, and it has been arranged and approved by a Show Me Healthy Kids network provider.

## Emergency Medical Services

In an emergency, go to the nearest emergency room even if it is not in the Show Me Healthy Kids network or call 911. When you go to the emergency room, a health care provider will check to see if you need emergency care. You can call 1-877-236-1020 anytime day or night if you have questions about going to the emergency room. Call your PCP after an emergency room visit.

An emergency is when you call 911 or go to the nearest emergency room for things like:

- Chest pain;
- Bad burns;
- Difficulty breathing;
- Stroke;
- Deep cuts/heavy bleeding; or
- Gunshot wound(s).

If you aren't sure about the medical condition, get help right away or call your PCP's office for advice. Ask for a number you can call when the office is closed. You can also call Show Me Healthy Kids nurse advice helpline at 1-877-236-1020.

Emergency medical or behavioral health services are those health care items and services, furnished by a qualified provider, that are required to evaluate or stabilize an emergency medical condition. An emergency medical condition is a medical or behavioral health condition manifesting itself by acute symptoms of sufficient severity (including severe pain) that, according to the reasonable expectation of a prudent layperson who possesses an average knowledge of health and medicine, could result in the following if there is a failure to provide immediate medical attention:

- Placing the patient's physical or behavioral health (or with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy;
- Serious impairment of bodily functions;
- Serious dysfunction of any bodily organ or part;
- Serious harm to self or others due to an alcohol or drug use emergency;
- Injury to self or bodily harm to others; or
- With respect to a pregnant woman who is having contractions:
  - There is inadequate time to affect a safe transfer to another hospital before delivery; or
  - Transfer may pose a threat to the health or safety of the woman or the unborn.

## Emergency Medical Locations

You can utilize the Find A Provider tool on your member portal and/or the HSH website 24/7 to search for a current list of in-network Urgent Care facilities, ERs, and hospitals in your area. If you have additional questions, need assistance accessing this information, or would like a hard copy of the ER locations in your area, you can call a Show Me Healthy Kids member service representative at 1-877-236-1020 anytime M-F from 9am-5pm CST.

## Non-Emergency Medical Transportation (NEMT)

NEMT stands for Non-Emergency Medical Transportation. NEMT can be used when you do not have a way to get to your health care appointment without charge. We may use public transportation or bus tokens, vans, taxis or even an ambulance, if necessary, to get you to your health care appointment. Show Me Healthy Kids will give you a ride that meets your needs. You do not get to choose what kind of car or van or the company that will give you the ride. You may be able to get help with gas costs if you have a friend or a neighbor who can take you. This must be approved before your appointment.

### ***Who can get NEMT services?***

- You must be enrolled in Show Me Healthy Kids managed by Home State Health on the day of your appointment.
- Show Me Healthy Kids provides NEMT services to members except for children in a state only funded category: Child Welfare System (CWS) Foster Care (FC), Division of Youth Services (DYS) General Revenue, or CWS-FC Adoption Subsidy. To check whether you get NEMT as part of your benefits, call member services at 1-877-236-1020.
- Children who are under the age of seventeen (17) must have an adult ride with them.
- We will only pay for one (1) child and one (1) parent/guardian and/or an attendant if your child is under the age of twenty-one (21) and needs to be away from home overnight or needs someone to be with him/her. We will not pay for other children or adults.
- You can get NEMT services if your medical appointment requires an overnight stay.
- Volunteer, community, or other ancillary services are available at no cost to you.

### ***What health care services can I get NEMT to take me to?***

- The appointment is to a health care provider that is in the Show Me Healthy Kids managed by Home State Health network.
- The appointment is to a service covered by Show Me Healthy Kids
- The appointment is to a health care provider near where you live. If the provider is far away, you may need to say why and get a note from your PCP. There are rules about how far you can travel to a health care appointment and get a ride.
- Some services already include NEMT. We will not give you a ride to these services. Examples are: Some Comprehensive Substance Treatment Abuse and Rehabilitation (CSTAR) services; hospice services; Developmental Disability (DD) Waiver services; some Community Psychiatric Rehabilitation (CPR) services; and services provided in your home. School districts must supply a ride to a child's Individual Education Plan (IEP) services.
- The NEMT program can take you to a durable medical equipment provider only if the durable medical equipment provider cannot mail or deliver your equipment to you.

### ***How do I use the NEMT program?***

Call 1-877-236-1020. You must call at least three (3) days before the day of the appointment, or you may not get NEMT. You may be able to get a ride sooner if your health care provider gives you an urgent care appointment. You can call 1-877-236-1020. If you have an emergency, dial 911 or the local emergency phone number.

### **Non-Emergency Medical Needs**

When your needs are not life threatening, urgent care centers can provide quick, high quality health care. You should visit an urgent care center when you have symptoms similar the following:

- A fever that won't go away;
- Earaches;
- A rash that won't go away;
- A pulled or strained muscle; or
- Vomiting or diarrhea that doesn't stop.

For urgent health care appointments, you must be seen within the following time frames:

- For serious illnesses or injuries, appointments will be available at all times;
- For symptoms like a high temperature and vomiting or diarrhea that won't stop, you must be seen within twenty-four (24) hours; and
- For symptoms like a rash, non-life-threatening pain or fever, your provider must see you within five (5) business days or one (1) week, whichever is earlier.

### **Travel Distance Standards**

Show Me Healthy Kids managed by Home State Health has contracted providers, hospitals, advanced practice nurses, behavioral health providers, substance use providers, dentists, and ancillary health care services throughout the four (4) regional service areas.

In the event that you are not able to access a contracted provider within thirty (30) miles of your home address, please call Member Services at 1-877-236-1020 for immediate assistance.

### **Health Care Away From Home**

- If you need urgent health care when you are away from home, call your PCP or Show Me Healthy Kids at 1-877-236-1020 for help.
- In an emergency, you do not need to call your PCP first. Go to the nearest emergency room or call 911.
- Call your PCP after an emergency room visit.
- Get your follow up care from your PCP.
- Routine health care services must be received from your PCP when you get back home.
- All services outside the United States and its territories are not covered.

## Out of State Care

If you are out of state and have an urgent problem, go to an urgent care clinic. Be sure to show your Show Me Healthy Kids managed by Home State Health member ID card prior to receiving services.

You are covered for services delivered outside the health plan's regions if the following conditions are met:

- You are out of State, and you have a medical or behavioral health emergency (If you are seen at an out-of-state hospital or an emergency, your follow-up care must be with a Show Me Healthy Kids network provider. You may also need to contact your PCP to get a referral if you need to see a specialist);
- Medical or behavioral health services are needed, and your health would be endangered if you were required to travel to your residence; or
- On the basis of medical advice, it is determined that you need special care that you cannot receive in Missouri. These services are subject to Show Me Healthy Kids' prior authorization and review process. If Show Me Healthy Kids approves, the cost of the care you get in the other state will be covered.

Members are not covered for services outside of the United States.

## Out of Network Care

Out of network emergency services do not need approval from Show Me Healthy Kids managed by Home State Health. All other services from an out of network provider need prior authorization by Show Me Healthy Kids. We will first check to see if there is a network provider that can treat your medical condition. If there is not, we will help you find an out of network provider.

If Show Me Healthy Kids is unable to provide medically necessary covered services to you in a timely manner or within travel distance standards, we will adequately and timely cover these services by an out of network provider for as long as our provider network is unable to provide these services.

You will be financially responsible for payment of out of network service(s) if Show Me Healthy Kids did not approve the visit or service. If you have questions, call Member Services toll-free at 1-877-236-1020. Show Me Healthy Kids will notify you when the referral is approved.

## Direct Access and Standing Referrals

You may request:

- A referral to an out of network provider when Show Me Healthy Kids managed by Home State does not have a provider in the network with appropriate training or experience to meet your needs;
- A standing referral from a specialist if you have a condition which requires ongoing care from a specialist;
- Access to a specialist and the procedure if you have a life-threatening condition or a degenerative and disabling condition or disease, either of which requires specialized medical care over a prolonged period.

Show Me Healthy Kids will notify you when the referral is approved.

You also have direct access to the services of the in-network OB/GYN of your choice for the provision of covered services.

### **Prior Authorization for Services**

When you need care, always start with a call to your PCP. Some covered services may require prior authorization or review by Show Me Healthy Kids managed by Home State Health before services are provided. This includes services or visits to an out of network provider and some specialists. Home health services and some surgeries also need to be reviewed. Your provider can tell you if a service needs review. The list is on Show Me Healthy Kids' website at [www.HomeStateHealth.com](http://www.HomeStateHealth.com). You can also call Member Services at 1-877-236-1020 to see if something needs to be reviewed by Show Me Healthy Kids.

Emergency medical, behavioral health and substance use services DO NOT require prior authorization.

### **Second Opinion and Third Opinion**

You may want an opinion from a different health care provider. In such cases, you must ask your PCP or Show Me Healthy Kids to get a second opinion. Show Me Healthy Kids will pay for it.

You may get an opinion from a third provider if your PCP and second opinion provider do not agree. Show Me Healthy Kids will pay for a third opinion. It is always important that you take all your health insurance cards to your appointments.

## **YOUR PRIMARY CARE PROVIDER**

### **Choosing and Changing Your Primary Care Provider (PCP)**

You must choose a PCP. If you do not, we will choose one for you. Your PCP will manage your health care.

The PCP knows the Show Me Healthy Kids managed by Home State Health network and can guide you to specialists if you need one. You may ask for a specialist as your PCP if you have a chronic illness or disabling condition. We will work out a plan to make sure you get the care you need.

You have a right to change PCPs in our Show Me Healthy Kids health plan. You can change your PCP with or without cause at any time. To do this, call us at 1-877-236-1020. PCP change requests will be effective the next calendar day.

