

We are here: provider relationship management representatives

Provider and Member Services

- **Phone:** 833-405-9086

Demographic changes

- **Online:** healthybluemo.com/missouri-provider/resources/forms under **Provider Demographics/Credentialing** tab

Contracting inquiries

- **Email:** MO MedicaidNetworkManagement@healthybluemo.com

Precertification/inpatient admissions

- **Online:** Availity.com
- **Healthy Blue Provider Services:** 833-405-9086
- **Carelon Medical Benefits Management, Inc.:** 855-574-6479
- **CMPCN:** 877-347-9367
- **Behavioral health fax:**
 - **Inpatient:** 844-462-0225
 - **Outpatient:** 844-462-0226

EDI Solutions Helpdesk

- **Phone:** 800-590-5745

Public provider website

- **Online:** provider.healthybluemo.com

Secure website

- **Online:** Availity.com

Claims submission

- **Availity:** Availity.com
- **EDI submissions:** Healthy Blue payer ID # 00541
- **Paper:** Healthy Blue Claims
P.O. Box 61010
Virginia Beach, VA 23466-1010

We want to grow and strengthen our relationships with you, our care provider partners. We are looking for more ways to keep you in the loop and to work collaboratively with you, as needed, to ensure that you receive the necessary assistance and maintain satisfaction with us. We would be happy to schedule a call with you to discuss any concerns, questions, or needs.

Have questions?

Did you know that most questions and issues can be resolved by using the self-service applications? Please use Availity Essentials for inquiries like payment disputes, provider data updates, claims status, and member eligibility. You can also live chat with a Healthy Blue associate from within the Availity Essentials platform.

For other issues, you can reach out to your assigned provider relationship management representative through the contact us webform link provider.healthybluemo.com/missouri-provider/contact-us/email. Your email will be sent directly to your assigned provider representative. Your representative will respond usually within two business days.

Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.

Healthy Blue is a Medicaid product offered by Missouri Care, Incorporated, a MO HealthNet Managed Care health plan contracting with the Missouri Department of Social Services. Healthy Blue is administered statewide by Missouri Care, Incorporated and administered in the Kansas City service region by Missouri Care, Incorporated in cooperation with Blue Cross and Blue Shield of Kansas City. Missouri Care, Incorporated and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross Blue Shield Association.