

MO HealthNet Managed Care (Medicaid)

<https://provider.healthybluemo.com>

Provider Services: 833-405-9086



Healthy Blue

Provider Newsletter

September 2021



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Table of Contents

**COVID-19 information from
Healthy Blue**

Page 2

Quality Management

**Culturally and linguistically
appropriate care and CAHPS
rates**

Page 3

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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 Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross and Blue Shield Association.



COVID-19 information from Healthy Blue

Healthy Blue is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) to help us determine what action is necessary on our part.

For additional information, reference the COVID-19 Updates page on our [website](#).

Quality Management

Culturally and linguistically appropriate care and CAHPS rates

In 2021, Healthy Blue assessed member satisfaction by conducting the Child Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey. This survey evaluates various aspects of performance, such as customer service, how well doctors communicate, and the overall quality of healthcare children received.

The composite *How Well Doctors Communicate* scored 96.42%, an increase in 1.57 percentage points from the prior year. Included in this composite is: *doctor explained things, listened carefully, showed respect, and spent enough time*. *Showed respect* scored the highest in this composite; whereas, *spent enough time* scored the lowest.

As a provider for Healthy Blue, you can provide a positive experience on key aspects of patients' care to improve their overall experience, ensure culturally and linguistically appropriate care, and, in effect, improve CAHPS rates.

Here are some things you can do to improve patient satisfaction and help meet their cultural and linguistic needs:

- Explain things in a simple, easy-to-understand way:
 - Use small words and define medical terminology.
- Use professional interpreters for patients with limited English proficiency or with hearing impairments:
 - Oral interpreter services are available to Healthy Blue members at no cost 24 hours a day, 7 days a week.
 - Sign language support is also accessible for the hearing impaired.
 - Providers can call Provider Services (**833-405-9086**) or members can call Customer Service (**833-388-1407**) to schedule interpretive services.
- Acknowledge the importance of patients' culture and beliefs.
- Sit down when speaking with patients.

Verbal and non-verbal communication styles, language, and speech patterns are diverse throughout various cultures. Your ability to communicate with your patients has a profound impact on satisfaction with their care and helps meet their cultural and linguistic needs.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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