Home State Health Plan
Care Management Benefits

Show Me Healthy Kids
MANAGED BY HOME STATE HEALTH

Who Is Home State Health?

Home State Health, a subsidiary of Centene Corporation, began operations in 2012. We deliver high quality, locally-based healthcare services to our members with our providers benefiting from enhanced collaboration and strategic care coordination programs.

PURPOSE
Transforming the health of the community, one person at a time.

Serving ALL OF Missouri
Home office in St. Louis
with remote staff statewide

POPULATIONS WE SERVE:

Medicaid- Adult Expansion
Medicaid- CHIP (Children's Health Insurance Program)
Medicaid- Sole Source Foster Care
Medicaid- TANF (Temporary Assistance for Needy Families)

Marketplace
Medicare

584,700
Membership
(all supported products as of 6/30/25)

335
Employees

	Providers	Hospitals
Medicaid	6,732	118
Marketplace	5,834	83
Medicare	5,212	75

Care Management

Member Journey

Member Identification

Assessments, claims data, state eligibility data, and member and provider referrals

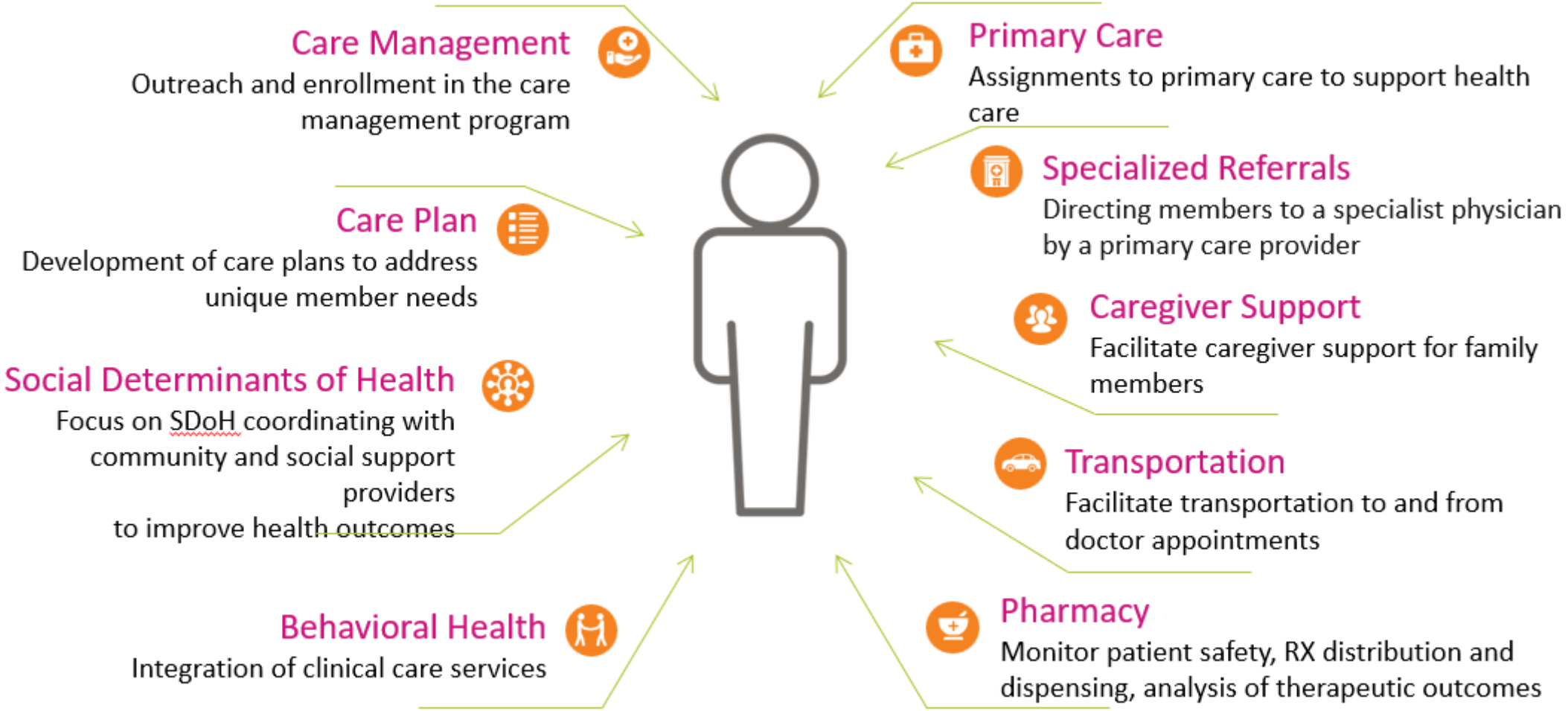
Outreach

- Make 3 outbound calls
- Mail a letter
- Send an email to the member
- Outreach provider to support member engagement and identify new contact info

Engagement

- Health risk screenings
- Link members to benefits and qualifying programs
- Support referrals to providers and community resources

What is Care Management?



Specialty Programs

HSH Website_CareManagement

Care Management – Physical Health

- **Lead Care Management.** Outreaching children for care coordination/care management when their blood lead levels are elevated.
- **Sickle Cell Care Management.** Providing support and oversight of treatment plans in collaboration with members with sickle cell disease, their care givers and health care providers.