### **Roles and Responsibilities of the PCP**

PCPs shall serve as the members initial and most important contact. PCPs responsibilities include, but are not limited, to the following:

- Establish and maintain hospital admitting privileges sufficient to meet the needs of all linked members, or entering into an arrangement for management of inpatient hospital admission of members;
- Manage the medical and health care needs of members to assure that all medically necessary services are made available in a culturally competent and timely manner while ensuring patient safety at all times including members with special needs and chronic conditions;
- Educate members on how to maintain healthy lifestyles and prevent serious illness;
- Provide screening, well care and referrals to local public health agencies and other agencies in accordance with MO HealthNet provider requirements and public health initiatives;
- Conduct a behavioral health screen to determine whether the member needs behavioral health services;
- Maintain continuity of each member's health care;
- Offer hours of operation that are no less than the hours of operating offered to commercial members or comparable to commercial health plans if the PCP does not provide health services to commercial members;
- Provide referrals for specialty and sub-specialty care and other medically necessary services which the PCP does not provide;
- Ensure follow up and documentation of all referrals including services available under the MO HealthNet Fee-for-Service program;
- Collaborate with Show Me Healthy Kids' care management program as appropriate to include, but not limited to, performing member screening and assessment, development of plan of care to address risks and medical needs, linking the member to other providers, medical services, residential, social, community and other support services as needed;
- Maintain a current and complete medical record for the member in a confidential manner, including documentation of all services and referrals provided to the member by the PCP, specialists and providers of ancillary services;
- Adhere to the EPSDT periodicity schedule for members under the age of twenty-one (21);
- Follow established procedures for coordination of in network and out of network services for members. These procedures include obtaining authorizations for selected inpatient and selected outpatient services as listed on the current prior authorization list, except for emergency services up to the point of stabilizations; as well as coordinating services the member is receiving from another health plan during transition of care;
- Share the results of identification and assessment for any member with special health care needs with another health plan to which a member may be transitioning or has transitioned so that those services are not duplicated;
- Actively participate in and cooperate with all Show Me Healthy Kids' quality initiatives and programs; and
- Assess for the signs, symptoms, and risks of trauma to inform treatment approaches and trauma-informed service needs.

## ACCESS TO CARE

### Connecting Your Healthcare

#### *Options for managing your digital health records*

The Interoperability and Patient Access Rule (CMS 9115 F) makes it easier for members to get their health records when they need it most. You have full access to your health records on your mobile device which lets you manage your health better and know what resources are open to you.

#### *Imagine:*

You go to a new doctor because you don't feel well, and that doctor can pull up your health history from the past five years. You use an up-to-date provider directory to find a provider or specialist. That provider or specialist can use your health history to diagnose you and make sure you get the best care. You go to your computer to see if a claim is paid, denied, or still being processed.

#### *The new rule makes it easy to find information\*\* on:*

|                            |   |
|----------------------------|---|
| ■ Claims (paid and denied) | ■ Specific parts of your clinical information |
| ■ Pharmacy drug coverage   | ■ Healthcare providers                        |

**\*\*You can get information for dates of service on or after January 1, 2016.**

For more info, visit your online member account.

### Access to Care

Show Me Healthy Kids must provide urgent care for physical or behavioral health illness within twenty-four (24) hours, routine care with symptoms within five (5) business days or routine care without symptoms within thirty (30) calendar days. For maternity care, there are special requirements. Show Me Healthy Kids must make providers available within thirty (30) miles from where you live. If there is not a licensed physical or behavioral health provider within your area, you will have access to physical and behavioral health providers within sixty (60) miles from where you live. Call 1-877-236-1020 if you need help.

If a provider is terminated from the Show Me Healthy Kids network, members may receive up to an additional 90 days of care if:

|                                     |   |
|-------------------------------------|---|
| ■ It is deemed medically necessary; | ■ The member is in their third trimester of pregnancy; or |
| ■ The member is disabled;           | ■ The member has a life-threatening illness.”             |

### Health Care Appointments

Your health care providers must see you within thirty (30) days when you call for a regular health care and dental appointment. Call 1-877-236-1020 if you need help.



Pregnant women can see a health care provider sooner. In the first six (6) months of pregnancy, you must be seen within seven (7) days of asking. In the last three (3) months of your pregnancy, you must be seen within three (3) days of asking.

You should not have to wait longer than one (1) hour from the time of your appointment. For example, if your appointment time is 2:00 p.m., you should be seen by 3:00 p.m. Sometimes you may have to wait longer because of an emergency. Please call Show Me Healthy Kids at 1-877-236-1020 if you have problems or need help with an appointment. It is always important that you take all your health insurance cards to your appointments.

For urgent care appointments for physical or behavioral illness injuries which require care right away but are not emergencies such as high temperature, persistent vomiting or diarrhea, symptoms which are of sudden or severe onset but which do not require emergency room services, you must be seen within twenty-four (24) hours.

For routine care with physical or behavioral symptoms such as persistent rash, recurring high grade temperature, nonspecific pain, or fever, you must be seen within one (1) week or five (5) business days, whichever is earlier.

For routine care without physical or behavioral symptoms such as well child exams and routine physical exams, you must be seen within thirty (30) calendar days.

For after care appointments, you must be seen within seven (7) calendar days after hospital discharge.

For maternity care, Show Me Healthy Kids will provide initial prenatal care appointments for pregnant members as follows:

- First trimester appointments within seven (7) calendar days of first request.
- Second trimester appointments within seven (7) calendar days of first request.
- Third trimester appointments within three (3) calendar days of first request.
- Appointments for high-risk pregnancies within three (3) calendar days of identification of high risk to Show Me Healthy Kids or maternity care provider, or immediately if an emergency exists.

Your health care provider will care for you if he or she can. Your health care provider will send you to someone else if he or she is not able to see you that soon. It is always important that you take all your health insurance cards to your appointments.

## **Dental Appointments**

Appointments for dental services are the same as for regular and urgent health care appointments.

## Explanation of Benefits (EOB)

Each time you receive medical services, the details of how the claim was paid is available on the member secure website. The detail explains which procedure and services were given, how much they cost and how much Show Me Healthy Kids pays. The information can also be printed if you would like to have a copy. If there are services you do not believe you received, please call Member Services at 1-877-236-1020.

## If You are Billed

Show Me Healthy Kids managed by Home State Health will pay for all covered Show Me Healthy Kids services. You should not be getting a bill if the medical service you got is a covered Show Me Healthy Kids benefit. If you choose to pay for a service, you must agree in writing that you will be responsible for the payment before getting the service. The written agreement must show the date and service. It must be signed and dated by you and the provider. The agreement must be made before you receive the service. A copy of the agreement must be kept in your medical record.

You will not have to pay for covered health care services even if:

- The State does not pay your Show Me Healthy Kids health plan;
- Your Show Me Healthy Kids health plan does not pay your provider;
- Your provider's bill is more than your Show Me Healthy Kids health plan will pay; and
- Your Show Me Healthy Kids health plan cannot pay its bills.

You may have to pay for services you get if:

- You choose to get medical services that are not covered by Show Me Healthy Kids; or
- You go to a provider that is not a Show Me Healthy Kids provider without prior approval.

If you get a bill, do not wait! Call our Member Services office at 1-877-236-1020. Show Me Healthy Kids managed by Home State Health will look into this for you.

## HELP FOR YOUR HEALTH

### Care Management Services

You may ask for an assessment for care management services at any time by calling Show Me Healthy Kids managed by Home State Health at 1-877-236-1020.

Within fourteen (14) days of enrollment, Show Me Healthy Kids will also reach out to Show Me Healthy Kids members to perform an initial care management assessment. Show Me Healthy Kids is focused on improving your health and your experience.

Members experiencing the following events will also receive a care management assessment and be offered care management services:

- Three (3) or more emergency department visits in any given quarter;
- An admission to a psychiatric hospital or residential substance use treatment program;
- A readmission or a hospital stay of more than two (2) weeks.

## Preventive Services

Show Me Healthy Kids must provide coverage for preventive services rated ‘A’ or ‘B’ by the U.S. Preventive Services Force [www.uspreventiveservicestaskforce.org](http://www.uspreventiveservicestaskforce.org). If you have health insurance other than Show Me Healthy Kids, your other health insurance may be responsible for the payment of these preventive services.

## Immunization (Shots) Schedule for Children

Immunizations (shots) help prevent serious illness. This record will help keep track when your child is immunized. If your child did not get their shots at the age shown, they still need to get that shot. Talk to your PCP about your child’s immunizations (shots). Children must have their immunizations (shots) to enter school.

| Immunization Record     |   |               |
|-------------------------|---|---------------|
| Age                     | Shot (Immunization)   | Date Received |
| Birth                   | HepB  |               |
| 2 months                | DTaP, Hib, IPV, PCV, RV, HepB   |               |
| 4 months                | DTaP, Hib, IPV, PCV, RV   |               |
| 6 months                | DTaP, Hib, IPV, PCV, RV, HepB   |               |
| 12-15 months            | Hib, PCV, MMR, Varicella, HepA*   |               |
| 15-18 months            | DTaP**  |               |
| 19-23 months            | HepA*   |               |
| 4-6 years               | DTaP, IPV, MMR, Varicella   |               |
| 7-10 years<br>Catch-Up  | Tdap, HepB, IPV, MMR, Varicella, HepA   |               |
| 11-12 years             | Tdap, MenACWY (1 dose), HPV (2 doses)***  |               |
| 11-12 years<br>Catch-Up | HepB, IPV, MMR, Varicella, HepA   |               |
| 13-18 years<br>Catch-Up | Tdap, MenACWY (1 dose, Booster at 16), MenB (16-18 years)****, HPV (2 doses)****, HepB, IPV, MMR, Varicella, HepA |               |
| 16-18 years             | MenB****  |               |
| 19-20 years             | HPV – (2-3 doses)****, MMR****, Tdap****, Varicella****   |               |
| Every year              | Influenza (after 6 months)  |               |

\* The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 months after the first dose.

\*\*Can be given as early as 12 months, if there are six months since third dose.

\*\*\*A 3rd shot series is needed for those with weakened immune systems and those who start the series at 15 years or older.

\*\*\*\*Recommended unless your health-care provider tells you that you cannot safely receive it or that you do not need it. HPV doses depending on age of initial vaccination or condition.

\*\*\*\*\*Ages 16-18 who are not at increased risk may receive after discussing with their healthcare provider.

## Missouri WIC program

The Missouri WIC program provides supplemental food, health care referrals, nutrition education and breastfeeding promotion and support to eligible pregnant, breastfeeding and postpartum women, infants and children up to age five. Visit <https://health.mo.gov/living/families/wic/> for additional information.

