

NOTICE!!!!

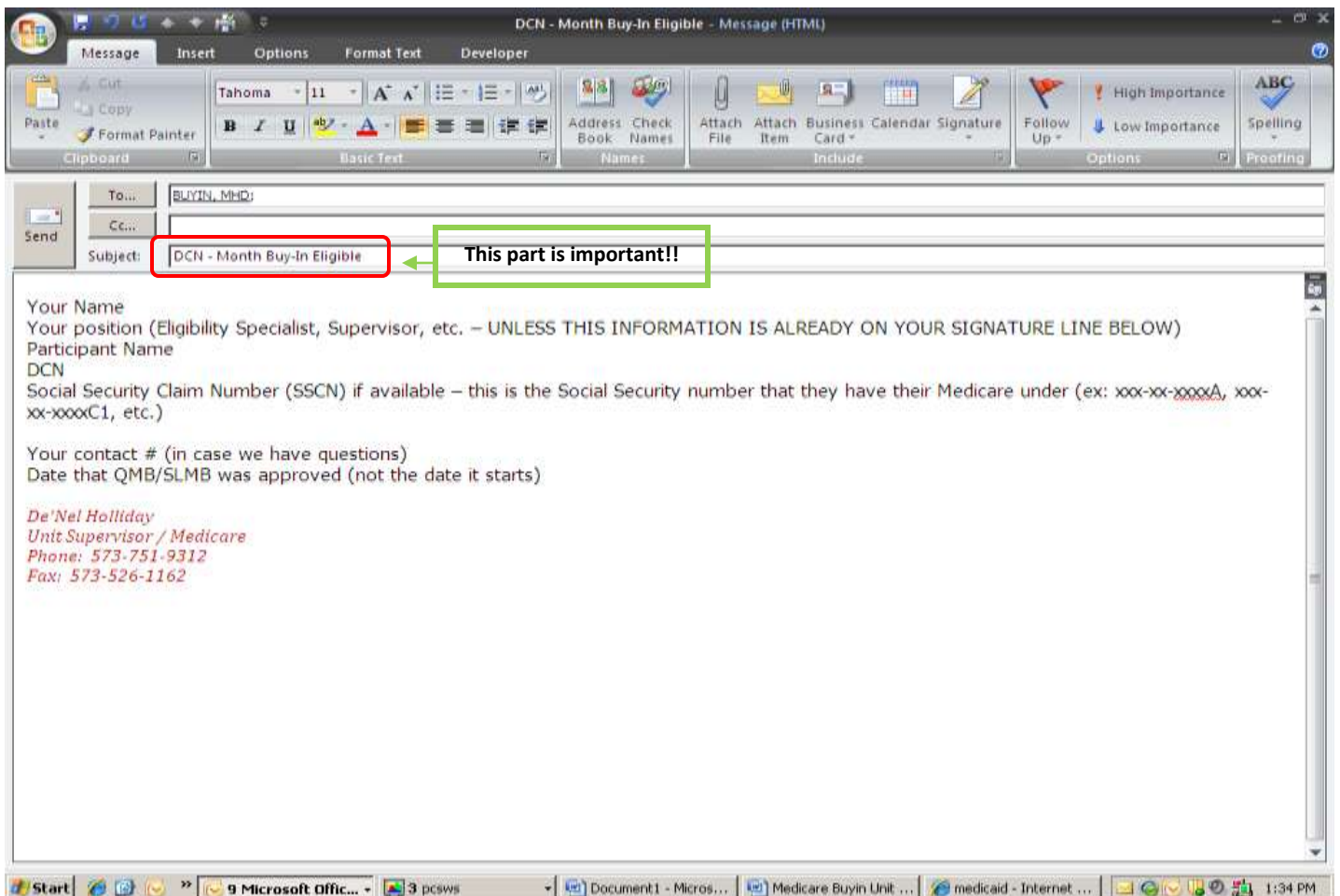
The Medicare Buy-In Unit's New Contact Information!!!

Oh and a few other notes...

That's right! The MO HealthNet's Medicare Buy-In Unit has some new digs... well, not literally. We now have our own email address where you can contact us about Buy-In related issues. First, here's the address:

MHD.Buyin@dss.mo.gov

Below is a picture of what we want the emails that come to the Buy-In Unit to look like:



So here come some FAQ's for those of you with questions...

When do I send an email to the Medicare Buy-In Unit's new email address?

Anytime you have a buy-in related issue for a participant in Missouri. It could just be a question. But the purpose of this email address is to create a centralized location for

Eligibility Specialists, Supervisors, County Managers, other FSD employees, MHD employees, etc., to send their emails to when someone's buy-in needs to be started, restarted, checked, or ended.

As many of you already know, the Medicare Buy-In Unit is approximately 90 days behind on most **NEW** or **REINSTATED** buy-ins. In order to increase efficiency, we have created this email address to handle these issues. **Our hope is that this new system of contacting our unit will aid in easing the backlog.**

If the participant's case is 90 days behind or more, please send us the email.

What other types of emails can we send to this address?

No other types of emails should be sent to this address!! This email address has been designed to only deal with Buy-In related issues. If you are having a problem with eligibility or questions, please continue to forward those policy issues to the MHN POLICY, Cole email address (The FSD Program and Policy Unit's email address).

This new address will also be where you will send CANCEL/CLOSE emails when they involve QMB or SLMB.

What will happen if an email is sent that does not relate to Buy-In, QMB, and/or SLMB?

The Medicare Buy-In Unit will send a standard message in return. That message will say:

Thank you for contacting the Medicare Buy-In Unit. This issue is not related to Buy-In, QMB, and/or SLMB. Please forward your question/concern to the Family Support Division's Program and Policy Unit at the following email address:

COLE.MHNPOLICY@dss.mo.gov.

Who answers the emails for the Medicare Buy-In Unit?

There are three individuals who will be responsible for answering these emails. Each day, one Buy-In employee will be responsible for checking and working the emails. These days will be rotated amongst the three employees who work with Buy-In.

What is the turn-around time for a response from an email sent to the Medicare Buy-In Unit's email address?

The Medicare Buy-In Unit will process the request or resolve the issue within **THREE** business days from the date we received the email.

Can I put a "High Priority" tag on my email?

While we prefer that you not do this (since all of these are typically priority), if you have a participant who has been waiting longer than **90** days for their Buy-In to start and/or

are having severe financial hardship (e.g. going to be evicted, lose electricity, etc.), you may indicate a "High Priority" on your email.

If I have any questions regarding this new email address or any other concerns, who can I contact?

You may contact our unit at 573-751-9312, and we will be happy to answer any of your questions and help in any way we can.

Again, we appreciate the jobs that you do and all the hard work that you put into helping the needy individuals of this state. In order for us to efficiently help all those who are in dire need, the Medicare Buy-In Unit has created this email address in the hope that we can continue to provide great service to our Buy-In population. Please understand that while we transition into using this new email address, there may be a few bumps in the road. But by working together and keeping the lines of communication open, we CAN succeed in making this system work.

Thank you for your patience and understanding!! 😊