

To file an appeal:

Call Missouri Care at **1-800-322-6027** and tell them you want to file an appeal. TYY users, call **1-800-735-2966**. If you speak another language or need American Sign Language you can ask for an interpreter at no cost to you.

Or you can write:

**Grievance and Appeals Coordinator
Missouri Care
4505 Philips Farm Road, Suite 100
Columbia, MO 65201**

Missouri Care must make a decision on your appeal within 45 days of receiving it.

If you have any additional information you wish to provide that was not included in your original request for an appeal, you may forward it to: Missouri Care at the above address.

MO HealthNet Managed Care allows 45 days for Missouri Care to make an appeal decision.

Missouri Care will make the decision within 30 days of receipt of the request.

Could your health suffer if you wait for our decision? If so, ask for an expedited review. Call the Grievance and Appeals Coordinator at Missouri Care at **1-800-322-6027** and tell what might happen if you don't get a quick decision. The expedited review must be completed within 3 working days.