- **General Pediatric & Adult Care Management.** Assisting members in achieving optimum health, and quality of life through improved management of their disease or condition.
- **Start Smart for Your Baby.** Aims to reduce pregnancy complications, premature deliveries, low birth weight, and other poor outcomes in babies.
- **Asthma Waves.** Offering personalized support through an asthma care manager who provides education, coaching, and resources to improve treatment adherence and prevent exacerbations.

Specialty Programs

Care Management- Behavioral Health and Foster Care

- **Behavioral Health Care Management.** Increasing access to equitable behavioral health services and improving well-being for individuals living with or at risk of behavioral health conditions.
- **Show Me Healthy Kids.** Ensuring timely access to comprehensive physical, behavioral, and developmental health services for children and youth in foster care through intensive coordination and oversight with goals aiming to promote continuity of care, monitor complex health needs, and improve overall well-being by integrating health services with child welfare systems.

Physical Health Benefits

Pregnancy Support Benefits

100 Milk Storage Bags and 1 set of washable nursing pads are included when breast pump ships!

Belly Bands

How can a breast pump be requested?

- https://referrals.tenderheart.com/create-referral/breast-pump
- Call Tenderheart at 1-877-394-1860
- Call Home State Health Care Management at 855-694-4663 ext. 6075125

Asthma Waves Care Management Program

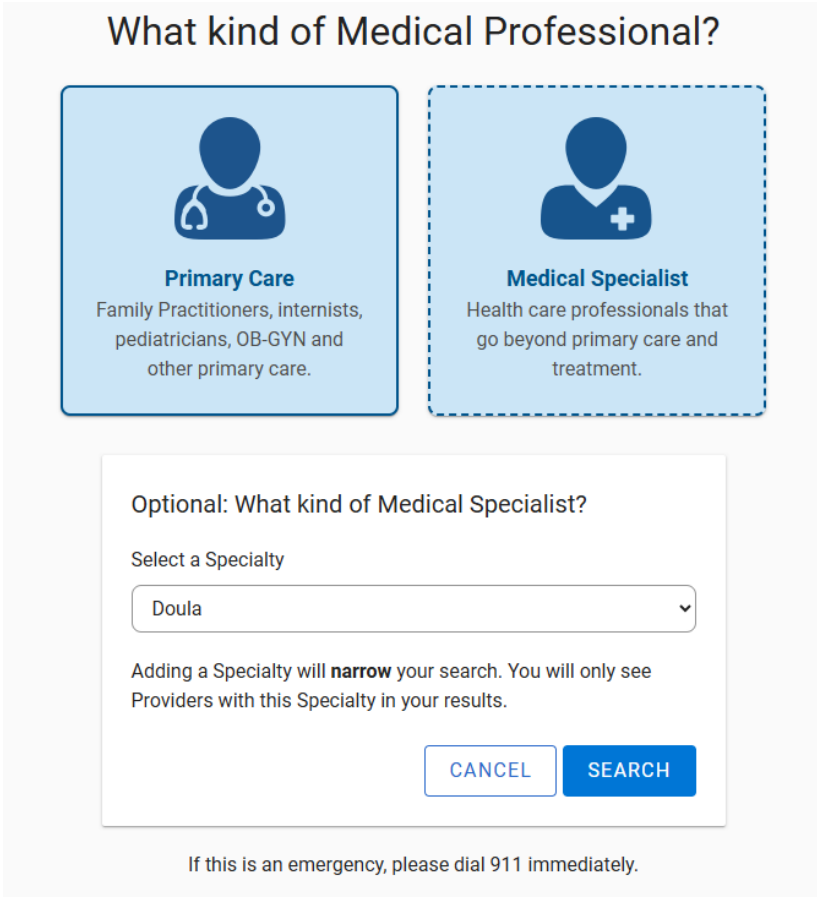
The Asthma Waves program provides a designated asthma care manager who will provide telephonic or face-to-face interaction, education and support services to promote adherence to asthma treatment guidelines, prevent exacerbations and optimize functional status, and referrals.