## When You Are Pregnant

Keep these points in mind if you are pregnant now or want to become pregnant:

- Go to your health care provider as soon as you think you are pregnant. It is important for your health and your baby's health to see a PCP as early as possible. Seeing your PCP early will help your baby get off to a good start. It is even better to see your PCP before you get pregnant to get your body ready for the pregnancy. Show Me Healthy Kids Care Manager will help you find a PCP if you cannot find one or do not know how to find one. Please call 1-877-236-1020.
- Make an appointment with your dentist for a checkup and a cleaning.
- Set a goal to live a healthier lifestyle. Healthy lifestyle habits include exercising, eating balanced healthy meals and resting for eight (8) to ten (10) hours at night.

## Pregnancy and Maternity Services

There are things you can do to have a safe pregnancy. See your health care provider about any medical conditions you may have such as diabetes or high blood pressure. Do not use tobacco, alcohol, or non-prescribed drugs either now or while you are pregnant. Show Me Healthy Kids managed by Home State Health recommends that you see your health care provider before becoming pregnant if you have experienced any of the following:

- You have had three (3) or more miscarriages;
- You have given birth to a premature baby (this means the baby came before thirty-seven (37) weeks of pregnancy) or a "preemie"; or
- You gave birth to a stillborn baby.

A note about folic acid: Folic acid is a very important nutrient that can help you have a healthier baby. You should take folic acid before you become pregnant or as soon as you find out you are pregnant. Some foods that have folic acid in them include orange juice, green vegetables, beans, peas, fortified breakfast cereals, enriched rice, and whole wheat bread. It is difficult to get enough folic acid from food alone when you are pregnant. Ask your health care provider about taking prenatal vitamins and see your PCP as soon as you think you are pregnant. If you have any questions about folic acid or your pregnancy, call Member Services toll-free at 1-877-236-1020.

## Special Health Care Needs

If you have a special health care need, call Show Me Healthy Kids at 1-877-236-1020. Show Me Healthy Kids will work with you to make sure you get the care you need.

The following individuals are at high risk of having special health care needs:

- Individuals with Autism Spectrum Disorder
- Individuals with serious mental illness

If you have a chronic illness and are seeing a specialist for your medical care, you may ask Show Me Healthy Kids for a specialist to be your PCP.

Members may request and obtain access to a specialty care center if the member has a life threatening condition or disease, either of which requires specialized medical care over a prolonged period.

## ELIGIBILITY INFORMATION

### Insurance

You have Show Me Healthy Kids managed by Home State Health health care coverage. You may have other health insurance, too. This may be from a job, an absent parent, union, or other source. If you have other health insurance besides Show Me Healthy Kids, that insurance company must pay for most of your health services before Show Me Healthy Kids pays. If your other health insurance covers a service not covered by Show Me Healthy Kids, you will owe your provider what your insurance does not pay. It is important that you show all your insurance ID cards to your health care provider.

You must show your Show Me Healthy Kids and MO HealthNet ID cards to receive non-emergency care.

Show Me Healthy Kids and your other health insurance policy have rules about getting health care. You must follow the rules for each policy. There are rules about going out of network. Some services need prior approval. You may have to pay for the service if you don't follow the rules. For help, call Show Me Healthy Kids at 1-877-236-1020.

If you have health insurance other than Show Me Healthy Kids or your insurance changes, details about your insurance are needed. Have your insurance card with you when you call the following numbers. You must call:

- Show Me Healthy Kids at 1-877-236-1020 and;
- The MO HealthNet Enrollment Helpline at 1-800-348-6627; or

You must report insurance you get through your job, or you could lose your MO HealthNet benefits. MO HealthNet has a program that can pay the cost of other health insurance. The name of the program is Health Insurance Premium Payment (HIPP).

- You will need to contact the Children's Division per case type below to report your change of address:
  - For resource and kinship families, contact your CD case manager

- For subsidy cases, contact your subsidy case manager
- For former foster care cases, email [CDMHNQuestions@dss.mo.gov](mailto:CDMHNQuestions@dss.mo.gov)
- If your job has health insurance.
- Call Third Party Liability (TPL) at 573-751-2005 to ask about the HIPPP program.

You must call Show Me Healthy Kids at 1-877-236-1020, or the Children’s Division within thirty (30) days if:

- You get hurt in a car wreck;
- You get hurt at work;
- You get hurt and have a lawyer; or
- You get money because of an accident.

Children in the care and custody of the state and receiving adoption subsidy assistance shall be automatically assigned to Show Me Healthy Kidseffective on the first day of the month in which the child is enrolled with Show Me Healthy Kids. The member cannot choose a different health plan.

Members of the Show Me Healthy Kids health plan are not able to change health plans. However, if a member loses their eligibility, they will be automatically assigned to Home State Health plan.

If a Show Me Healthy Kids member loses their eligibility for this eligibility category, but retains eligibility under another managed care category within 60 days, the member shall be automatically assigned to the General Plan administered by the same health plan that administers Show Me Healthy Kids. If there is a break in the member’s eligibility of longer than 60 days, the member shall be auto-assigned to a General Plan.

### **Medical Disability / Opting Out of Show Me Healthy Kids**

Members of the Show Me Healthy Kids health plan are not able to change health plans, but you do have the option to opt out if:

- The member is eligible for Supplemental Security Income (SSI) benefits;
- The member meets the SSI medical disability definition; or
- The member is a with complex special health care needs.

For help with questions about opting out of Show Me Healthy Kids, call the MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627.

### **Newborn Coverage**

If you have a baby, you must:

- Call your Children’s Division case manager
- Call Show Me Healthy Kids at 1-877-236-1020
- Call the MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627. The State will give your baby an identification number, known as a DCN, or MO HealthNet number;
- and
- Pick a PCP for your baby in the Show Me Healthy Kids network.

If your baby is enrolled in Show Me Healthy Kids, you are not able to change health plans. If your baby is not enrolled in Show Me Healthy Kids they can change health plans. You can call the MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627 to assist with this change.

Newborns born to mothers who are not in Show Me Healthy Kids health plan but are in state care and custody are automatically assigned to Show Me Healthy Kids.

To be sure your baby gets all the services he or she needs, continue to use your current MO HealthNet Managed Care health plan and PCP until the new MO HealthNet Managed Care health plan is effective for you baby.

## Health Plan Requests for Disenrollment

Show Me Healthy Kids may request disenrollment if one of the following occurs:

- You move out of Show Me Healthy Kids' service area;
- You do not follow your PCP's orders for your health care or continually miss your PCP's appointments without calling or telling your PCP;
- You let someone else use your Show Me Healthy Kids benefits and/or services;
- You are abusive or threaten Show Me Healthy Kids staff and/or providers;
- You request a home birth service; or
- You no longer qualify for medical assistance under one (1) of the Show Me Healthy Kids eligibility categories in the targeted population.

Show Me Healthy Kids must try to help you stay with us. We must write to you at least three (3) times during a ninety (90) calendar day period about disenrollment. We must tell you thirty (30) calendar days before we ask the State to change you to another health plan.

The health plan shall not initiate disenrollment:

- Because of a medical diagnosis or the health status of a member;
- Because of the member's attempt to exercise his or her rights under the grievance system;
- Because of pre-existing medical conditions or high-cost medical bills or an anticipated need for health care;
- Due to behaviors resulting from a physical or behavioral health condition; or
- Due to race, color, national origin, disability, age, sex, gender identity, or sexual orientation.

## Hospitalization at the Time of Enrollment and Disenrollment

Members, including newborn members, who are hospitalized in an acute setting, shall not be disenrolled from Home State Health (General Plan) until an appropriate acute inpatient hospital discharge, unless a member is enrolling in Show Me Healthy Kids (Specialty Plan), is no longer eligible for the Managed Care Program, or opts out of participating in Managed Care.

## **Fee-For-Service to Managed Care**

If the member is participating in the Fee-For-Service Program at the time of acute inpatient hospitalization on the effective date of enrollment into Home State Health, the member shall remain in the Fee-For-Service Program until an appropriate acute inpatient hospital discharge.

## **General Plan to Specialty Plan**

For a general plan member who is enrolled into the Specialty Plan, the Specialty Plan shall assume financial responsibility for that member effective on the first day of the month in which the member enrolled in the Specialty Plan, regardless of whether the member was hospitalized on that date.

When a member moves from one health plan to another health plan, in addition to acute inpatient hospitalizations, admissions to facilities that provide a lower level of care in lieu of an acute inpatient admission may be considered as an acute inpatient hospitalization. The state agency reserves the right to determine if such an admission qualifies as an acute inpatient hospitalization. Only acute inpatient hospitalization shall apply when a new member moves from the Fee-For-Service Program to Managed Care Program.

## **MEMBER SATISFACTION**

### **Advance Health Care Directive**

You have the right to accept or refuse any medical care. A time may come when you are too sick to talk to your PCP, family or friends. You may not be able to tell anyone what health care you want. The law allows adults to do two things when this happens:

- An advance directive allows you to leave written directions about your medical treatment decisions.
- An advance directive also allows you to ask someone to decide your care for you.

Transition-aged youth, adult Show Me Healthy Kids members, and their parents/guardians have the right to execute psychiatric advance directives pursuant to Section 404.800 RSMo, the Durable Power of Attorney for Health Care Act.

If you do not have an advance health care directive, your PCP may not know what health care you want. Talk to your PCP or call Show Me Healthy Kids at 1-877-236-1020 for information on an advance health care directive. Your PCP must keep a written and signed copy of what care you want. An advance directive becomes part of your medical record.

Show Me Healthy Kids policies related to advanced directives do not prohibit the application of any Missouri law that allows for an objection on the basis of conscience.



If there is a problem with things not being done the way they should with an advance directive and the concerns are related to abuse, neglect or exploitation of a Missouri resident age sixty (60) plus or age eighteen (18) to fifty-nine (59) with a disability, you may file a complaint with the Missouri Department of Health and Senior Services at 1-800-392-0210 or write them at P.O. Box 570, Jefferson City, MO 65102. You may send an email to: [info@health.mo.gov](mailto:info@health.mo.gov).

Advance Health Care Directives are available from the Missouri Bar, P.O. Box 119, 326 Monroe, Jefferson City, MO 65102. You may call them at 1-573-635-4128 or download forms from their website at [www.mobar.org](http://www.mobar.org).

