

MISSOURI CARE BEHAVIORAL HEALTH INFORMATION



Missouri CareSM
AN AETNA HEALTH PLAN

2404 Forum Blvd.
Columbia, MO 65203

www.MissouriCare.com

MO-11-06-16



Missouri CareSM
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Integrating Medical and Behavioral Health Care

Missouri Care is committed to helping our members receive appropriate care that addresses all of their health concerns. Missouri Care uses a unique and innovative approach to Managed Care, integrating both medical and behavioral health care services in our plan.

Behavioral Health Services

Missouri Care has an extensive network of psychiatrists, therapists, and other licensed behavioral health professionals who offer members a variety of behavioral health services including:

- Behavioral Health Education and Support
- Outpatient Counseling
- Medication Management
- Inpatient Treatment
- Detoxification Services
- Court-Ordered Treatment



Behavioral Health Providers are Accessible

Missouri Care does not require prior authorization for outpatient behavioral health services. Members may see an in-network behavioral health outpatient provider without referral or notification.

If you have a question about how to make a referral to a behavioral health provider, you may contact our Provider Services Department at 1-800-322-6027. You can also locate a network provider on our website at www.missouricare.com

In addition, Missouri Care operates a 24-hour crisis hotline for members at 1-866-545-0042.

Missouri Care Offers Integrated Case Management Services

Missouri Care's staff consists of both medical and behavioral health professionals. Through case management services, Missouri Care can assist Missouri Care members and providers with:

- Education and Support
- Identifying Behavioral Health Care Needs
- Appropriate Referrals to Behavioral Health Specialists
- Assistance with facilitation of patient appointments, and community service referrals
- Routine telephonic interview for monitoring of patient condition and health status
- Coordination of Care (including transportation)
- Ongoing patient/family education on management of disease process
- Improving Communication between Medical and Behavioral Health Providers
- Increasing Treatment Adherence
- Crisis Intervention

It's very easy to refer your patient to the Missouri Care Case Management Program. Simply complete the Case Management Referral Form and fax to 1-866-946-1104 or by contacting us at 1-800-322-6027.