Spacer, peak flow meter, and hypoallergenic items can be sent directly to the member's home without requiring a prior auth or a prescription.

Doula Services

Home State and Show Me Healthy Kids reimburse for doula services when provided in-network.

Members or providers can search our Find a Provider Search Tool online and search for Doula.



MHD Doula Guide | mydss.mo.gov

Food as Medicine

Pregnancy and Postpartum

- History of hypertension, preeclampsia, diabetes, or gestational diabetes (21-40 weeks gestation)
- Members who recently delivered a baby and are discharged to home are eligible for meals

Chronic Conditions

- Food insecurity
- And hypertension, diabetes, or Obesity

Cooking Matters: Nutrition Education Project

Six cooking classes at no charge. Members will receive delivered groceries to their home and will get to prepare a meal virtually with MU extension for 6 weeks, receive free cooking utensils, and receive a $50 gift card when completing at least 5 of the 6 classes.

Eligibility:

- pregnant and fewer than 20 weeks pregnant
- food insecure
- and resides in an eligible zip code

Telemonitoring for Hypertension and Diabetes

Program supporting members with Hypertension and Diabetes. Members engaged in this program will receive Bluetooth enabled devices, either glucose monitor or blood pressure cuff. Members engaged receive the following:

- Welcome Kit
- Clinical support and compliance outreach
- DM supplies sent directly to member's door when member is compliant with checking his/her blood sugars.

The On.Demand Hypertension Management Kit contains:

- Setup guide
- Batteries
- Cellular-enabled blood pressure monitor with arm cuff

Telehealth Visits

Teladoc Health offers convenient confidential access to quality doctors for both medical health conditions. It's available 24/7.

Home State also offers a 24/7 nurse advice line.

www.teladoc.com

Dental and Vision Benefits

Vision

All members through age 25, pregnant, or have blindness:

- One comprehensive eye exam or one limited eye exam per calendar year
- One pair of eye glasses every 2 calendar years.
  - Frames must be sturdy and of good quality
  - Special frames will be covered only when considered medically indicated as defined by MO Healthnet
  - A member may request a more expensive frame than provided under the MO Healthnet program but would be responsible for the cost associated with the more expensive frame.
  - Replacement of eyewear is a benefit when glasses are necessary for school.

(If a child has needs outside of the regular benefit, please contact Care Management HSHPCareManagement@Centene.com
Phone: 1-855-694-4663 ext 6075125)

Find a HealthCare Provider (envolvehealth.com)

Dental

Dental benefits depend upon ME code. Pregnant women have pregnancy benefits through on year postpartum.

Behavioral Health Benefits

Substance Use and Suicide Prevention

Choose Tomorrow™
A Zero Suicide Prevention Program

To best impact those at risk and in alignment with best practice in suicide prevention, the Choose Tomorrow program addresses these key critical needs in suicide prevention:

- Early detection is critical for suicide prevention; our innovative predictive risk model identifies members who may be at risk before a crisis occurs.
- People need adequate training to support individuals at risk for suicide; the Choose Tomorrow training curriculum is a high fidelity, evidence based, and customized training to enable Centene staff to care for these at-risk members.
- Choose Tomorrow's Toolkit includes best practice prevention tools that have been vetted by suicide prevention experts with demonstrated clinical efficacy.

