



GET THE MOST FROM YOUR NEW HEALTH PLAN

missouricare  SM

A WellCare Company

MO7CADINS80789E_0117

Welcome to Missouri Care!

Thank you for choosing Missouri Care, a MO HealthNet managed care health plan. We'll work hard to give you and your family the health care you need.

As a Missouri Care member, you now have access to a large number of health care providers, specialists and hospitals. We also offer you many benefits at no cost to you.

How can you learn more about your new health plan? Your member handbook is a great place to start. It tells you all about your health plan. You can also call Member Services and speak to one of our friendly representatives.

If you don't speak or read English, Member Services can help. We'll connect you with a service that can speak to you in any language. You can also use this service when you're at the provider's office. This is offered at no cost to you.



Are you pregnant?

Get your pregnancy off to a good start. Schedule your first prenatal appointment with your OB as soon as you find out you're pregnant.

Keep your coverage

MO HealthNet reviews eligibility every year. You will receive a letter and review form from the Family Support Division (FSD). When you do, it's very important to complete the form and return it to FSD by the due date on the form. If you do not follow these directions, your case may be closed and you could lose your health care coverage. If you have any questions, contact the FSD Information Center at **1-855-373-4636**.

Is it really an emergency?

It can be hard to know when a situation is an emergency. Here are some examples of true emergencies:

- Chest pain
- Problems breathing
- Deep cuts or heavy bleeding
- Stroke
- Bad burns
- Gunshot wound

For these and other emergencies please call **911** or go to the nearest emergency room.

What if you're not sure if it's an emergency? You can call your primary care provider (PCP). You can also call our Nurse Advice Line 24 hours a day at **1-800-919-8807**. If you are a Children's Mercy Pediatric Care Network member, call **1-855-670-2642**.

Remember, you have other options such as urgent care or quick care clinics that are located in many grocery and pharmacy locations. These providers can help with routine illnesses including providing prescriptions to get you well.



PHONE NUMBERS

Member Services: **1-800-322-6027**

Case Management: **1-800-322-6027**

Children's Mercy Pediatric Care Network
Case Management: **1-888-670-7262**

Behavioral Health Services: **1-800-322-6027**

Behavioral Health Crisis Line: **1-800-322-6027**

Nurse Advice Line: **1-800-919-8807**

Nurse Advice Line for Children's Mercy Pediatric
Care Network: **1-855-670-2642**

Transportation: **1-800-322-6027**

Dental Services: **1-800-322-6027**

MO HealthNet Enrollment Helpline:
1-800-348-6627

Family Support Division Information
Center: **1-855-373-4636**

Medicaid Fraud Control Unit
(MFCU) Hotline: **1-800-286-3932**



Nurse Advice Line: 1-800-919-8807
Children’s Mercy Pediatric Nurse Line:
1-855-670-2642

Nurse Advice Line is a toll-free medical advice line that Missouri Care members can call 24 hours a day, 7 days a week. Trained medical professionals answer every call. They are always ready to help with medical questions and problems. You and your family can get health advice whenever you need it, at no cost to you.



Member Services

Member Services is available to assist you Monday–Friday, 8 a.m.–6 p.m. Call toll-free the next time you have questions or need help.

They can help you with:

- Choosing a primary care provider (PCP)
- Changing your PCP
- Providing information on your PCP’s office hours and location
- Updating your address or phone number
- Getting a new ID card
- Answering questions about your benefits or services
- Making appointments



Care Management

Care management is available to help you understand and control your health conditions. Case managers are nurses or licensed clinical social workers. They can help:

- Provide education about your health care
- Identify health care needs
- Locate a provider for you or your child
- Work with your PCP to help answer medical questions

- Make referrals to specialists
- Promote communication between your provider, family and medical specialists
- Help with transportation if you’re eligible, special equipment and home health requests
- Make sure all your health care needs are being met

Care management also has programs for children. They can help with medical, behavioral health or educational needs.



Well-child checkups

Your child can receive well-child checkups at no cost to you!

During a well-child checkup, their PCP:

- Does a complete physical exam
- Checks your child’s development and nutrition
- Checks your child’s vision, hearing and teeth
- Gives shots (immunizations) as needed
- Orders lab work (blood test) as needed
- Gives you health information about your child
- Finds health problems before they become serious
- Gets to know your child so the PCP can take better care of him or her

It’s important for children to go to their PCP for regular checkups, even when they’re not sick. Keep your child healthy – schedule a well-child checkup today.

WELL-CHILD CHECKUP SCHEDULE	
Newborn	12-14 months
1 month	15-17 months
2-3 months	18-23 months
4-5 months	24 months
6-8 months	3-20 yrs (one every year)
9-11 months	



Your primary care provider

Your primary care provider (PCP) is your health care partner. You can call your PCP for well-checkups or when you need help with things like earaches, sore throats, minor pains or the flu. You will need to see your PCP within 30 days of joining Missouri Care. If you need to see a specialist, your PCP will send you.



Appointments

To see your PCP, call the office to make an appointment. Be sure to take all your health insurance ID cards with you. All adults must show their white MO HealthNet card and their MO HealthNet Managed Care health plan card to receive non-emergency care. Also bring a list of any medications you take. For your child's PCP, take your child's shot record. If you or your children need to see the PCP sooner, call the PCP's office right away and tell them the symptoms. Ask to come in that day.

Canceling appointments: If you can't make it to your appointment, make sure you call your PCP and cancel.



Transportation

Need a ride to a health care appointment? We may be able to help with transportation or reimbursement for gas if you're eligible. To schedule a ride, call at least three days before your health care appointment. To be repaid for gas, call one day before the appointment.

Canceling transportation: You need to call as soon as possible to cancel your ride.



Missouri Care complies with all applicable federal civil rights laws. We do not exclude or treat people in a different way based on race, color, national origin, age, disability or sex.

If English is not your first language, we can translate for you. We can also give you info in other formats. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-800-322-6027**. For TTY, call **1-800-735-2966**.

Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle esta información en otros formatos, como Braille, audio, letra de imprenta grande y servicios de interpretación de lenguaje de señas americano. Estos servicios se ofrecen sin cargo. Simplemente llámenos sin cargo al **1-800-322-6027**. Los usuarios de TTY deben llamar al **1-800-735-2966**.

如果中文是您的母語，我們可以為您翻譯。我們也可以用其他格式為您提供資訊，如布萊葉文、音頻及大字體，并提供美國手語翻譯服務。僅需撥打免費電話 **1-800-322-6027** 聯繫我們。TTY 使用者請撥打 **1-800-735-2966**。