

I. INTRODUCTION

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1.1 ORGANIZATION

Missouri Care was developed to ensure the provision of high quality, cost effective, outcomes oriented care to Missouri Medicaid managed care (MC+) members. Missouri Care integrates and balances three critical components of managed care: medical/behavioral, operational and financial management.

Missouri Care integrates the delivery of behavioral health and physical health.

Missouri Care policies, procedures and standards set forth the authority, responsibility and processes for tracking, monitoring and reporting all activities of the integrated organizational functions.

1.2 MISSOURI CARE’S OPERATIONAL PHILOSOPHY

Missouri Care’s managed care philosophy is the administration of efficient, effective, and quality health care to our members through a network of independent, credentialed health professionals under contract with Missouri Care. The member’s health care is centered on the Primary Care Provider (PCP) who manages the complete health care needs of the member. The PCP arranges for necessary, covered medical services through a network of contracted health care professionals, hospitals and ancillary providers.

Additionally, Missouri Care utilizes industry-accepted standards of credentialing, prior authorization, concurrent and retrospective review, coordination of discharge planning, case management and quality management evaluation to promote the effective provision of covered services to our members. The prior authorization policy (see Chapter IX) and the referral procedures (see Chapter VIII) are basic tenets of the Missouri Care managed care program. Adhering and understanding these tenets is essential for successful participation as a Missouri Care provider.

1.3 TELEPHONE AND FAX NUMBERS

The Missouri Care health plan is headquartered in Columbia, Missouri. To assist providers in reaching the appropriate Missouri Care staff, the following list of important telephone numbers is provided.

ADMINISTRATIVE OFFICES

(Monday - Friday 8:00 AM to 5:00 PM)

Columbia (573) 441-2100 or (800) 322-6027
FAX (Administrative) (573) 441-2199

Missouri Care offices will be closed for designated State holidays (New Year's Day; Martin Luther King, Jr.'s Birthday; Memorial Day; Independence Day; Labor Day; Thanksgiving Day and Christmas Day (observed).

WEBSITE : www.missouricare.com

PROVIDER RELATIONS

(Monday - Friday 8:00 AM to 5:00 PM)

Columbia (800) 322-6027 (Option 2, then 5)
FAX (866) 946-1105

PRIOR AUTHORIZATION

(24 hours a day, 7 days a week)

Missouri Care Prior Authorization (800) 322-6027 (Option 2, the 3)
FAX (866) 946-2052
FAX (Pharmacy) (866) 207-6431

CASE MANAGEMENT SERVICES

(Monday – Friday 8:00 AM to 5:00 PM)

Columbia (800) 322-6027
FAX (866) 946-1104

MEMBER SERVICES

(24 hours a day, 7 days a week)

Missouri Care Member Services (800) 322-6027

CLAIMS QUESTIONS

(Monday – Friday 8:00 AM to 5:00 PM)

Claims Processing Center (800) 322-6027 (Option 2, then 4)
FAX (866) 946-1204

BEHAVIORAL HEALTH

(24 hours a day, 7 days a week)

Missouri Care Behavioral Health (800) 889-4073
FAX (866) 543-2385

DENTAL SERVICES

Bridgeport Dental (*Prior to 9/1/2008*) (800) 439-7151

Doral Dental (*9/1/2008 and later*) (888) 696-9533

MEMBER TRANSPORTATION SERVICES

Medical Transportation Management (800) 695-5791

VISION SERVICES

Crown Optical (800) 407-2696

24-HOUR HEALTH ADVICE LINE

(24 hours a day, 7 days a week)

Health Connect 24 (*Prior to 10/1/2008*) (888) 884-2401

Informed Health Line (*10/1/2008 and later*) (800) 556-1555