## **Advocates for Family Health**

Advocates for Family Health is an ombudsman service. An ombudsman is a problem solver who can advise you and help you. Advocates for Family Health can help you if:

- You need help understanding your rights and benefits under Show Me Healthy Kids;
- You feel your rights to health care are being denied;
- You are not able to solve the problem by talking to a PCP, a nurse or Show Me Healthy Kids;
- You need to talk to someone outside of Show Me Healthy Kids;
- You want help when filing a grievance;
- You need help when appealing a decision by Show Me Healthy Kids; or
- You need help getting a State fair hearing.

You can get legal help at no cost to you by contacting the legal aid office for your county below.

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| <p><b>LEGAL AID OF WESTERN MISSOURI</b></p> <p>Serves the following counties: Andrew, Atchison, Barton, Bates, Benton, Buchanan, Caldwell, Camden, Carroll, Cass, Clay, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Henry, Hickory, Holt, Jackson, Jasper, Johnson, Lafayette, Linn, Livingston, McDonald, Mercer, Morgan, Newton, Nodaway, Pettis, Platte, Putnam, Ray, Saline, St. Clair, Sullivan, Vernon and Worth.</p> <p><b>Legal Aid of Western MO</b></p> <p>4001 Dr. Martin Luther King, Jr. Blvd., Suite 300<br/>Kansas City, MO 64130<br/>Phone: 1-816-474-6750<br/>Fax: 1-816-474-9751</p> | <p><b>LEGAL SERVICES OF EASTERN MISSOURI</b></p> <p>Serves St. Louis City and the following counties: Adair, Clark, Franklin, Jefferson, Knox, Lewis, Lincoln, Macon, Marion, Monroe, Montgomery, Pike, Ralls, Schuyler, Scotland, Shelby, St. Charles, St. Louis, Warren and Washington.</p> <p><b>Advocates for Family Health</b><br/><b>Legal Services of Eastern Missouri</b></p> <p>4232 Forest Park Avenue<br/>St. Louis, MO 63108<br/>1-314-534-4200 • Toll free 1-800-444-0514<br/>ext. 1251 (outside St. Louis City/County)<br/>Fax: 1-314-534-1028</p>  |
| <p><b>MID-MISSOURI LEGAL SERVICES</b></p> <p>Serves the following counties: Audrain, Boone, Callaway, Chariton, Cole, Cooper, Howard, Miller, Moniteau, Osage and Randolph.</p> <p><b>Advocates for Family Health</b><br/><b>Mid-Missouri Legal Services</b></p> <p>117 N Garth<br/>Columbia, MO 65203<br/>1-573-442-0116 • Toll free 1-800-735-2966<br/>Fax: 1-573-875-0173</p>   | <p><b>LEGAL SERVICES OF SOUTHERN MISSOURI</b></p> <p>Serves the following counties: Barry, Bollinger, Butler, Cape Girardeau, Carter, Cedar, Christian, Crawford, Dade, Dallas, Dent, Douglas, Dunklin, Gasconade, Greene, Howell, Iron, Laclede, Lawrence, Madison, Maries, Mississippi, New Madrid, Oregon, Ozark, Pemiscot, Perry, Phelps, Polk, Pulaski, Reynolds, Ripley, St. Francois, Ste. Genevieve, Scott, Shannon, Stoddard, Stone, Taney, Texas, Wayne, Webster and Wright.</p> <p><b>Advocates for Family Health</b><br/><b>Legal Services of Southern Missouri</b></p> <p>809 North Campbell<br/>Springfield, MO 65802<br/>1-417-881-1397 • Toll free 1-800-444-4863<br/>Fax: 1-417-881-2159</p> |

## Fraud and Abuse

Committing fraud or abuse is against the law.

|  |   |
|--|---|
| <p><b>Fraud</b> is a dishonest act done on purpose.</p> <p><b>Examples of member fraud are:</b></p> <ul style="list-style-type: none"><li>■ Letting someone else use your Show Me Healthy Kids or MO HealthNet ID card; and</li><li>■ Getting prescriptions with the intent of abusing or selling drugs.</li></ul> <p><b>An example of provider fraud is:</b></p> <ul style="list-style-type: none"><li>■ Billing for services not provided.</li></ul> | <p><b>Abuse</b> is an act that does not follow good practices.</p> <p><b>An example of member abuse is:</b></p> <ul style="list-style-type: none"><li>■ Going to the emergency room for a condition that is not an emergency.</li></ul> <p><b>An example of provider abuse is:</b></p> <ul style="list-style-type: none"><li>■ Prescribing a more expensive item than is necessary.</li></ul> |
|--|---|

You should report instances of fraud and abuse to:

**Show Me Healthy Kids: 1-877-236-1020**

or

**MO HealthNet Division Constituent Services: 1-800-392-2161.**

**For Participant Fraud or Abuse contact:**

**Department of Social Services**

**Division of Legal Services, Investigation Unit: 1-573-751-3285**

or

Send an email to [MMAC.reportfraud@dss.mo.gov](mailto:MMAC.reportfraud@dss.mo.gov).

**For Provider Fraud or Abuse, contact:**

**Missouri Medicaid Audit & Compliance Investigations**

**1-573-751-3285 or 1-573-751-3399.**

or

Send an email to [MMAC.reportfraud@dss.mo.gov](mailto:MMAC.reportfraud@dss.mo.gov).

**Additional Information:** If you suspect or witness a provider billing inappropriately or a member receiving inappropriate services, please call OIG's Hotline at 1-800-HHS-TIPS (447-8477), directly to a MO HealthNet Fraud Control Unit (MFCU) 1-800-286-3932 or our anonymous and confidential WAF hotline at 1-866-685-8664. Show Me Healthy Kids take all reports of potential waste, abuse or fraud very seriously and investigate all reported issues.

## Grievances and Appeals

You may not always be happy with Show Me Healthy Kids managed by Home State Health. We want to hear from you and have people who can help you. Show Me Healthy Kids cannot take your benefits away because you make a grievance, appeal or ask for a State fair hearing. There are two (2) ways to tell Show Me Healthy Kids about a problem:

### Grievance or Appeal

A grievance is a way for you to show dissatisfaction about things like:

- The quality of care or services you received;
- The way you were treated by a provider;
- A disagreement you may have with Show Me Healthy Kids policy; or
- You do not agree to the extension of time requested for a decision of a grievance or an appeal. An appeal is a way for you to ask for a review when Show Me Healthy Kids:

Takes action to:

- Deny or give a limited approval of a requested service;
- Deny, reduce, suspend or end a service already approved; or
- Deny payment for a service.

Or fails to:

- Act within required time frames for getting a service;
- Make a grievance resolution within thirty (30) calendar days of receipt of request;
- Make an expedited decision within three (3) days of receipt of request;
- Make an appeal resolution within thirty (30) calendar days of receipt of request.

Show Me Healthy Kids must give you a written Notice of Adverse Benefit Determination if any of these actions happen. The Notice of Adverse Benefit Determination will tell you what we did and why and give you your rights to appeal and ask for a State Fair Hearing.

### You Have Some Special Rights When Making a Grievance or Appeal

1. A qualified clinical professional will look at medical grievances or appeals.
2. If you do not speak or understand English, call 1-877-236-1020 to get help from someone who speaks your language.
3. You may ask anyone such as a family member, your minister, a friend, your provider, authorized representative, or an attorney to help you make a grievance or an appeal.
4. You may file a grievance at any time with either Show Me Healthy Kids or MO HealthNet.
5. If your physical or behavioral health is in danger, a review will be done within seventy-two (72) hours or sooner. This is called an expedited review. Call Show Me Healthy Kids and tell us if you think you need an expedited review.

6. Show Me Healthy Kids may take up to fourteen (14) calendar days longer to decide if you request the change of time or if we think it is in your best interest. If Show Me Healthy Kids changes the time, we must tell you in writing the reason for the delay.
7. If you have been getting medical care and Show Me Healthy Kids reduces, suspends, or ends the service, you can appeal. In order for medical care not to stop while you appeal the decision you must appeal within ten (10) calendar days from the date the Notice of Adverse Benefit Determination was mailed and tell us not to stop the service while you appeal. If you do not win your appeal you may have to pay for the medical care you got during this time.
8. Oral inquiries seeking to appeal an adverse benefit determination are treated as appeals (to establish the earliest possible filing date for the appeal).

## **How to Make a Grievance or Appeal and Ask for a State Fair Hearing**

**GRIEVANCE.** You may file a grievance on the telephone, in person or in writing. Call Show Me Healthy Kids at 1-877-236-1020 to file a grievance.

- Show Me Healthy Kids must write you within ten (10) calendar days and let you know we got your grievance.
- Show Me Healthy Kids must give written notice of a decision within thirty (30) calendar days.

**APPEAL.** You may file an appeal orally or in writing to Show Me Healthy Kids. Unless you need an expedited review, you must complete a written request even if you filed orally.

- You must appeal within sixty (60) calendar days from the date of our Notice of Adverse Benefit Determination.
- For help on how to make an appeal, call Show Me Healthy Kids at 1-877-236-1020.
- Send your written appeal to: 7711 Carondelet, St. Louis, MO 63105
- Show Me Healthy Kids must write you within ten (10) calendar days and let you know we got your appeal.
- Show Me Healthy Kids must give written notice of a decision within thirty (30) calendar days unless it is an expedited review.

**STATE FAIR HEARING.** You have the right to ask for a State Fair Hearing when the Show Me Healthy Kids appeal process is deemed exhausted and your appeal is not decided in your favor. You may ask for a State Fair Hearing orally or in writing. Unless you need an expedited review, you must complete a written request even if you asked orally.

- You must ask for a State Fair Hearing within one hundred twenty (120) calendar days from the date Show Me Healthy Kids' written Notice of Appeal Resolution.
- For help on how to ask for a State Fair Hearing, call MO HealthNet at 1-800-392-2161.
- If you do not speak or understand English or need American Sign Language, call 1-800-392-2161 to get help from someone who speaks your language at no cost to you. This includes auxiliary aids and

services. Members who use a Telecommunications Device for the Deaf (TDD) can call 1-800-735-2966. These services are available to you at no cost.

