

What steps do my patients need to take?



Ready:

Patient gets their documents ready:

- If a patient's address has changed, they should notify Family Support Division (FSD) as soon as possible. They can update their contact information by:
 - Visiting **mydssupload.mo.gov** and selecting **Report a Change**.
 - Calling **855-373-4636**.
 - Visiting their local FSD Resource Center.



Set:

Patient ensures their form is all set.



Renew:

Patient sends renewal form:

- In person: Return the form to the local FSD Resource Center.
- Mail: Send the completed form and any documents to the address shown on their letter.
- Online: Upload the form online by visiting **mydssupload.mo.gov**.
- By phone: Call the FSD Information Center at **855-373-4636**.

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials,* go to www.availity.com and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section at the bottom of our provider website for the appropriate contact.

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