HALO

(Health Assistance, Linkage, and Outreach) ™

Multi-Modal, Evidence-based program supporting members at risk for substance misuse and substance use disorder, providing interventions across the prevention through recovery continuum.

Care Management

- Member enrolled for 3 to 6 months
- Uses SBIRT model and connecting members to evidence-based care including MAT

Additional Programs & Benefits (Both SMHK and General Plan

Behavioral Health

Homer Helps: Weighted plush animal with coloring book for members with ADHD

Medication Lock Boxes: Allow medications to be safely stored

Sound Machines: Aid in sleep

Spinners: Aid in reduction of anxiety and distraction

Sensory Toolkits - SMHK Only

Members with Sensory processing difficulties/disorder (SPD) are eligible to receive a sensory toolkit.

The Purple Kit – Snug Comfort

- Sensory body sock (medium size)
- Weighted lap pad
- Fidget Spinner
- Silly Putty/Play-Dough

The Green Kit- Lil' Quiet & Calm

- Noise Reducing Earmuffs (kid size)
- Sound Machine
- Fidget Spinner
- Play-Dough
- Chew Necklace/Bracelet

The Blue Kit – Big's Quiet & Calm

- Noise Cancelling Earmuffs (teen size)
- Sound Machine
- Silly Putty/Play-Dough
- Chew Necklace/Bracelet
- Tactile Stickers

The Yellow Kit – Lil' Steady

- Portable Wiggle Seat
- Fidget Spinner
- Silly Putty/Play-Dough
- Chew Necklace/Bracelet
- Tactile Stickers

Do they like weight and swaddle sensations? If so, The Purple Kit may be the right choice. Do they like to move and rock? If so, The Yellow Kit might be a great fit! Finally, does your child like quiet spaces? The Blue Kit for older youth and The Green Kit for younger kids might be helpful.

Virtual Health Visits

Talk to a doctor anytime, and anywhere by phone or video.
Home State Health and Show Me Healthy Kids offer Teladoc Health at no cost to you. This is your easy, 24-hour access to in-network providers for non-emergency health issues. Get medical advice, a diag-nosis or a prescription, all by phone or video! Teladoc Health allows easy access through your mobile device.

Before you can use Teladoc Health, you need to have an account.

Set up and activate your account today. Go to:
https://member.teladoc.com/registrations/get_started
or scan the QR code below.

www.teladoc.com

Education and Employment

Additional Programs & Benefits

HiSET Exam Voucher Program is available to members over the age of 16 who have education-related goals in their care plan. Members will receive one (1) HiSET Exam Voucher (which includes all five (5) tests) per year

Club Z Tutoring offers up to 20 hours of 1:1, in home, or online tutoring services. **SMHK only**.

Social Supports

Adolescent 2 Adult (a2A) SMHK Only

Laptop Kit: laptop, mouse, laptop case

Household kit: towels, bathroom accessories, dinnerware, broom, silverware, etc.

Backpack kit: backpack, sleeping bag, first aid kit, poncho, sleeping pad, etc.

Transportation Benefit [HSH Website Transportation]

As our member, we want to make sure you get the quality care you need.

If you have MO HealthNet (Medicaid) Managed Care benefits from Home State Health (HSH) or Show Me Healthy Kids (SMHK) and are eligible for the transportation benefit,* you can use Rideshare, such as Lyft or Uber, to get to and from any of your non-emergency medical appointments such as, doctor or therapy visits and lab tests.

Uber Lyft

Rideshare delivers short wait times, outstanding service, ride tracking and better access to healthcare services.

To check if transportation is available for a service or appointment, in your area, call our Member Service team:

Home State Health	Show Me Healthy Kids
1-855-694-4663	1-877-236-1020
(TTY 711)	(TTY 711)

TO ARRANGE A RIDE OR REQUEST MILEAGE REIMBURSEMENT*

1. Call to schedule with MTM transportation directly at their 24/7 line **1-866-455-2097**

   OR

2. Book online at mtm.mtmlink.net

   OR call:

Home State Health	Show Me Healthy Kids
1-855-694-4663	1-877-236-1020
(TTY 711)	(TTY 711)

Monday through Friday from 8am to 5pm

*Mileage reimbursement must be submitted to MTM within 60 days. This benefit is for **non-emergency transportation** use only.