- You can send your written request to MO HealthNet, Constituent Services, Participant Services Unit, P.O. Box 6500, Jefferson City, MO 65102-6500, or fax to 573-526-2471.
- You will be sent a form to complete. Once you send the form back, a date will be set for your hearing.
- You may ask anyone such as a family member, your minister, a friend or an attorney to help you with a State Fair Hearing.
- A decision will be made within ninety (90) days from the date you asked for a hearing.
- If your physical or behavioral health is in danger, a decision will be made within three (3) business days. This is called an expedited hearing. Call 1-800-392-2161 if you think you need an expedited hearing.
- If you have been getting medical care and Show Me Healthy Kids reduces, suspends, or ends the service, you can ask for a State Fair Hearing. In order for medical care not to stop you must ask for a State Fair Hearing within ten (10) calendar days of the date the written appeal resolution was mailed and tell us not to stop the service while you appeal. If you do not win, you may have to pay for the medical care you got during this time.

You have the right to ask for a State Fair Hearing if one of the following occurs:

- Show Me Healthy Kids fails to act within required time frames for getting a service
- Show Me Healthy Kids fails to make an expedited decision within seventy-two (72) hours of receipt of request
- Show Me Healthy Kids fails to make an appeal resolution within thirty (30) calendar days of receipt of request”

## Quality Improvement (QI)

Show Me Healthy Kids managed by Home State Health is committed to providing quality health care to you. Our primary goal is to improve your health and help you with any illness or disability. Our program is consistent with National Committee for Quality Assurance (NCQA) and Institute of Medicine (IOM) priorities. To help promote safe, reliable, and quality health care, our programs include:

- Conducting a thorough check on providers when they become part of Show Me Healthy Kids provider network;
- Monitoring the access Show Me Healthy Kids members have to all types of health care services;
- Providing programs and educational items about general health care and specific diseases;
- Sending reminders to you to get annual tests, such as adult physicals, cervical cancer screenings and breast cancer screenings; and
- Investigating your concerns regarding the health care you have received. If you have a concern about the care you received from your PCP or any service provided by Show Me Healthy Kids, please contact us toll-free at 1-877-236-1020.

Show Me Healthy Kids believes that getting input from members, like you, can help make the services and quality of our programs better. We conduct a member survey each year that asks questions about your experience with the health care and services you are receiving. If you receive one of our member surveys, please be sure to fill out the survey and drop it back in the mail.

## **Show Me Healthy Kids managed by Home State Health Member Advisory Group Meeting**

**Your opinion matters!** Show Me Healthy Kids hosts meetings so that you can share your thoughts and feedback on your benefits, services, and providers. We encourage our members to be actively involved in their healthcare. Call 1-877-236-1020 if you are interested in joining a Member Advisory Group Meeting.

### **Utilization Process**

The utilization process is the review of services and care provided. This information helps Show Me Healthy Kids determine if you are receiving the right type of care. It gives us information to decide if we have the best providers available for our members.

The process begins with the PCP calling for approval for care. The care is reviewed by medical standards. Show Me Healthy Kids' nursing staff works closely with your provider to give the care needed to complete your treatment plan. The nurses also work with the Family Support Division, social workers and other nursing or therapy staff to make sure the provider's plan is carried out.

The State may request information for those cases that were not approved for service. Decisions are based only on your current coverage and appropriateness of care and service. Show Me Healthy Kids does not reward providers or other people for issuing denials of coverage of care. Financial incentives do not support under use of services.

## **MEMBER RIGHTS AND RESPONSIBILITIES**

### **Changes You Need to Report**

If you need to report a change in your address or contact information, or to request a new MO HealthNet ID Card, contact your or your child's Children's Division case manager or subsidy case manager. If you are a former foster care youth, please email [CDMHNQuestons@dss.mo.gov](mailto:CDMHNQuestons@dss.mo.gov).

### **Your Rights as a Show Me Healthy Kids Member**

You have the right to:

- Be treated with respect and dignity;
- Receive needed medical services;
- Privacy and confidentiality (including minors) subject to state and federal laws;
- Select your own PCP;
- Refuse treatment;

- Receive information about your health care and treatment options;
- Participate in decision-making about your health care;
- Have access to your medical records and to request changes, if necessary;
- Have someone act on your behalf if you are unable to do so;
- Get information on our Physician Incentive Plan, if any, by calling 1-877-236-1020;
- Be free of restraint or seclusion from a provider who wants to:
  - make you do something you should not do;
  - get back at you; or
  - punish you;
  - make things easier for him or her.
- Be free to exercise these rights without retaliation; and
- Receive one (1) copy of your medical records once a year at no cost to you.

### **Additional Rights:**

- Receive information about Show Me Healthy Kids, its services, its practitioners and providers and member rights and responsibilities;
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage;
- To voice grievances or appeals about Show Me Healthy Kids or the care it provides;
- To make recommendations regarding the Show Me Healthy Kids' member right and responsibilities policy;
- Protection of oral, written and electronic information across the organization;
- Receive verbal and written notices, when required, in your preferred language;
- Receive language assistance services; and
- Request and obtain provider directory information at least once a year.

### **Your Responsibilities as a Show Me Healthy Kids Member**

You have the responsibility to:

- Call Show Me Healthy Kids to order a member ID card if yours is lost;
- Carry your Show Me Healthy Kids member ID card and your MO HealthNet ID card at all times;
- Contact your PCP first when needing medical care;
- Only use the emergency room in an emergency;
- Follow all instructions given by your health care provider;
- Follow appointment scheduling rules;
- Make and keep PCP appointments or call ahead to cancel;
- Make sure your child sees his/her PCP for regular check-ups and shots;
- Be knowledgeable about your medical coverage;
- Supply information (to the extent possible) that the organization and its providers need in order to provide care;



- Follow plans and instructions for care that you have agreed to with your provider; and
- Understand your health problems and participate in developing mutually agreed upon treatment goals, to the degree possible.
- Members are required to allow their provider agency to use Electronic Visit Verification (EVV), if necessary, or else risk losing their personal care services. Missouri regulation 13 CSR 70-3.320 contains the specific requirements for members and providers. For additional information, see the MO HealthNet website at <https://dss.mo.gov/mhd/providers/electronic-visit-verification.htm>.
- Show Me Healthy Kids shall protect its members in the event of insolvency and shall not hold its members liable for any of the following:
  - The debts of the health plan in the case of health plan insolvency;
  - Services provided to a member in the event the health plan failed to receive payment from the state agency for such service;
  - Services provided to a member in the event a health care provider with a contractual referral, or other type arrangement with the health plan, fails to receive payment from the state agency or the health plan for such services
  - Payments to a provider that furnishes covered services under a contractual referral, or other type arrangement with the health plan in excess of the amount that would be owed by the member if the health plan had directly provided the services.

## SHOW ME HEALTHY KIDS HEALTH PLAN RIGHTS AND RESPONSIBILITIES

### Notification to Members

Show Me Healthy Kids members are notified at least thirty (30) calendar days in advance when benefits or operations change. Some examples include:

- Advance directive policy changes;
- Comprehensive benefit package changes;
- Network changes;
- Prior authorization procedure changes;
- Utilization management procedure changes; and
- Service delivery office/site changes.

Show Me Healthy Kids members are notified, in writing, at least fifteen (15) calendar days in advance when their health care provider leaves our network.

If your Show Me Healthy Kids health plan benefits change or terminate, we will notify you in writing. You may also call Member Services at 1-877-236-1020 to receive information on benefit changes or updates.

### Release for Ethical Reasons

Show Me Healthy Kids may object to covering a counseling or referral service for moral and religious reasons. If this occurs, Show Me Healthy Kids will let you know how and where else to get the service.

Call MO HealthNet at 1-800-392-2161 to receive information about accessing the services Show Me Healthy Kids may not cover for moral or religious objections.

## **Notice About Show Me Healthy Kids as a Payer of Last Resort**

Sometimes, someone else has to pay first for the services we provide you. For example, if you are injured at work, insurance for Worker's Compensation has to pay first.

Show Me Healthy Kids has the right and the responsibility to collect payment for covered services when someone else has to pay first.

### **Right of Subrogation**

Subrogation is the process by which Show Me Healthy Kids gets back some or all of the costs of your health care from another insurer or party. Examples of other insurers include:

another insurer or party. Examples of other insurers include:

- Your motor vehicle or homeowner's insurance;
- The motor vehicle or homeowner's insurance of an individual who caused your illness or injury; or
- Workers' Compensation.

If an insurer other than Show Me Healthy Kids should pay for services related to an illness or injury, Show Me Healthy Kids has the right to ask that insurer to repay us. Show Me Healthy Kids is subrogated to any right of recovery you have against a third person who caused your illness or injury or any right of recovery you have against another insurance plan, including but not limited to, any uninsured motorist coverage, underinsured motorist coverage, personal umbrella coverage, medical payments coverage, no-fault automobile insurance coverage or any other first party insurance coverage. Unless otherwise required by law, coverage under this policy by Show Me Healthy Kids will be secondary when another plan, including another insurance plan, provides you with coverage for health care services.

If you have a worker's compensation claim, or a pending personal injury, or tort, or product liability, or medical malpractice lawsuit, or has been involved in an auto accident, please contact the health plan at 1-877-236-1020.

# NOTICE OF PRIVACY PRACTICES

## Privacy Notice

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

For help to translate or understand this, please call 1-877-236-1020. Hearing impaired TTY 711. Interpreter services are provided at no cost to you.

## Covered Entity Duties

Show Me Healthy Kids managed by Home State Health is a Covered Entity as defined and regulated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Show Me Healthy Kids is required by law to keep the privacy of your protected health information (PHI). We must give you this Notice of our legal duties and privacy practices related to your PHI, abide by the terms of the Notice that is currently in affect and notify you in the event of a breach of your unsecured PHI.

This Notice describes how we may use and disclose your PHI. It describes your rights to access, change and manage your PHI. It also states how to use your rights. All other uses and disclosures of your PHI not described in this Notice will be made only with your written authorization.

Show Me Healthy Kids reserves the right to change this Notice. We reserve the right to make the revised or changed Notice effective for your PHI we already have as well as any of your PHI we get in the future. Show Me Healthy Kids will promptly revise and distribute this Notice whenever there is a material change to the uses and disclosures, your rights, our legal duties, or other privacy practices stated in the notice. We will make any revised Notices available on our website and in our Member Handbook. We will also mail you or email you a copy on request.

