

Welcome to your MO HealthNet Managed Care plan, Healthy Blue

healthybluemo.com/missouri-medicaid

833-388-1407 (TTY 711)

Healthy Blue

1067535MOMENHBL 05/25

MOC26043 10/16/2025

We're glad you're here

Let's get set and get going with your MO HealthNet managed care plan, Healthy Blue so you can start using your health plan and benefits today.

Scan here for a short video to get started with your Medicaid plan.

@HealthyBlueMO @HealthyBlueMO @HealthyBlueMO

Now that you're enrolled, get started with this

quick checklist

- [ ] **Find** your member ID card in this packet or contact us if you did not receive it.
- [ ] **Create** your online account by visiting **healthybluemo.com/missouri-medicaid**.
- [ ] **Schedule** a checkup with your main doctor (primary care provider, or PCP) listed on your ID card. If you need to update your PCP, you can do that in your online account.
- [ ] **Complete** your Health Risk Assessment (HRA) to get personal care based on your health needs at **healthybluemo.com/missouri-medicaid/member-resources/new-member**.

Need help?
Live chat with us anytime at
healthybluemo.com/missouri-medicaid.

Manage your plan online

Once your account is created, you can go online to:

- View and share your digital member ID card.
- Find or change your primary care provider.
- Find a doctor, hospital or, pharmacy close by.
- Access care management that helps coordinate healthcare services. You can refer yourself, or a provider can refer you.
- Manage your prescriptions.
- Chat with us live or send us secure messages.

You can also check the *Benefits* page to view your member handbook and important information like:

- Any kind of care that might not be covered under Medicaid.
- How to submit a claim, how to get approval for care before you receive it, and costs you might have to pay.
- How to file a complaint or appeal, or request an external review.
- View your member rights and responsibilities and our privacy notice.



Visit **healthybluemo.com/missouri-medicaid** to access your account, view your member handbook and find other important information.



Three ways to register your account:

1. Visit **healthybluemo.com/missouri-medicaid.**

2. Download the **Sydney℠ Health** mobile app.

3. Scan the QR code.

Get to know your pharmacy benefits

You will get your pharmacy benefits from MO HealthNet Fee-for-Service by using your MO HealthNet ID card. If you have questions about prescriptions, call MO HealthNet Constituent Services at **800-392-2161** or **573-751-6527**.



Need help?
Live chat with us anytime on
healthybluemo.com/missouri-medicaid.

Where to go for care

Primary care provider	• Visit for a wellness checkup • Average wait time: 18 minutes
LiveHealth Online	• Use a virtual visit or voice call 24/7 for issues like a headache, flu, fever, anxiety, or depression (appointments required for online therapy and psychiatry sessions) • Average wait time: 15 minutes • Visit livehealthonline.com
Urgent care	• Visit for issues like a skin infection, sprain, cold, or sore throat – no appointment needed • Average wait time: 30 minutes
Emergency room	• Go to the nearest ER or call 911 for concerns such as chest pain, trouble breathing, heart attack, or broken bones • Average wait time for non-emergencies: 2–3 hours



Have questions for a nurse? Call 24-hour Nurse Help Line at **833-388-1407 (TTY 711).**

If you feel your health concern is life threatening, go to the ER or call **911**.

Language support

If you're not fluent in English, or if you need help with your healthcare, talking with us, or reading what we send to you, don't worry. We provide our materials in other languages and formats, including Braille, large print, and audio, at no cost to you. Call us toll free at **833-388-1407 (TTY 711)**.

¿Necesitas ayuda con tu atención médica, hablando con nosotros o leyendo lo que te enviamos? No te preocupes. Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letra grande y audio, sin costo alguno para ti. Llámanos gratis al **833-388-1407 (TTY 711)**.

Have you moved? Has your phone number changed? Let us know.

First, log in to your account at **mydss.mo.gov**. Then call **833-388-1407 (TTY 711)** to let us know what has changed.

Want a printed copy of your handbook?

Log in to **healthybluemo.com/missouri-medicaid** to live chat with us or send a secure message.

Get set up with your doctor

Help your doctor learn about you and your medical history by scheduling a free checkup. You could even earn extra rewards for the visit.

To find other medical care near you — even if you're not in your usual area — use the Find a Doctor tool to search for primary care, behavioral health, and other doctors, specialists, and hospitals in your plan.

Log in to:
healthybluemo.com/missouri-medicaid/care/find-doctor.html



Need a ride to your appointment?

Learn more about your transportation benefits included in your Healthy Blue plan at **healthybluemo.com/missouri-medicaid**. To schedule a ride to a covered service, call **888-597-1193**.

Complete your Health Risk Assessment.

The Health Risk Assessment is a series of questions that helps us understand your health needs.

Log in to your account at **healthybluemo.com/missouri-medicaid**. Go to **My Health Dashboard**, then Programs, and **Health Risk Assessment**.



Learn all about your benefits

Find a list of all your benefits, services, resources, and more in the member handbook, or the member website at **healthybluemo.com/missouri-medicaid**.

Limits and restrictions apply. Benefits may change.

Now that you're with Healthy Blue, you're getting all the MO HealthNet (Medicaid) benefits:

- Doctor and hospital visits
- Prenatal care if you are pregnant and postpartum care if you just had a baby
- Health education with Emotional and Behavioral Health Services

---

You also have benefits to help you — all at no cost. For instance, you could receive:

- Care management: One-on-one help from a nurse for members with serious health problems.
- Eye care: Eligible members age 20 and younger can receive an annual eye exam and glasses; members over 21 can receive an eye exam and glasses every two years; and pregnant members can receive an annual eye exam and glasses every two years through Blue View Vision℠. For vision services, call **866-352-8455**.
- No-cost community care through our Healthy Blue Community Resource Link at healthybluemo.com/missouri-medicaid/get-help/local-services.html.

Additional Benefits for Healthy Blue Members:

- Healthy Blue offers value-added benefit(s) (VABs) to our members at no additional cost such as maternal and child resources, HiSET assistance, emotional well-being, and more.



Log in to the Benefit Reward Hub to view the additional health benefit(s) you're eligible for, and redeem them at **healthybluemo.com/missouri-medicaid** or call Healthy Blue Member Services.

Limitations and restrictions apply.
Rewards subject to change.

Healthy Blue

healthybluemo.com/missouri-medicaid
833-388-1407 (TTY 711)
8 a.m. to 5 p.m. Central time, Monday through Friday

Need help?
Live chat with us anytime
on **healthybluemo.com/missouri-medicaid**.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of the plan.

Sydney Health is Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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 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.