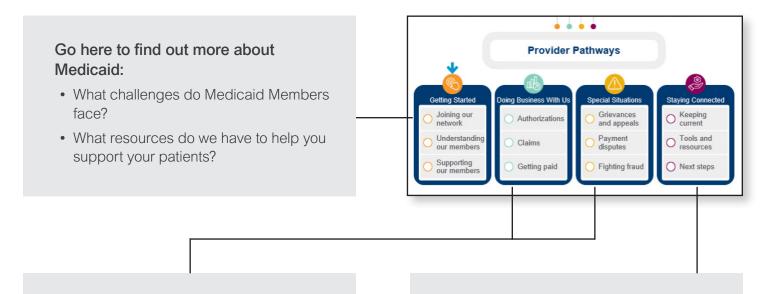


Provider Pathways — Learn all about it!

Healthy Blue wants to remind you of a training resource that's available for all providers. It's called Provider Pathways, which is an on-demand digital eLearning that's comprised of a collection of topics called modules. Each module covers a different aspect of doing business with Healthy Blue. Depending on what you need, you can take one or all the modules.

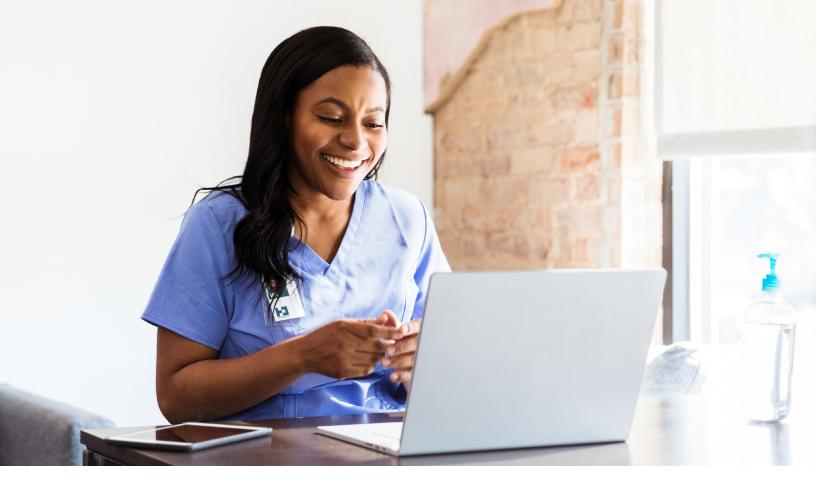


These sections will share our business practices and resources. Some items you will find:

- How do you know if a service requires an authorization?
- Where do you go to submit claims?
- What if you do not agree with a determination or payment.

Two-way communication is important. Provider Pathways will let you know how:

- We will share important updates with you.
- You can let us know of changes to your practice.



How to find Provider Pathways

Provider Pathways — Doing Business with Healthy Blue, gives you the flexibility for scheduling training for yourself and your staff. You can find this training on the provider website.

- Go to provider.healthybluemo.com.
- Select Training Academy under Resources in the top navigation.
- Once on the site, select **Provider Pathways** under *Training Resources*.

If you have questions about this provider resource, please reach out to your Healthcare Networks team.

Learn more about Healthy Blue programs

provider.healthybluemo.com

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