Updated Notices will be on our website and in our Member Handbook. Upon your request, we will also mail or email you a copy.

## Internal Protections of Oral, Written and Electronic PHI

Show Me Healthy Kids protects your PHI. We have privacy and security processes to help. These are some of the ways we protect your PHI.

- We train our staff to follow our privacy and security processes.
- We require our business associates to follow privacy and security processes.
- We keep our offices secure.
- We talk about your PHI only for a business reason with people who need to know.
- We keep your PHI secure when we send it or store it electronically.
- We use technology to keep the wrong people from accessing your PHI.

## Permissible Uses and Disclosures of Your PHI

The following is a list of how we may use or disclose your PHI without your permission or authorization:

- **Treatment.** We may use or disclose your PHI to a physician or other health care providers providing treatment to you, to coordinate your treatment among providers, or to assist us with prior authorization decisions related to your benefits.
- **Payment.** We may use and disclose your PHI to make benefit payments for the health care services provided to you. We may disclose your PHI to another health plan, a healthcare provider, or other entity subject to the federal Privacy Rules for their payment purposes. Payment activities may include processing claims, determining eligibility or coverage for claims, issuing premium billings, reviewing services for medical necessity, and performing utilization review of claims.
- **Health Care Operations.** We may use and disclose your PHI to perform our healthcare operations. These activities may include:
  - providing customer services,
  - responding to complaints and appeals,
  - providing case management and care coordination,
  - conducting medical review of claims and
  - other quality assessment improvement activities.

In our health care operations, we may also disclose PHI to business associates with whom we have written agreements containing terms to protect the privacy of your PHI with these associates. We may disclose your PHI to another entity that is subject to the federal Privacy Rules and that has a relationship with you for its healthcare operations. This includes the following:

- quality assessment and improvement activities
- reviewing the competence or qualifications of healthcare professionals
- case management and care coordination, or
- detecting or preventing healthcare fraud and abuse.

## Other Permitted or Required Disclosures of Your PHI

- **Appointment Reminders/Treatment Alternatives.** We may use and disclose your PHI to remind you of an appointment for treatment and medical care with us or to provide you information about treatment alternatives or other health-related benefits and services, such as information on how to stop smoking or lose weight.
- **As Required by Law.** If federal, state, and/or local law requires a use or disclosure of your PHI, we may use or disclose your PHI information to the extent that the use or disclosure complies with the law and

is limited to the requirements of the law. If two or more laws or regulations governing the same use or disclosure conflict, we will comply with the more restrictive laws or regulations.

- **Public Health Activities.** We may disclose your PHI to a public health authority to prevent or control disease, injury, or disability. We may disclose your PHI to the Food and Drug Administration (FDA) to ensure the quality, safety or effectiveness of products or services under the jurisdiction of the FDA.
- **Victims of Abuse and Neglect.** We may disclose your PHI to a local, state, or federal government authority, including social services or a protective services agency authorized by law to receive such reports if we have a reasonable belief of abuse, neglect or domestic violence.
- **Judicial and Administrative Proceedings.** We may disclose your PHI in judicial and administrative proceedings, as well as in response to:

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| □ an order of a court   | □ administrative tribunal | □ subpoena          |
| □ summons               | □ warrant                 | □ discovery request |
| □ similar legal request |                           |                     |

- **Law Enforcement.** We may disclose your relevant PHI to law enforcement when required to do so, such as in response to:

|  |                         |            |
|--|-------------------------|------------|
| □ a court order                        | □ court-ordered warrant | □ subpoena |
| □ summons issued by a judicial officer | □ grand jury subpoena   |            |

We may also disclose your relevant PHI for the purposes of identifying or locating a suspect, fugitive, material witness, or missing person.

- **Coroners, Medical Examiners and Funeral Directors.** We may disclose your PHI to a coroner or medical examiner. This may be needed, for example, to determine a cause of death. We may also disclose your PHI to funeral directors, as needed, to carry out their duties.
- **Organ, Eye and Tissue Donation.** We may disclose your PHI to organ procurement organizations or entities engaging in the procurement, banking or transplantation of cadaveric organs, eyes or tissues.
- **Threats to Health and Safety.** We may use or disclose your PHI if we believe, in good faith, that it is needed to prevent or lessen a serious or imminent threat. This includes threats to the health or safety of a person or the public.
- **Specialized Government Functions.** If you are a member of U.S. Armed Forces, we may disclose your PHI as required by military command authorities. We may also disclose your PHI:
  - to authorized federal officials for national security
  - to intelligence activities

- the Department of State for medical suitability determinations; and
- for protective services of the President or other authorized persons
- **Workers' Compensation.** We may disclose your PHI to comply with laws relating to workers' compensation or other similar programs, established by law. These are programs that provide benefits for work-related injuries or illness without regard to fault.
- **Emergency Situations.** We may disclose your PHI in an emergency situation, or if you are unable to respond or are not present. This includes disclosure to:
  - a family member,
  - authorized disaster relief agency; or
  - close personal friend
  - any other person previously identified by you.

We will use professional judgment and experience to decide if the disclosure is in your best interests. If it is in your best interest, we will only disclose the PHI that is directly relevant to the person's involvement in your care.

- **Inmates.** If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release your PHI to the correctional institution or law enforcement official, where such information is necessary for the institution to provide you with health care; to protect your health or safety; or the health or safety of others; or for the safety and security of the correctional institution.
- **Research.** In some cases, we may disclose your PHI to researchers when their clinical research study has been approved. They must have safeguards in place to ensure the privacy and protection of your PHI.

### Uses and Disclosures of Your PHI that Require Your Written Authorization

We are required to obtain your written authorization to use or disclose your PHI, with few exceptions, for the following reasons:

- **Sales of PHI.** We will request your written approval before we make any disclosure that is deemed a sale of your PHI. A sale of your PHI means we are getting paid for disclosing the PHI in this manner.
- **Marketing.** We will request your written approval to use or disclose your PHI for marketing purposed with limited exceptions. For examples, when we have face-to-face marketing communications with you. Or, when we give promotional gifts of nominal value.
- **Psychotherapy Notes.** We will request your written approval to use or disclose any of your psychotherapy notes that we may have on file with limited exception. For example, for certain treatment, payment or healthcare operation functions.

### Individual Rights

The following are your rights concerning your PHI. If you would like to use any of the following rights, please contact us. Our contact information is at the end of this Notice.

- **Right to Revoke an Authorization.** You may revoke your authorization at any time, the revocation of your authorization must be in writing. The revocation will be effective immediately, except to the extent that we have already taken actions in reliance of the authorization and before we received your written revocation.
- **Right to Request Restrictions.** You have the right to ask for restrictions on the use and disclosure of your PHI for treatment, payment or healthcare operations. You can also ask for disclosures to persons involved in your care or payment of your care. This includes family members or close friends. Your request should state the restrictions you are asking for. It should also say to whom the restriction applies. We are not required to agree to this request. If we agree, we will comply with your restriction request. We will not comply if the information is needed to provide you with emergency treatment. However, we will restrict the use or disclosure of PHI for payment or healthcare operations to a health plan when you have paid for the service or item out of pocket in full.
- **Right to Request Confidential Communications.** You have the right to ask that we communicate with you about your PHI in other ways or locations. This right only applies if the information could endanger you if it is not communicated in other ways or locations. You do not have to explain the reason for your request. However, you must state that the information could endanger you if the change is not made. We must work with your request if it is reasonable and states the other way or location where your PHI should be delivered.
- **Right to Access and Receive a Copy of Your PHI.** You have the right, with limited exceptions, to look at or get copies of your PHI contained in a designated record set. You may ask that we give copies in a format other than photocopies. We will use the format you ask for unless we cannot reasonably do so. You must ask in writing to get access to your PHI. If we deny your request, we will give you a written explanation. We will let you know if the reasons for the denial can be reviewed. We will also let you know how to ask for a review or if the denial cannot be reviewed.
- **Right to Change Your PHI.** You have the right to ask that we change your PHI if you believe it has wrong information. You must ask in writing. You must explain why the information should be changed. We may deny your request for certain reasons. For example, if we did not create the information you want changed and the creator of the PHI is able to perform the change. If we deny your request, we will provide you a written explanation. You may respond with a statement that you disagree with our decision. We will attach your statement to the PHI you ask that we change. If we accept your request to change the information, we will make reasonable efforts to inform others of the change. This includes people you name. We will also make the effort to include the changes in any future disclosures of that information.

- **Right to Receive an Accounting of Disclosures.** You have the right to get a list of times within the last 6 years in which we or our business associates disclosed your PHI. This would apply to disclosure for purposes of treatment, payment, healthcare operations, or disclosures you authorized and certain other activities. If you ask for this more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to these additional requests. We will give you more information on our fees at the time of your request.
- **Right to File a Complaint.** If you feel your privacy rights have been violated or that we have violated our own privacy practices, you can file a complaint with us in writing or by phone using the contact information at the end of this Notice.

You can also file a complaint with the Secretary of the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201 or calling 1-800-368-1019, (TTY 1-866-788-4989) or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).

**WE WILL NOT TAKE ANY ACTION AGAINST YOU FOR FILING A COMPLAINT.**

- **Right to Receive a Copy of this Notice.** You may ask for a copy of your Notice at any time. Use the contact information listed at the end of the Notice. If you get this Notice on our website or by email, you can request a paper copy of the Notice.

**Contact Information**

|  |  |
|--|--|
| <p>If you have any questions about this Notice, our privacy practices related to your PHI or how to exercise your rights you can contact us in writing. You can also contact us by phone. Use the contact information listed (at right).</p> | <p><b>Show Me Healthy Kids Plan</b><br/> <b>Attn: Privacy Official</b><br/> <b>7711 Carondelet Ave.</b><br/> <b>St. Louis, MO 63105</b><br/> <b>1-877-236-1020 • TTY 711</b></p> |
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|--|---|
| <p>You may also contact the Secretary of the U.S. Department of Health and Human Services. The contact information is:</p> | <p><b>Office for Civil Rights – Region VII</b><br/> <b>Frank Campbell, Regional Manager</b><br/> <b>U.S. Department of Health &amp; Human Services</b><br/> <b>601 W. 12th Street, Room 353</b><br/> <b>Kansas City, MO 64106</b><br/> <b>Phone: 1-816-426-7277 Fax: 1-816-426-3686 TDD: 1-816-426-7065</b></p> |
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**WE WILL NOT TAKE ANY ACTION AGAINST YOU FOR FILING A COMPLAINT.**



## GLOSSARY

**“Advance Directive”** An advance directive allows you to leave written directions about your medical treatment decisions and/or ask someone to decide your care for you.

