



## Do I Have Rights Under MC+?

- You may contact the Health Plan or the state's Recipient Services Agent:
  - if you do not agree with, or do not know why a claim did not pay;
  - if you do not agree with, or do not understand why the health plan or the state denied a service;
  - if you complained to the health plan or the state, and you are still not happy with the answer.
- You have a right to a hearing if you do not agree with the Health Plan's or Recipient Services Agent's reply to your medical claim inquiry.
- You have 90 days to ask for a hearing if you do not like the answer from the Recipient Services Agent or do not get a reply.
- If you do not ask for a hearing within 90 days, you cannot ask for a hearing.
- You may ask for a hearing by calling or writing the health plan or the Division of Medical Services. You may also send a letter to ask for a hearing to the health plan, local Division of Family Services office. They will send the request to the Division of Medical Services.

## Things You Should Know:

You must be eligible for MC+ on each day you get health care. You must pay for any medical care you get after MC+ coverage ends.

 If you are in a health plan, you must go to your Primary Care Provider (PCP) or a health plan provider. If you are not in a health plan, you may go to any doctor (M.D. or D.O.) hospital or other provider who takes MC+.

 Private health insurance may pay for some care before the state or the health plan pays.



You must show your red ID card each time you get the care. You must also show your health plan card if you are in a health plan.



It is against the law to lend or sell your ID card or health plan card to someone else.



You will only get a new ID card or health plan card if someone steals your card or you lose or destroy it by accident. Call your caseworker if you need a new ID card, or call the health plan for a new health plan card.



Keep your card(s) in a handy place. Tell someone where you keep the card so they can find it in an emergency.



Providers cannot bill you for covered services. They can bill you if you agree to be private pay patient and say so in writing. They can bill you for care not covered.



If you get money because of an accident you must pay back for the care paid for you.

## Who Can I Call if I Have Questions?

Call the health plan's member service's phone number listed in the Member Handbook, or the state's Recipient Services Agent at:

# 1-800-392-2161

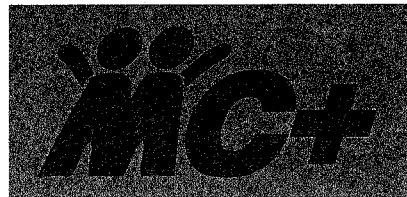


**Missouri Department of Social Services**

Division of Medical Services  
P.O. Box 6500  
Jefferson City, MO 65102-6500  
[www.dss.state.mo.us/dms](http://www.dss.state.mo.us/dms)  
TDD: 1-800-735-2966

**\*\*AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER\*\***  
Services provided on a nondiscriminatory basis

# Missouri's



# Healthy Children & Youth Program



# Infants, children, and youth can get checkups and health care that help them to stay well. The Healthy Children and Youth (HCY) program covers the health care needed to treat medical and behavioral problems.

## Where Do I Go to Get Health Care?

Children in some parts of Missouri get care from a health care plan. The health plan takes care of the child's health care needs. The parent must pick a Primary Care Provider (PCP). The health plan's Member Handbook tells what care they cover and how to get the care.

If you are not in a health plan you can make an appointment with any doctor, clinic, nurse practitioner, dentist or other health care provider who is a MC+ provider.

## Can My Child Get a Ride to Health Care Appointments?

Most children can get a ride to health care appointments. If you are in a health plan call the health plan for a ride.

Other children may get a ride through the state's nonemergency medical transportation program. Call 1-888-863-9513 to find out more, or to get a ride.

## Can I Get Care If I Go Out of The State?

The health plan must ok the care if you are in a health plan. If you are not in a health plan, care that you get out of state must be for an emergency, or have approval first. Your doctor or the provider in the other state needs to contact the health plan or the state's Recipient Services Agent for approval. Out of state means a state that does not border Missouri. You may have to pay for the service if:

- it was not an emergency;
- the health plan or the state did not ok it first; or
- the provider does not take Missouri's MC+.

## Can I Get Help to Pay for Other Health Insurance?

MC+ has a program that pays the cost of health insurance. It also pays the amounts the insurance says you should pay for the service. You may contact the HIPP Section by calling (573) 751-2005, or by writing to P.O. Box 6500, Jefferson City, MO 65102-6500.

## What Medical Care Can My Child Get?

Infants, children and youth should get regular health checks (screens) to make sure they are healthy. HCY pays for these screens. The HCY program covers medically necessary care if the doctor finds a problem during the health screen. Dental checkups and care begin at age 6-12 months. Children between 6 and 72 months should get a checkup for lead poisoning. Get your child a health checkup at these ages:

Newborn (2-3 days)	3 years
By one month	4 years
2-3 months	5 years
4-5 months	6-7 years
6-8 months	8-9 years
9-11 months	10-11 years
12-14 months	12-13 years
15-17 months	14-15 years
18-23 months	16-17 years
24 months	18-19 years
	20 years

## Examples of Covered HCY Services:

- Ambulance,
- Case Management,
- Dental services including braces,
- Diabetic supplies and educators,
- Drug & Alcohol treatment and rehabilitation,
- Emergency care,
- Eye exams, glasses and artificial eyes,
- Family Planning services,
- Head Injury rehabilitation,
- Hearing Aids and related services,
- Home Health,
- Hospital Care (Inpatient and Outpatient),
- Immunizations,
- Lab and X-ray services,
- Medical equipment and supplies,
- Personal Care,
- Physical, Speech and Occupational Therapy,
- Physician, Clinic, and Nurse Practitioner services,
- Prescription drugs,
- Private Duty Nursing,
- Psychology/Counseling services,
- Transplants, and
- Treatment of lead poisoning, and a check of the child's home for lead.

Ask the health plan or the provider, if you do not know if HCY covers the service.