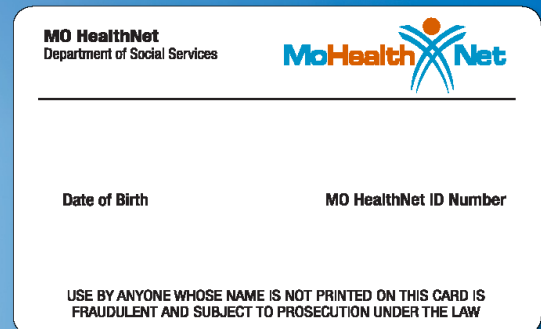


How to Use MO HealthNet (Missouri Medicaid) Benefits



Once you have been approved for MO HealthNet there are things you will need to do in order to use and keep your coverage.

Find a Provider

You can work with the provider and doctor of your choice, as long as they accept MO HealthNet. If you need to find a provider who accepts MO HealthNet near you, visit dss.mo.gov and select your provider type under “Find a Doctor.”

Keep your MO HealthNet ID card with you at all times

We will send you a MO HealthNet ID card once you have been approved for coverage. If you are a Managed Care member, you will also receive a card from your Managed Care health plan. You will need to show your card(s) **every time** you see a doctor or fill a prescription. Contact us at **855-FSD-INFO** (855-373-4636) right away if:

- Your name or birthday is wrong on your MO HealthNet ID card
- Your MO HealthNet ID card has been lost, destroyed or stolen
- You move and you have a new address

Make sure your care is covered

You will want to check to see if MO HealthNet coverage is accepted **before** you agree to a medical service or fill a prescription. If you are not sure:

- **Ask** your doctor
- **Call** us at **1-800-392-2161**
- **Visit** myDSS.mo.gov/msmed to see a list of covered services

Complete a review each year

The Family Support Division will need updated information once a year to make sure you still qualify for help. You will get the review form by mail. You must complete and return this form to continue receiving your benefits.

Report any changes to the Family Support Division

Any change to your contact information or changes in circumstances, such as a change in income or a new member of your household, must be reported to the Family Support Division within 10 days. Failure to report a change or providing false information may result in a loss of benefits and/or criminal prosecution.

To file a complaint of discrimination contact:

**U.S. Department of Health and Human Services
Office for Civil Rights**
601 East 12th Street, Room 353
Kansas City, MO 64106
www.hhs.gov/civil-rights/filing-a-complaint
(800) 368-1019 (Voice); (800) 537-7697 (TDD)

Or

Office of Civil Rights
P.O. Box 1527
Jefferson City, MO 65102-1527
(800) 776-8014

If you are not approved for benefits, you have a right to a hearing.

If you feel you were unfairly denied benefits, you can request a hearing within 90 days of the decision. You can make a hearing request by calling, visiting, or writing to a Family Support Division office. Once we have received your request we will mail you further information and details about your hearing.