

# Meet Your Payors

Jessica Emmerich, Dental Medicaid Facilitator

*Brought to you by the Missouri Coalition for Oral Health and Missouri Dental Association, in collaboration with MO HealthNet.*



# MO HealthNet Coverage

Once an individual is approved for MO HealthNet coverage, they will either receive coverage through Fee-For-Service (FFS) or Managed Care (MC)

## FFS participants include:

- Adults with Disabilities
- Seniors over the age of 65
- Blind or Visually Impaired
- Women with Breast or Cervical Cancer

## MC participants include:

- Newborns and Children (ages 0-18)
- Pregnant Women
- Adults
- Families



# MO HealthNet Managed Care Plans

The Managed Care plans are responsible for administering benefits and coverage on behalf of MO HealthNet.



[Healthy Blue](#)  
833-388-1407

[DentaQuest](#)  
800-417-7140



[Home State Health](#)  
855-694-4663

[Envolve](#)  
855-434-9240

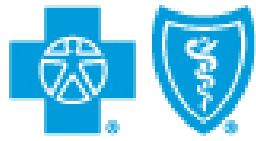


[UnitedHealthcare](#)  
866-292-0359



*A sub plan administered by Home State Health is [Show Me Healthy Kids](#) (877-236-1020), specifically for instances of state custody, adoption subsidies and foster care*





# Healthy Blue

# DentaQuest

## • Where To Find Missouri Medicaid Application Documents-Links

- AppCentral: <https://dentaquest.com/provider-enrollment/>
- DentaQuest Provider Web Portal in the “related documents” section
- DentaQuest website: <https://dentaquest.com/state-plans/regions/missouri>

## • Electronic Claims/Auths should be sent:

- Direct entry on the web – [www.dentaquest.com](http://www.dentaquest.com)
- Mailed to -
  - DentaQuest-Claims/Auths
  - PO Box 2906
  - Milwaukee, WI 53201-2906
  - Fax:262.834.3589
- Clearinghouse – Payer ID CX014
  - Include address on electronic claims
  - DentaQuest, LLC
  - PO Box 2906
  - Milwaukee, WI 53201-2906

Healthy Blue

<Member Name> PCP Name:  
 Member ID # DCN# Telephone #:  
 Effective Date: \_\_\_\_\_  
 Date of Birth: \_\_\_\_\_

Healthy Blue

**Important Contact Information:**  
 healthybluemmo.com 833-388-1407  
 Member Services: 833-388-1407  
 Filing a Grievance: 711  
 TTY: 833-388-1407  
 24-Hour Nurse Help Line: 833-405-9088  
 24/7 Behavioral Health Crisis: 888-597-1193  
 Rides to covered services: 888-696-9533  
 Dental Services: 844-616-2724  
 Vision Services: 800-392-2161  
 Pharmacy Services: 833-388-1407  
 Care Management:

**Members:** Please carry this card at all times. Show this card before you get medical care (except emergencies). If you have an emergency, call 911 or go to the nearest emergency room. To file an appeal or grievance, call Member Services.

**Providers/Hospitals:** For preapproval/billing information, call 833-405-9086. For emergency admissions, notify Healthy Blue within 24 hours after treatment.

Use of this card by any person other than the member is fraud. To report suspected fraud, call 855-670-2642.

Healthy Blue is a managed Medicaid product offered by Missouri Care, Inc., a Missouri HMO that has a contract with the Missouri Department of Human Services. Healthy Blue is administered by Missouri Care, Inc. in cooperation with Blue Cross and Blue Shield of Kansas City, Missouri Care, Inc. and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross and Blue Shield Association.

**Submit medical and pharmacy claims to:**  
 Healthy Blue  
 P.O. Box 61010  
 Virginia Beach, VA 23466-1010  
 MOM1 01/21



