

Children's Mercy Family Health Partners Benefits At-a-Glance

Department	Phone and/or website	Additional information
Customer Services		
MO HealthNet Managed Care Enrollment Helpline	1-800-348-6627	Call to enroll, change your health plan or change your address.
CMFHP Customer Service	1-800-347-9363 www.fhp.org	Call to request a new ID card, choose your Primary Care Physician (PCP) or change your PCP.
CMFHP 24-Hour Nurse Advice Line	1-800-347-9369	Answered by nurses who will help with medical questions.
Transportation		
Medical Transportation Management (MTM)	1-800-890-6026	Non-Emergency Medical Transportation. Call at least three days before the day of your appointment. If you need a car seat, indicate that when you call.
Dental Coverage		
Bridgeport Dental Service	1-877-394-9994 www.bridgeportdental.com	Dental services.
Mental Health		
New Directions Behavioral Health	1-800-409-2225 www.ndbh.com	Children in state custody receive fee-for-service benefits for behavioral health.
Missouri CRISIS LINE	1-888-279-8188	24-hour live crisis, referral and information response for face-to-face intervention.
CMFHP Health Services/Health Improvement		
Special Healthcare Needs <i>Joyce Williams, LPN, Coordinator</i>	816-559-9352	Assists in the coordination of care for members up to age 18 with special healthcare needs.
Asthma Health Coaches <i>Pam Runyon, MSMFT, LBSW, AE-C 816-559-9347</i> <i>Michelle Fulton, RRT, AE-C 816-559-9349</i> <i>Asthma Educators</i> <i>Candace Ramos, MHA, RRT, AE-C 816-559-9346</i> <i>Mary Arnold, RRT, AE-C 816-559-9328</i>		Asthma education and support.
HeLP – Healthy Lifestyles Program <i>Renee Arensberg, LCSW 816-559-9338</i> <i>Beth Wilkes, RD/LD 816-559-9341</i>		Education, support and referrals to help you reach your health and wellness goals.
Lead Care Manager <i>Melody Derks, LCSW</i>	816-559-9351	Lead education and awareness. State law requires testing at 12 and 24 months of age, annually up to age six.
Pediatric, OB and Adult Care Managers	1-800-347-9363	Contact customer service for more information.
Missouri First Steps Program	1-866-583-2392 www.dese.mo.gov/ divspeced/FirstSteps	State program for infants and toddlers with special needs.
Bureau of Special Healthcare Needs	1-800-451-0669 www.dhss.mo.gov	State program for children and adults with disabilities, chronic illness or birth defects.



1-800-347-9363

P.O. Box 411806, Kansas City MO 64179

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