

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

March 8, 2019

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF  
FROM: DAVID KURT, DIRECTOR  
SUBJECT: MISSOURI HEALTHNET AND MANAGED CARE FREQUENTLY  
ASKED QUESTIONS

DISCUSSION:

This memo is to introduce the [Missouri HealthNet and Managed Care Frequently Asked Questions \(FAQ\) webpage](#) on the Children's Division intranet.

Some of the topics addressed in the FAQ listing include:

- Steps to take if a bill is received by a Resource Provider or Staff
- Medical Coverage Out of State and Out of Country (Travel and Changing Residence)
- Managed Care enrollment information and questions
- Opting out of Managed Care
- Information regarding ordering a new MO HealthNet card or Managed Care card
- Provider search for every Managed Care plan
- Prescription questions
- Children of Youth in Alternative Care (CYAC) coverage
- DYS dual custody medical coverage information
- Third Party (Private) insurance for a child in Children's Division custody
- Orthodontic/Glasses information
- Health Care for Former Foster Care Youth program
- Applying for FSD Eligibility for MO HealthNet
- Medicare information
- Other questions
- Useful PROD screens

The email address [CDMHNQuestions@dss.mo.gov](mailto:CDMHNQuestions@dss.mo.gov) has been created to have one central location for questions regarding MO HealthNet and Managed Care specific to Children's Division. Please use the following link to access the full [FAQ](#) listing.

**NECESSARY ACTION**

1. Review this memorandum with all Children’s Division staff.
2. All questions should be cleared through normal supervisory channels and directed to:

**PDS CONTACT**

Rachael Dunwoody  
573-751-8615  
[Rachael.Dunwoody@dss.mo.gov](mailto:Rachael.Dunwoody@dss.mo.gov)

**MANAGER CONTACT**

Ivy Doxley  
573-526-1422  
[Ivy.C.Doxley@dss.mo.gov](mailto:Ivy.C.Doxley@dss.mo.gov)

**CHILD WELFARE MANUAL REVISIONS**

N/A

**FORMS AND INSTRUCTIONS**

N/A

**REFERENCE DOCUMENTS AND RESOURCES**

N/A

**RELATED STATUTE**

N/A