

# We are here!



# Healthy Blue

Healthy Blue wants to grow and strengthen our relationships with you, our provider partners.

We are looking for more ways to keep you in the loop and to work collaboratively with you, as needed, to ensure that you receive the necessary assistance and maintain satisfaction with Healthy Blue. We would be happy to schedule a call with you to discuss any concerns, questions or needs.

### Have questions?

Your Healthy Blue Provider Experience consultant is here to assist you:

#### Barbara Wheeler

- Email: Barbara.Wheeler@healthybluemo.com



#### Provider and Member Services

- Provider phone: 833-405-9086
- Member phone: 833-388-1407

#### Demographic changes

- Phone: 833-405-9086
- Email: MOproviderdata@anthem.com

#### Contracting inquiries

- Email: MOMedicaidNetworkManagement@healthybluemo.com

#### Precertification/inpatient admissions

- Online: [www.availity.com](http://www.availity.com)\*
- Healthy Blue Provider Services: 833-405-9086
- AIM Specialty Health®: 855-574-6479
- Children's Mercy Pediatric Care Network (CMPCN): 877-347-9367

#### Non-emergency medical/ambulance transportation

- Phone: 888-597-1193

#### March Vision\*

- Phone: 844-616-2724

#### DentaQuest\*

- Member phone: 888-696-9533
- Provider phone: 844-234-9832

#### EDI Solutions Helpdesk

- Phone: 800-470-9630

#### Public website

- Online: <https://provider.healthybluemo.com>

#### Secure website

- Online: [www.availity.com](http://www.availity.com)

#### Electronic payment enrollment — CAQH

- Online: <https://enrollsafe.payeehub.org>

#### Electronic payment services — ERA/EFT

- Online: <https://apps.availity.com/web/welcome/#/edi>

#### Health services

- Care Management (CM): 833-388-1407
- Disease Management (DM)/Population Health: 888-830-4300
- Quality Management (QM): 573-876-1522
- 24-Hour nurse help line: 833-388-1407

#### Claims payment dispute and appeal

(date of service on or after January 1, 2021)

- Phone: 833-405-9086
- Online: [www.availity.com](http://www.availity.com)
- Mail: Payment Dispute Unit or Provider Appeals Unit  
P.O. Box 61599  
Virginia Beach, VA  
23466-1599

#### Claims submission

(date of service on or after January 1, 2021)

- Availity: [www.availity.com](http://www.availity.com)
- EDI submissions: Healthy Blue payer ID # 00541
- Paper: Healthy Blue Claims  
P.O. Box 61010  
Virginia Beach, VA  
23466-1010

\* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue. AIM Specialty Health is an independent company providing some utilization review services on behalf of Healthy Blue. March Vision is an independent company providing vision benefit services on behalf of Healthy Blue. DentaQuest is an independent company providing dental benefit services on behalf of Healthy Blue.

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.