**“Adverse Benefit Determination”** (1) The denial or limited authorization of a requested service, including determinations based on the type or level of service, requirements for medical necessity, appropriateness, setting, or effectiveness of a covered benefit; (2) The reduction, suspension, or termination of a previously authorized service; (3) The denial, in whole or in part, of payment for a service; (4) The failure to provide services in a timely manner as defined in the appointment standards (5) The failure of the health plan to act within the timeframes regarding the standard resolution of grievances and appeals; (6) The denial of a member’s request to exercise his or her right to obtain services outside the network; or (7) The denial of a member’s request to dispute a financial liability, including cost sharing, copayments, premiums, deductibles, coinsurance, and other member financial liabilities.

**“Appeal”** is a way for you to ask for a review when your MO HealthNet Managed Care health plan makes an adverse benefit determination to deny or give a limited approval of a requested service; deny, reduce, suspend, or end a service already approved; or deny payment for a service; or fails to act within required time frames for getting a service; make a grievance resolution within thirty (30) calendar days of receipt of request; make an expedited decision within three (3) days of receipt of request; or make an appeal resolution within thirty (30) calendar days of receipt of request.

**“Appeal Resolution”** The written determination concerning an appeal.

**“Co-payment”** is your share for cost of services provided. A set amount of money that you will have to pay for the medical service you received. MO HealthNet Managed Care members do not pay a co-pay.

**“Departmental Client Number”** or **“DCN”** is also known as your MO HealthNet number. This is your identification number for MO HealthNet.

**“Durable medical equipment”** or **“DME”** is necessary medical equipment that your provider has ordered for you to assist you in and out of your home because of your medical condition.

**“Eligibility group”** are members who receive benefits based on age, family size and income.

**“Emergency medical condition”** is a condition that requires medical attention right away. Call 911 or go to the nearest emergency room even if it is not in your health plan network.

**“Emergency medical transportation”** — call 911 or the closest ambulance.

**“Emergency room care”** means medical care that needs to be given right away to help care for things like: pain, chest pain, stroke, difficulty breathing, bad burns, head wounds or trauma, deep cuts/heavy bleeding or gunshot wound(s).

**“Emergency services”** means that in an emergency, go to the nearest emergency room even if it is not in your health plan network or call 911. When you go the emergency room, a health care provider will check to see if you need emergency care. You can call the number listed on the back of your MO HealthNet Managed Care health plan card anytime, day or night, if you have questions about going to the emergency room. Call your PCP after an emergency room visit.

**“Early Periodic Screening, Diagnosis, and Treatment”** or **“EPSDT”** is also known as HCY.

**“Excluded services”** are medical services that your MO HealthNet Managed Care health plan does not pay for.

**“Grievance”** is a way to show dissatisfaction about things like: the quality of care or services you received, the way you were treated by a provider, a disagreement you may have with a MO HealthNet Managed Care health plan policy or you do not agree to extend the time for a decision of a grievance or an appeal.

**“Habilitation services and devices”** are health care services that help you keep, improve, acquire, either partially or fully, skills related to communication and activities of daily living, such as: talking, walking and hearing. These services include: physical therapy, occupational therapy, speech-language pathology and audiology. Medical devices, which include assistive devices and durable medical equipment, are used with habilitation services to improve your physical function and mobility.

**“Healthy Children and Youth”** or **“HCY Program”** is also known as EPSDT.

**“Health Insurance – Show Me Healthy Kids managed by Home State Health”** is insurance that covers your medical services. You may also have other health insurance from a job or another source in addition to Show Me Healthy Kids, which helps you with paying for medical services. If you have other health insurance besides MO HealthNet Managed Care, this is called your primary insurance. This insurance company must pay for most of your health services before your Show Me Healthy Kids managed by Home State Health plan pays.

**“Home health care”** is a service provided in the member’s home who has an acute illness or long term illness that can be managed at home. Services include skilled nurse visits, home health aide visits and medical supplies.

**“Hospice services”** are services that can be given to an adult or child who is in the last six (6) months of their life. The goal of hospice is to provide pain relief and support to the patient and family.

**“Hospitalization”** is when your doctor requires you to stay in the hospital for certain medical services to be done or certain medical conditions where you have to be monitored so your condition can be treated or does not get worse.

**“Hospital outpatient care”** is when you receive medical services that do not require staying in the hospital. After you have a procedure, you can go home.

**“Hospital outpatient care”** is when you receive medical services that do not require staying in the hospital. After you have a procedure, you can go home.

**“Inquiry”** A request from a member for information that would clarify health plan policy, benefits, procedures, or any aspect of health plan function but does not express dissatisfaction.


**“Medically Necessary Services”** A service is medically necessary if it:

- Prevents, diagnoses, or treats a physical or behavioral health condition or injury;
- Is necessary for the member to achieve age appropriate growth and development;
- Minimizes the progression of disability; or
- Is necessary for the member to attain, maintain, or regain functional capacity.

A service is not medically necessary if the nonperformance of the service would not adversely affect the member’s condition or the quality of medical care rendered.

**“MO HealthNet Fee-for-Service”** is a way to get some health care services that are not covered by Home State Health. These services may be covered by MO HealthNet Fee-for-Service. You can go to any approved provider that takes MO HealthNet Fee-for-Service. Use only your MO HealthNet ID card. You may call 1-800-392-2161 to check on how to get these services.

**“MO HealthNet ID card”** is the card sent to you when you are eligible for MO HealthNet (see below).

|   |  |
|---|--|
| <p><b>MO HealthNet</b><br/>Department of Social Services</p>  <hr/> <p style="text-align: center;">Name of Participant</p><br><p>Date of Birth<br/>XX-XX-XXXX</p> <p style="text-align: right;">MO HealthNet ID Number<br/>9999999999</p> <p style="font-size: small;">USE BY ANYONE WHOSE NAME IS NOT PRINTED ON THIS CARD IS FRAUDULENT AND SUBJECT TO PROSECUTION UNDER THE LAW</p> | <ul style="list-style-type: none"> <li>You must present this card each time you get medical services.</li> <li>You must tell the provider of services if you have other insurance.</li> <li>Some services may not be covered by MO HealthNet and you may have to pay for services that are not covered.</li> </ul> <p><b>Participant Inquiries</b> 1-800-392-2161 OR 1-573-751-6527<br/> <b>Fraud and Abuse</b> 1-573-751-3285 OR <a href="mailto:ASK.MHD@DSS.MO.GOV">ASK.MHD@DSS.MO.GOV</a></p> <p><b>Possession of the card does not certify eligibility or guarantee benefits.</b></p> <ul style="list-style-type: none"> <li>Restrictions may apply to some participants or for certain services.</li> <li>Services are covered as specified in the Rules and Regulations of the Family Support Division or the MO HealthNet Division.</li> <li>The holder of this card has made an assignment of rights to the Department of Social Services for payment of medical care from a third-party.</li> </ul> |
|---|--|

**“Network”** is a group of health care providers set up by your Show Me Healthy Kids plan that can see you for your medical care, treatment and supplies.

**“Non-participating provider”** is a health care provider that is not signed up as a network provider for your Show Me Healthy Kids plan.

**“Out of Home Care/Alternative Care Services” (Foster Care)** is the care of children living in a home other than their birth parents. The juvenile court removes the child from their home. The Children’s Division then sets a plan of services.

**“PCP”** is a Primary Care Provider who is a health care provider that manages a member’s health care.

**“Participating provider”** is a health care provider that you can see because they are signed up with Show Me Healthy Kids.

**“Physician services”** are medical services provided to you by a provider who is licensed to practice under state law.

**“Plan”** is a health plan that provides, covers and arranges medical services that are needed by its members for a fixed rate.

**“Preauthorization”** or **“prior authorization”** is your Show Me Healthy Kids’ method of pre-approving certain services.

**“Premium”** is the amount of money that is paid for someone to receive health care insurance.

**“Prescription drug coverage”** is a way for you to get coverage for your medications. Show Me Healthy Kids members prescription drug coverage is provided by Fee-For-Service.

**“Prescription drugs”** are medications that require prescriptions or a doctor’s order.

**“Primary care physician”** is a health care provider who manages a member’s health care.

**“Primary Care Provider”** is a health care provider who manages a member’s health care.


**“Provider”** is a health care provider who manages a member’s health care.

**“Referral”** is a process used by a PCP to let you get health care from another health care provider usually for specialty treatment. Show Me Healthy Kids does not require referral to see a specialist that is in the Show Me Healthy Kids network.

**“Rehabilitation services and devices”** are health care services that help you keep, improve and restore skills and functions for daily living that have been lost or impaired because of an injury, illness or disability. These services include physical therapy, occupational therapy, speech-language pathology and psychiatric services that can occur in an outpatient or inpatient setting. Medical devices, which include assistive devices and durable medical equipment, are used with rehabilitation services to improve your physical function and mobility.

**“Show Me Healthy Kids Approved Provider”** is a doctor, nurse, clinic, pharmacy, hospital or other provider enrolled with the Children’s Division as a Show Me Healthy Kids approved provider.

