



MISSOURI CARE BEHAVIORAL HEALTH INFORMATION



QUICK REFERENCE GUIDE

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. To obtain a list of in-network behavioral health providers you may contact member services or search our on-line directory at www.MissouriCare.com. To assist providers in reaching the appropriate Missouri Care staff, the following list of important telephone numbers is provided.

Administrative Offices	1-573-441-2100
General Business.....	1-800-322-6027
Prior Authorization (Medical).....	1-800-322-6027
Prior Authorization (Behavioral Health).....	1-800-889-4073
Case Management.....	1-800-322-6027
Provider Relations.....	1-800-322-6027
Member Services	1-800-322-6027
Grievance & Appeals	1-800-322-6027
Dental.....	1-888-696-9533
Vision	1-800-322-6027
Transportation.....	1-800-695-5791
Pharmacy.....	1-800-392-2161
Behavioral Health Crisis Hotline (for members).....	1-866-545-0042

The main office is open Monday-Friday, 8 a.m. to 5 p.m. Providers can reach prior authorization and member services 24 hours a day, 7 days a week.

The following describes the behavioral health benefits that may be available to members:

- **Outpatient Counseling:** Available to all Missouri Care members with the exception of children under Category of Aid 4 (COA4). Behavioral health services for COA4 are paid for through straight MO HealthNet. Prior authorization or notification is not necessary. There is no benefit limit. Members may self refer to a network provider. Providers may refer members to network providers. Outpatient counseling includes services provided in the home.
- **Inpatient Treatment:** Acute inpatient or partial medically-based behavioral health treatment in either a specialty or general hospital setting.
- **Detoxification Services:** Detoxification from acute phase of alcohol and drug abuse.
- **Court-Ordered Services:** Services in the comprehensive benefit package that are court ordered for involuntary care.
- **Medication Monitoring:** Available to all Missouri Care members with the exception of children under Category of Aid 4 (COA4). Behavioral health services for COA4 are paid for through straight MO HealthNet. Prior authorization or notification not necessary. There is no benefit limit. Members may self refer to a network provider. Providers may refer members to network providers.

Questions?
 Call Behavioral Health Services
 at 1-800-889-4073
www.MissouriCare.com




Missouri Care
 AN AETNA HEALTH PLAN