# PROVIDER CONTACT INFORMATION

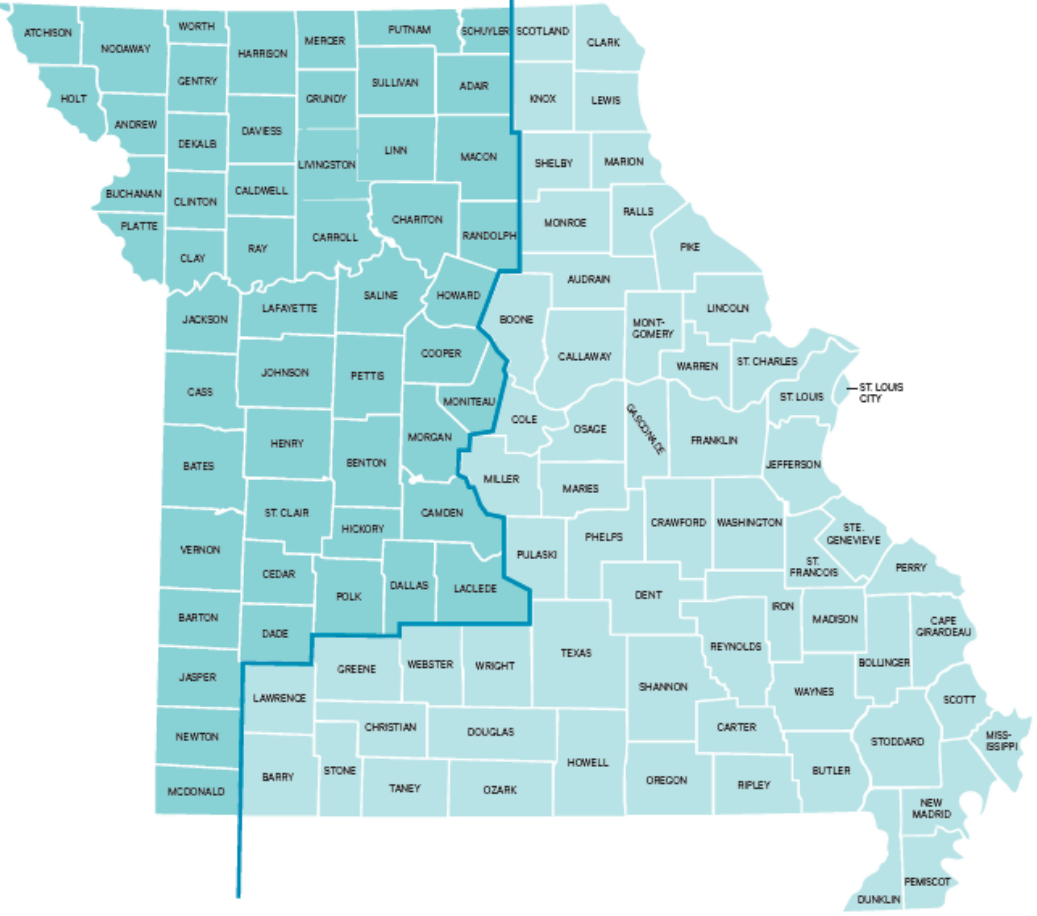


Western Missouri and Kansas (all counties)  
Michelle Carter

michelle.carter@greatdentalplans.com  
913-727-0588

Eastern Missouri  
Tanisha Bryant

tanisha.bryant@dentaquest.com  
630-202-7514



## DentaQuest is the administrator for the dental benefits for the Missouri Healthy Blue Medicaid plan.

- The following subgroups are included in this plan:
  - Children
  - Pregnant Women
  - Adults

*All covered benefits are documented in the health plan's [Office Reference Manual](#). Refer to covered benefit exhibits for each plan/product located in the back of the manual attached.*

Jennifer Labishak,  
Sr. Manager Provider Partner  
jennifer.labishak@dentaquest.com  
719-313-0481

DentaQuest Web Portal Log-In:  
<https://govservices.dentaquest.com/>  
  
DentaQuest Credentialing Hotline:  
800-233-1468

Claims/Auth Mailing Address:  
DentaQuest- MO  
PO Box 2906  
Milwaukee, WI 53201-2906  
Payor ID: CX014





## Provider Relations:

[ProviderRelations@EnvolveHealth.com](mailto:ProviderRelations@EnvolveHealth.com)

(855) 434-9240


[www.EnvolveDental.com](http://www.EnvolveDental.com)

## Provider Training Information:

[Provider Training \(homestatehealth.com\)](http://homestatehealth.com)



Home State Health serves Medicaid beneficiaries through the Office of Administration for Missouri's MO HealthNet Managed Care program



**Name:**  
**MO HealthNet ID #:**  
**PCP Name:**  
**PCP Address :**

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**PCP Phone #:**


If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Home State for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Nurse Advice Line at 1-855-694-4663 (TDD/TTY 1-877-250-6113). Relay 711.

Show Me Healthy Kids (Medicaid)

**Show Me Healthy Kids**

MANAGED BY HOME STATE HEALTH

Home State Health serves Medicaid beneficiaries through the Office of Administration for Missouri's MO HealthNet Managed Care program



**Show Me Healthy Kids**  
MANAGED BY HOME STATE HEALTH

**Name:**  
**Member ID #:**  
**PCP Name:**  
**PCP Address:**

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**PCP Phone #:**

If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Home State for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Nurse Advice Line at 1-877-236-1020 (TTY 711). SMHK-HSH22247 - 06/07/2022





**Credentialing:**

[ce\\_packetrequest@uhc.com](mailto:ce_packetrequest@uhc.com)

**Provider Services:**

800.822.5353

**Provider Relations:**

[Missouri PR Team@uhc.com](mailto:Missouri_PR_Team@uhc.com)

**Network Management:**

[MO Network Mgmt@uhc.com](mailto:MO_Network_Mgmt@uhc.com)

[www.uhcdental.com](http://www.uhcdental.com)



# MO HealthNet Fee-For-Service

## Education & Training:

(573) 751-6683 or

Email [MHD.Education@dss.mo.gov](mailto:MHD.Education@dss.mo.gov)

For education about proper billing methods, claim filing, and training.

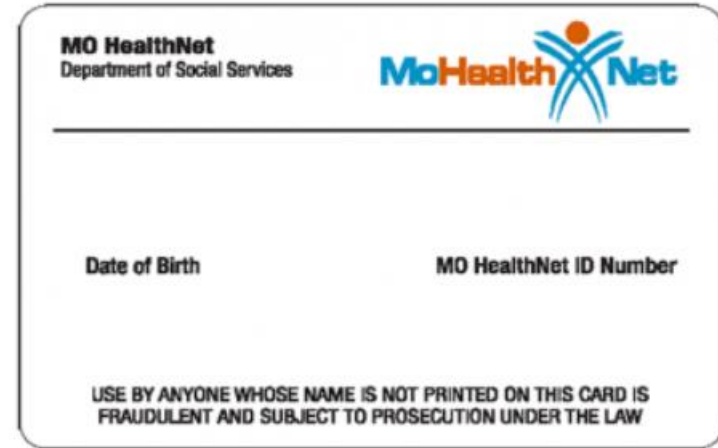
[MO HealthNet Provider Resources](#)  
[Education and Training Resources](#)

## Provider Communications:

(573) 751-2896 or email through eMOMED

*(Provider Communications Management)*

For questions about claim filing, claims resolution and disposition, and participant verification.



# Contact Information

Jessica Emmerich

Dental Medicaid Facilitator

[jemmerich@oralhealthmissouri.org](mailto:jemmerich@oralhealthmissouri.org)

573.536.2474

