

[Last Name, First Name  
Address 1  
Address 2  
City, State Zip]

Dear Participant:

MO HealthNet believes that helping people lead healthier lives can help reduce illness. That is why MO HealthNet is working with health care providers to become Healthcare Homes. To avoid confusion, we want to be sure you understand that a Healthcare Home is NOT a place of residence and does NOT change where you live. Instead, your Healthcare Home gives you a Care Team of qualified healthcare professionals, including a nurse care manager, to help you with your health needs and help you reach your wellness goals.

***What your Healthcare Home can do for you:***

- Help you with your health conditions, medicine, and medical treatments.
- Give you health information about smoking, healthy eating and exercise.
- Help you get any kind of special medical care you might need, including mental health and/or substance abuse treatment.

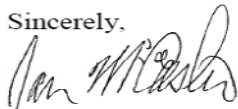
Studies show that people with a Healthcare Home get better care and healthier results.

Through an agreement between MO HealthNet and Primary Care Providers, you have been enrolled with your Primary Care Provider as your Healthcare Home. The services you get from your Healthcare Home are free under your current MO HealthNet plan, so there is no charge to you, and participation in this program is voluntary.


Your Primary Care Healthcare Home is [**Organization, Phone**]. They will be contacting you in the near future to discuss this service and answer your questions. If you have questions about this letter, you can call MO HealthNet Participant Services toll-free at **1-800-392-2161**.

If at any time you wish to change Healthcare Homes or stop getting Healthcare Home services altogether, please contact your Healthcare Home at the number above so they can assist you. Also enclosed is a list of all Healthcare Home providers in Missouri.

Sincerely,



Ian McCaslin, M.D., M.P.H., Director  
MO HealthNet Division  
Department of Social Services



Joseph Parks, M.D.  
Chief Clinical Officer  
Department of Mental Health