



# How to use your MO HealthNet Benefit

Once you have been approved for MO HealthNet, there are things you will need to do in order to use and keep your coverage.

## Find a Provider

You can work with the provider and doctor of your choice, as long as they accept MO HealthNet. If you need to find a provider who accepts MO HealthNet, near you, visit: [dss.mo.gov](https://dss.mo.gov) and select your provider type under "**Find a Doctor.**"

## Keep your MO HealthNet ID card with you at all times

We will send you a MO HealthNet ID card once you have been approved for coverage. If you are a Managed Care member, you will also receive a card from your Managed Care health plan. You will need to show your card(s) **every time** you see a doctor or fill a prescription.

Contact us at **855-FSD-INFO** (855-373-4636) right away if:

- Your name or birthday is wrong on your MO HealthNet ID card
- Your MO HealthNet ID card has been lost, destroyed or stolen
- You move and you have a new address

## Make sure your care is covered

You will want to check to see if MO HealthNet coverage is accepted before you agree to a medical service or fill a prescription. If you are not sure:

- Ask your doctor
- Visit [myDSS.mo.gov/healthcare-benefit](https://myDSS.mo.gov/healthcare-benefit) and look for, "**What services are covered?**"
- Call **800-392-2161**

## Complete a review each year

The Family Support Division will need updated information, once a year, to make sure you still qualify for help. You will get the review form by mail. You must complete and return this form to continue receiving benefits.

## Report any changes to the Family Support Division

Any change to your contact information or changes in circumstances, such as a change in income or a new member of your household, **must be reported to the Family Support Division within 10 days.** Failure to report a change or providing false information may result in a loss of benefits and/or criminal prosecution. To report a change, visit: [myDSS.mo.gov](https://myDSS.mo.gov) and click on, "**Report a Change.**"



The Missouri Department of Social Services is an equal opportunity provider.

IM-4 MHN How To Use (07/2023)

[myDSS.mo.gov](https://myDSS.mo.gov)



## Discrimination & Civil Rights

HHS provides federal financial assistance for many programs to enhance health and well-being, including TANF, Head Start, the Low Income Home Energy Assistance Program (LIHEAP), and others. If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex (including pregnancy, sexual orientation, and gender identity), or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance, you may file a complaint with the Office for Civil Rights (OCR) for yourself or for someone else.

To file a complaint of discrimination for yourself or someone else regarding a program receiving federal financial assistance through HHS, complete the form on line through OCR's Complaint Portal at [ocrportal.hhs.gov/ocr](https://ocrportal.hhs.gov/ocr). You may also contact OCR via mail at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201; fax: (202) 619-3818; or email: [OCRmail@hhs.gov](mailto:OCRmail@hhs.gov). For faster processing, we encourage you to use the OCR online portal to file complaints rather than filing via mail. Persons who need assistance with filing a civil rights complaint can email OCR at [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov) or call OCR toll-free at **800-368-1019**, TDD 800-537-7697. For persons who are deaf, hard of hearing, or have speech difficulties, please dial 7-1-1 to access telecommunications relay services. We also provide alternative formats (such as Braille and large print), auxiliary aids and language assistance services free of charge for filing a complaint.

The Missouri Department of Social Services is and equal opportunity provider.

## Hearings Information

If the Family Support Division changes or stops your benefits and you think the change is wrong, you can ask for a hearing. To do this, contact us by phone or in person.

- Visit: [dss.mo.gov/fsd/know-your-rights](https://dss.mo.gov/fsd/know-your-rights) or [dss.mo.gov/dls/hearings](https://dss.mo.gov/dls/hearings)
- Call: **855-FSD-INFO** (855-373-4636)