

Provider Facts for Missourians with Special Health Care Needs



Individuals with special health care needs and their families have unique requirements when identifying appropriate providers.

When choosing a provider, consider the following:

Type of provider:

- Doctor, Primary Care Physician, Dentist, or Specialist
- Hospital, Clinic, Urgent Care Center, or Emergency Room
- Therapy, Durable Medical Equipment, Pharmacy, Vision, Hearing, or Home Health

Cultural Competence:

- Are you able to communicate with the provider?
- Does the provider understand your way of life?

Comfort Level:

- Are you at ease discussing health related questions with this provider?
- Can you trust the information you get from the provider?
- Do you understand the information from the provider?
- Are you comfortable with the provider's reputation?
- Do you hear good things about the provider from others?
- Is the office clean and the staff easy to work with and friendly?

Location:

- Is the provider close to your home or on your bus route?

Accessibility:

- Is the provider open after regular business hours, on weekends, or do they have an urgent care center you can use after the office is closed?
- Does the facility meet your special visual and mobility needs?

Coordinated:

- Is there a care team to assist with working with multiple providers, handling referrals, and providing access to resources?

Source of Payment:

- Does the provider accept payment from MO HealthNet, your private insurance, or HMO?
- If not, does the provider help you find other payment sources or offer a payment plan?

Qualifications:

- Is the provider licensed or certified?
- Is the provider's specialty the type of service you need?
- Is the provider experienced in working with individuals with special needs?

Websites

HealthGrades-Information on Hospitals, Doctors & Nursing Homes: <https://www.healthgrades.com/>

Medline Plus-Directories: <https://medlineplus.gov/directories.html>

Provider license & current disciplinary status: <http://pr.mo.gov/>

Special Health Care Needs
PO Box 570
Jefferson City, MO 65102-0570



Individuals who are deaf, hard-of-hearing, or have a speech disability can dial 711 or 1-800-735-2966.