You can schedule same-day transportation for:

- Primary Care Physician (PCP) visits
- OB visits for pregnant members
- 7-day behavioral health follow up visits after an inpatient hospital stay
- Specialty visits (SMHK only)
- Dental visits (SMHK only)

For same-day transportation, please call at least **2 or 3 hours ahead of time** before your appointment.

For all other appointments, **please call 3 days before to arrange a ride.**

CALL AT LEAST 3 DAYS BEFORE THESE APPOINTMENTS TO ARRANGE A RIDE:

- Alcoholics Anonymous meetings
- Childbirth classes
- Community Resources (i.e. clothing drive, utility assistance, food pantry, shelter housing assistance)
- Counseling
- Daycare
- Eye exams
- Education/Trade School
- Grocery Store
- Hospital visitations
- Job Interview
- Other healthcare appointments
- Pharmacy
- Various therapies
- WIC appointments
- Work and Employment Services

Show Me Healthy Kids only:

- Child welfare visits and related meetings (SMHK only)
- Court appointments (SMHK only)
- Family Visits (SMHK only)

My Health Pays Program

Earn My Health Pays™ rewards when you complete healthy activities like a yearly wellness exam, annual screenings, tests and other ways to protect your health.

Use Your My Health Pays rewards to help pay for:

- Utilities
- Transportation
- Telecommunications
- Childcare services
- Education
- Rent
- Shop at Walmart or Hy-Vee for everyday items**

**This card may not be used to buy alcohol, tobacco, or firearms products

My Health Pays Rewards Progra
(homestatehealth.com)

Seasonal Flu Vaccine. Members can receive up to two flu vaccines per calendar year. (September–April).

Health Risk Assessment (HRA). Must complete HRA within 30 days of enrollment. To complete, call the HSH/SMHK phone numbers below.

Well Care Visit with Assigned Primary Care Doctor. Must complete visit within 90 days of enrollment.

Annual Well Care Visit. Complete annual Well Care Visit with assigned primary care doctor (eligible for ages 2+).

Telehealth Visit. Completion of one telehealth visit per calendar year.

Lead Screening. Completion of lead screening test before members' 2nd birthday. (Can only earn this reward once per lifetime).

Annual Dental Visit. Complete annual dental visit once per calendar year (eligible ages 2-21).

Health Coaching Calls. Completion of at least 3 health coaching calls (per calendar year). To be eligible, member must be enrolled in Care Management with a diagnosis of asthma, depression, diabetes, or pediatric obesity.

Tobacco-Free Counseling. Completion of 2 smoking cessation counseling sessions per calendar year either by enrolling in our Disease Management program and completing them with a Health Advisor OR completing them with assigned primary care doctor (eligible ages 18+).

Behavioral Health (BH) Follow Up Visit. Completion of a follow up doctor visit within 30 days of being discharged from a behavioral health related inpatient admission (eligible ages 6+).

Annual Breast Cancer Screening Completion of at least one screening per calendar year (eligible ages 40-74).

Annual Chlamydia Screening. Completion of chlamydia screening once per calendar year (eligible ages, 16-24).

Cervical Cancer Screening. Completion of one screening within a 3-year period (eligible ages, 21-64).

Notification of Pregnancy (NOP). Completion of a Member NOP (can complete via member portal or with a care manager).*

Pregnancy Trimester Assessments. Earn $10 for each trimester assessment completed with care manager (up to 4).*

For every 3rd prenatal doctor visit.

Depression Screening. Earn $10 for each Edinburgh Depression Screening completed with a care manager (up to 2 total, prenatal and postpartum).*

Postpartum Doctor Visit. Must complete doctor visit within 7-84 days (12 weeks) after delivery.*

Additional Programs & Benefits

Connections Plus: Members ages 18 years or older, enrolled in complex care management, and who don't qualify for a Safelink Wireless phone are eligible to receive a free phone through the health plan.