**“Show Me Healthy Kids managed by Home State Health ID card”** is the card sent to you by Show Me Healthy Kids health plan.

|  |   |   |  |
|--|---|---|--|
| <br><b>home state health.</b>   | <b>IMPORTANT TELEPHONE NUMBERS</b>  |   |  |
| <b>Name:</b><br><b>Member ID #:</b><br><b>PCP Name:</b><br><b>PCP Address:</b><br><br><b>PCP Phone #:</b><br><hr/>   | <b>Members:</b><br>Member Services: 1-877-236-1020<br>Dental: 1-877-236-1020<br>Vision: 1-877-236-1020<br>Behavioral Health: 1-877-236-1020<br>Pharmacy: 1-800-392-2161/573-751-6527<br>24/7 Nurse Advice Line: 1-877-236-1020<br>File a Grievance: 1-877-236-1020<br><b>Providers:</b><br>Provider Services: 1-877-236-1020<br>IVR Eligibility Inquiry - Prior Auth: 1-877-236-1020<br><b>Medical claims:</b> Show Me Healthy Kids managed by Home State Health<br>Attn: CLAIMS<br>PO Box 4050<br>Farmington, MO 63640-3829<br><br>Provider/claims information via the web: <a href="http://www.HomeStateHealth.com">www.HomeStateHealth.com</a> |   |  |
| <small>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). SMHK23064-12/9/2022</small> | <b>TTY 711</b><br><table border="1"><tr><td><b>Home State Address:</b><br/>7711 Carondelet Ave.<br/>St. Louis, MO 63105</td></tr><tr><td><b>EDI/EFT/ERA please visit<br/>Provider Resources at<br/><a href="http://www.homestatehealth.com">www.homestatehealth.com</a></b></td></tr></table>   | <b>Home State Address:</b><br>7711 Carondelet Ave.<br>St. Louis, MO 63105 | <b>EDI/EFT/ERA please visit<br/>Provider Resources at<br/><a href="http://www.homestatehealth.com">www.homestatehealth.com</a></b> |
| <b>Home State Address:</b><br>7711 Carondelet Ave.<br>St. Louis, MO 63105  |   |   |  |
| <b>EDI/EFT/ERA please visit<br/>Provider Resources at<br/><a href="http://www.homestatehealth.com">www.homestatehealth.com</a></b>   |   |   |  |

**“Skilled nursing care”** is care given to you in a nursing home for a short period of time because of an injury or illness. The staff taking care of you can be a nurse, speech therapist, physical therapist or occupational therapist. The staff can help you with bathing, dressing, personal care, eating, and walking, these are rehabilitation services. Other services that may be provided to you are social and educational activities, transportation if needed, laboratory, radiology, pharmacy services, and hospice care-end of life and respite care.

**“Specialist”** is a medical professional who has a lot of knowledge about your chronic illness. If you have a chronic illness and are seeing a specialist for your medical care, you may ask Show Me Healthy Kids for a specialist to be your Primary Care Provider.

**“State”** is the State of Missouri.

**“Urgent care”** Urgent care appointments for physical or behavioral illnesses or injuries, which require care immediately but are not emergencies such as high temperature, persistent vomiting or diarrhea, symptoms which are of sudden or severe onset but which do not require emergency room services, you must be seen within twenty-four (24) hours.

## NON-DISCRIMINATION NOTICE

Show Me Healthy Kids managed by Home State Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Show Me Healthy Kids does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

## Show Me Healthy Kids:

Provides aids and services to people with disabilities to communicate effectively with us at no cost. Such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides language services to people whose primary language is not English, at no cost. Such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Show Me Healthy Kids at 1-877-236-1020 (TTY 711).

If you believe that Show Me Healthy Kids has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you may file a grievance with:

Show Me Healthy Kids  
7711 Carondelet Ave.  
St. Louis, MO 63105  
Call 1-877-236-1020, (TTY 711)  
Fax 1-866-390-3581

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Show Me Healthy Kids is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

## LANGUAGE ASSISTANCE

**English:** If you, or someone you're helping, has questions about Home State Health, you have the right to get help and information in your language at no cost. American Sign Language interpreter services are available as well. To talk to an interpreter, call 1-877-236-1020 (TTY/TDD 711).

**Spanish:** Si usted, o alguna persona a la que ayuda, tiene preguntas sobre Home State Health, tiene derecho a recibir ayuda e información en su idioma sin ningún costo. También disponemos de servicios de interpretación de lenguaje de signos americano. Para hablar con un intérprete, llame al 1-877-236-1020 (TTY/TDD 711).

**Chinese:** 如果您或您协助的人士对 Home State Health 有疑问，您有权免费获得以您的语言提供的帮助和信息。我们也提供美国手语翻译服务。要与翻译人员交谈，请致电：1-877-236-1020 (TTY/TDD 711)。

**Vietnamese:** Nếu bạn hoặc ai đó mà bạn đang giúp đỡ, có thắc mắc về Home State Health, bạn có quyền nhận trợ giúp và cung cấp thông tin miễn phí bằng ngôn ngữ của bạn. Dịch vụ thông dịch viên Ngôn ngữ Ký hiệu Hoa Kỳ cũng có sẵn. Để nói chuyện với thông dịch viên, hãy gọi số 1-877-236-1020 (TTY / TDD 711).

**Serbo-Croatian:** Ako vi ili neko kome pomažete ima pitanja u vezi sa Home State Health-om, imate pravo da besplatno dobijete pomoć i informacije na svom jeziku. Na raspolaganju su i usluge tumača za američki znakovni jezik. Da biste razgovarali s tumačem, pozovite 1-877-236-1020 (TTY/TDD 711).

**German:** Wenn Sie oder jemand, dem Sie Hilfe leisten, Fragen zu Home State Health, haben, sind Sie berechtigt, kostenfrei Hilfe und Informationen in Ihrer Sprache anzufordern. Außerdem stehen Dolmetscherdienste in American Sign Language (amerikanischer Gebärdensprache) zur Verfügung. Um Kontakt mit einem Dolmetscher aufzunehmen, rufen Sie die Nummer 1-877-236-1020 (TTY/TDD 711) an.

**Arabic:** إذا كان لديك أو لدى أي شخص تساعد أسئلة حول Home State Health، يحق لك الحصول على المساعدة والمعلومات بلغتك مجانًا. تتوفر أيضًا خدمات مترجم لغة الإشارة الأمريكية. للتحدث إلى مترجم فوري، اتصل بالرقم 1-877-236-1020 (TTY/TDD 711).

**Korean:** 귀하 또는 귀하께서 도움을 주고 있는 누군가가 Home State Health 에 대해 궁금한 점이 있으시면 비용없이 도움과 정보를 모국어로 받으실 수 있습니다. 미국 수화 통역사 서비스도 이용하실 수 있습니다. 통역사와 이야기하시려면 1-877-236-1020 (TTY/TDD 711)번으로 전화해 주십시오.

**Russian:** При возникновении у вас или у лица, которому вы помогаете, каких-либо вопросов, касающихся программы Home State Health, вы имеете право получить бесплатную помощь и информацию на своем родном языке. Предоставляются также услуги сурдопереводчика. Чтобы поговорить с переводчиком, позвоните по телефону 1-877-236-1020 (TTY/TDD 711).

**French:** Si vous-même ou une personne que vous aidez avez des questions concernant Home State Health, vous avez droit à une assistance et à des informations gratuites dans votre langue. Des services d'interprétation en langue des signes américaine sont également mis à votre disposition. Pour parler à un interprète, appelez le 1-877-236-1020 (TTY/TDD 711).

**Tagalog:** Kung ikaw o ang isang táong tinutulungan mo ay may mga tanong tungkol sa Home State Health, mayroon kang karapatang humingi ng libreng tulong at impormasyon sa iyong wika. Mayroon ding American Sign Language interpreter services. Upang kumausap sa isang interpreter, tumawag sa 1-877-236-1020 (TTY/TDD 711).

**Pennsylvania Dutch:** Wann du, odder epper der du helpscht, hot Frooge iwwer Home State Health, du hoscht die Recht um Hilfe un Information zu griege in die Schprooch mitaus Koscht. American Sign Language Iwwersetzer Services sin aa meeglich. Um mit en Iwwersetzer zu schwetze, ruff 1-877-236-1020 (TTY/TDD 711).

**Persian:** اگر شما یا شخصی که شما به او کمک می کنید، سوالاتی در مورد Home State Health دارید، شما این حق را دارید که بدون هیچ هزینه ای به زبان خود کمک و اطلاعات دریافت کنید. خدمات مترجم زبان اشاره آمریکایی نیز در دسترس است. برای صحبت با مترجم، با شماره 1-877-236-1020 (برای افرادی که مشکل شنوایی دارند 711) تماس بگیرید.

**Cushite:** Ati ykn namni ati gargaartu tokko, waa'ee tajaajila fayyaa namattii gaaffii yoo qabaattan, baasii tokko malee afaan dhalootaa keessaniin odeeffannoo fi tajaajila argachuuf mirga guutuu qabdu. Tajaajilli hiikkaa afaan mallattoo Amerikaas waan jiruuf argachuu dandeessu. Nama afaan hiiku argachuudhaaf, lakkoofsa 1-877-236-1020 (TTY/TDD 711) kanaan bilbilaa.

**Portuguese:** Se você, ou alguém que você esteja ajudando, tiver perguntas sobre o Home State Health, você tem o direito de obter ajuda e informações no seu idioma gratuitamente. Os serviços de intérprete da Língua de Sinais Americana também estão disponíveis. Para falar com um intérprete, ligue para 1-877-236-1020 (TTY/TDD 711).

**Amharic:** እርስዎ ወይም እርስዎ እየረዱት ያለ ሰው ስለ Home State Health ጥያቄዎች ካላችሁ ያለምንም ወጪ በቋንቋዎ እርዳታ እና መረጃ የማግኘት መብት አልዎት። እንዲሁም የአሜሪካ የምልክት ቋንቋ አስተርጓሚ አገልግሎቶች አሉ። አስተርጓሚ ለማነጋገር፣ 1-877-236-1020 (TTY/TDD 711) ይደውሉ።

SMHK23045 09/21/2022



### **Non-Discrimination Notice, Long Version:**

Show Me Healthy Kids, managed by Home State Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Home State Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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Such as:

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Show Me Healthy Kids

7711 Carondelet Ave.

St. Louis, MO 63105

Call 1-877-236-1020 (TDD/TTY 711)

Fax 1-866-390-3581

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SMHK23045 09/21/2022

**NOTES**

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# Show Me Healthy Kids



MANAGED BY HOME STATE HEALTH

7711 Carondelet Ave.

St. Louis, MO 63105

1-877-236-1020 (TTY 711)

Monday – Friday, 8 a.m. – 5 p.m. CST

**HomeStateHealth.com**