



## Care management

Referring members to our care management team can help with discharge planning, coordination of care, and educating members about their benefits, including value-added benefits and rewards:

- Our Hospital Care Transition Program (HCT) offers focused care coordination services to members who are at an inpatient level of care (IP LOC) and need assistance with their transition of care. The first 24 to 72 hours post-discharge is the highest risk period for readmissions, so please refer to HCT as early as possible. A delay in member engagement is a missed opportunity for care management (CM) intervention in transitioning the member home, often leading to avoidable readmissions within the first 30 days after discharge:
  - **Dedicated email for all CM referrals from providers:**  
SM\_MODCMREF@healthybluemo.com
  - **When sending a referral via email, please include member name, Medicaid ID, and reason for referral.**
- **Discharge Planning Checklist:**
  - You may hear from our UM or CM team requesting additional discharge planning details if not found in clinical notes. The goal of these requests is to ensure standardization, quality, and closed-loop communication.

- **Contacts:**

- Provider Services: **833-405-9086**
- Member Services: **833-388-1407**
- Renewing Benefits:
  - If your patient needs help renewing their benefits, call **800-348-6627**.
  - For help updating an address or phone number, call the Family Support Division **855-373-4636** or visit **mydss.mo.gov** > then select the **Report A Change** icon. This will take the patient to the change form to complete and submit.



- For information on value-added benefits, Healthy Rewards, and much more, please refer your patient to:
    - Our free Sydney Health mobile app, where they can view their member ID card. They can also:
      - Find a doctor, hospital, or pharmacy close by and get directions.
      - Call a nurse to get answers to medical questions anytime, day or night.
- or
- **Medicaid & Medicare in MO | Healthy Blue in MO**

- **SDOH:**

- If you need assistance finding community resources, visit [healthybluemo.com/mohelp](https://healthybluemo.com/mohelp).
- If you have a patient who wants direct assistance with resources, they can call the Social Resource team toll-free at **833-439-1058** or the direct line at **314-236-0789**.

- **Medical Transportation Management:**

- Eligible members can schedule no-cost rides to medical appointments from Medical Transportation Management (MTM).
- The member or provider should call to schedule a ride at least three business days before the appointment. For hospital discharge, rides can be scheduled on the same day.
- If a member requires a special mode of transportation, contact MTM to complete the *Level of Need (LON)* form.
- Call MTM at **888-597-1193** (TTY 711) or visit the MTM website to set up a ride.



- **BH Crisis Line:**

- You can provide your patient with this crisis information at discharge: If you are experiencing a mental health crisis, call our 24/7 Behavioral Health Crisis Line at **833-405-9088** (TTY 711). If you are in danger or need immediate medical attention, call 911 or go to the emergency room — even if it is not in the Healthy Blue network.

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.