ATTAch Support Group (SMHK): Caregiver support group meetings at no cost every 1st and 3rd Monday at 8pm and every Wednesday at 11am.

Caregiver Journals: Journal to keep track of member diagnoses, medications, providers, care team, etc.

Centene Foster Care & Caregiver Training (SMHK): free interactive online training with a facilitator or host for all foster care stakeholders as a community service

Personal Care Services (PCS): Provide eligible members with personal care in their homes

Member Mobile App: Member portal downloadable to personal device.

Find Help: Connect member to community resources

Resources

Receive free diapers and baby wipes by quitting smoking! Enroll in Baby & Me-Tobacco Free and access one-on one phone or video counseling from the comfort of your home, a plan to support and help you quit smoking and up to $350 in gift cards for diapers and baby wipes. Baby & Me Tobacco Free – Changing the Future (babyandmetobaccofree.org)

Amazon Prime Access

Medicaid members may participate in programsExternal Link that qualify for reduced-cost ($6.99/month) Amazon Prime. Prime membership has many benefits that can help families save money and spend quality time together.

Pregnant members can receive $20 for each completed call during pregnancy (max of 5) and $30 for each call completed when postpartum (max of 4). These incentives can be used to purchase baby items. Members can receive support through both the Baby and Me Tobacco Free benefit and MO Quit Line Services. https://health.mo.gov/living/wellness/tobacco/smokingandtobacco/quit-tobacco.php

Community Resource Directory that allows you to easily find resources available in your community.
Home State Health Plan by findhelp - Search and Connect to Social Care

350 Minutes, Unlimited Text &4.5GB of Data. Restrictions apply.

Call 1-800-Safelink or Apply today at www.safelink.com/en/ACP22

Supplemental Nutrition Assistance Program (SNAP) offers a monthly benefit to help those in need buy food and food products.

Provides supplemental food, health care referrals, nutrition education and breastfeeding promotion and support to eligible pregnant, breastfeeding and postpartum women, infants and children up to age five.

Member Cards and Carve Outs

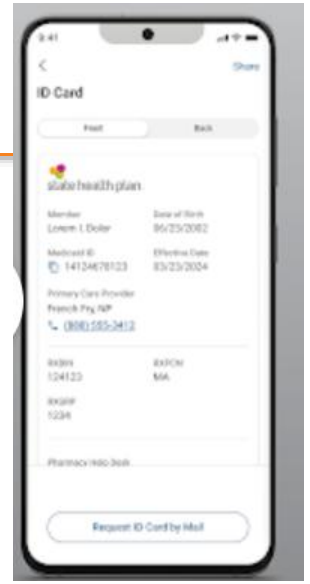
Home State Health Benefits

- Medical Health Services
- Behavioral Health Services
- Care Management and Coordination Services

Fee for Service Benefits

- Pharmacy Services
- DMH Services
- Applied Behavioral Analysis (ABA) Services
- Transplant Services
- C-STAR Services

Home State/Show Me Healthy Kids Mobile App



Get the Home State Health Mobile App to Stay Connected!

Home State Health and Show Me Healthy Kids make it easy to access your account information wherever you are - on a computer or your smart device. It's easy to log in, convenient to use, and available 24/7. Manage your plan anytime, anywhere.

What you can do in the app:

Access your ID card

View a digital version of your Home State Health / Show Me Healthy Kids member ID card at any time.

Search for Care

Find doctors and urgent care near you, change your primary care provider, and more.

View your benefits

See specific benefits and services available to you.

Take your health assessment

Let us know your health needs to better serve you.

Send us a message

Get in touch with us through secure messaging if you need help.

Mobile App

health insurance portal

Set up your account in 3 easy steps:

1. Search "Health Insurance Portal" in the App Store or Google Play.
2. From the "state" dropdown menu, select "Missouri."
3. Use your Home State Health/Show Me Healthy Kids member portal login or create an account to get started.

Download on the App Store

GET IT ON Google Play

Care Management Referrals/Provider Resources

HSHPCareManagement@Centene.com
Phone: 1-855-694-4663 ext 6075125

HSH_Anchors@homestatehealth.com
Phone: 1-877-236-1020 ext 6080448

Care Management Resource Page

Care Management | Home State Health There is a referral form at the bottom of this page

Submit a referral online:

Care Management | Home State Health

Care Management Referral Form:

Full Name

Mailing Address

Email Address

Date of Birth

Phone Number

Medicaid ID

Best Day / Time of Week to Call

Needing assistance with:

- [ ] Additional health benefits and programs
- [ ] Finding resources
- [ ] Management of behavioral health conditions
- [ ] Management of medical conditions
- [ ] Pregnancy
- [ ] Recently delivered a baby

Submit

Additional Contacts/Resources

Member Toolkit/Handbook, Newsletters, Forms Member News and Resources

Member Mobile App to access ID Card, Find a Provider, View Benefits, Complete Assessment, Message Member Services, Mobile App Info

Find Resources in Your Community HSH Find Help

Nurse Advice Line - 24/7 Nurse Advise Line – SMHK 1-877-236-1020 HSH 1-855-694-4663

My Health Pays Rewards for Completing Healthy Activities My Health Pays Reward Information

Contact Information

Chris Hoover, Sr. Director, Care Management Christine.M.Hoover@homestateheatlh.com

Crystal Cox, Sr. Manager, Care Management Crystal.L.Cox@homestatehealth.com

Care Management Email HSHPCareManagement@Centene.com

Appendix

Enhanced Transportation Services Program	Home State offers same day non-emergent medical transportation (NEMT) to PCP, Specialty, Obstetrician, and urgent or emergent Dental appointments. We ofer transportation to services and supports that aren't covered under NEMT, including to o food banks, employment services, job interviews, day care, and housing-related meetings
Mom's Meals Service	Home delivered meals from Mom's Meals after having a baby and being released from the hospital, prenatal with chronic conditions or adult with certain chronic conditions.
Baby Showers for Moms	HSH hosts fun and informative baby showers for moms-to-be.
Maternity Support Bands	Pregnant moms enrolled in Care Management are eligible to receive a maternity abdominal support band. These bands help support your waist, hip and lower back.
Breastfeeding Supplies	If you are pregnant, you can request an electronic breast and may qualify for additional breastfeeding supplies of milk storage bags and washable nursing pads
Blood Pressure Cuff Program	the health plan will provide an automatic blood pressure cuff to members identified through care management who present with risk factors (hypertension, diabetes, preeclampsia, etc.) that increase BP and would benefit from home monitoring.
Doula Services	Designed to provide physical, emotional, and informational support to pregnant people and their partners before, during, and after childbirth

Appendix

ConnectionsPlus Phone Program	Provides eligible higher-risk members 18+ with a cellular phone to connect with their Home State Health health care team for improved care and coordination of health services. Members will get texts and personalized wellness goals.
HiSET Exam Voucher Program	Home State Health shall provide the HiSET Exam Voucher Program benefit to members over the age of 16 who have education-related goals
Telehealth Services	Teladoc Health offers convenient confidential access to quality doctors for both medical and behavioral health conditions. It's available 24/7. *Teladoc does not provide BH support for members <16 years old.
Mental Health Digital via Teledoc	Supports members with any behavioral health conditions, chronic pain, or substance use. The resources are built on evidence-based modalities such as CBT, DBT, ACT, MI, and mindfulness. Allows members to take assessments such as PHQ9 to better assess severity of depression and anxiety.
Allergy/Medical Alert Tags	Eligible members active in care management may receive a Medical Alert Tag that provides information on members health condition or allergy in situations where timely treatment is needed.
Homer Helps ADHD	Emotional Support Kit to members 12 and under with a qualifying diagnosis and prescribed medications for ADD/ADHD. Items in the kit will be a therapeutic plush animal and a children's book/coloring book promoting emotional support.
Enhanced Transportation Services	Enhanced Transportation Services Program: For eligible members receiving transportation as a benefit, same day non-emergent medical transportation (NEMT) is available for PCP, Specialty, OBGYN, and emergent Dental appointments. Other NEMT is also available for family visits, court appointments, child welfare meetings, food banks, employment services, job interviews, daycare, and housing related meetings.