



TICKET TO WORK

Health Assurance Program

What is the TWA Program?

The Ticket to Work Health Assurance (TWA) Program can help you qualify for Missouri Medicaid (MO HealthNet).

Depending on your income level, you may have a monthly premium. TWA can help pay for medical care and costs, such as:

- Prescription medicines
- Hospital services, dental and eye care
- In-home, private-duty nursing services
- Lab and testing services
- Certain medically-related day health care or adult day treatment
- Durable medical equipment like oxygen, wheelchairs, walkers, crutches or nebulizers
- Medical equipment like prosthetic devices, hearing aids, and eyeglasses

Questions?

Visit us online at mydss.mo.gov/healthcare to learn more or call **855-373-4636**.

Who is eligible?

You may be eligible if you are age 16-64 and:

- Permanently and totally disabled
- Employed (including self-employed)
- Living in Missouri (and intend to stay)

How do I apply?

To apply for MO HealthNet, you can:

- Visit mydss.mo.gov/healthcare/apply
- Call **855-373-9994**
- Visit your local **FSD Resource Center**

How do I pay my premium?

To pay your Ticket to Work premium you can:

- Visit mymohealthportal.com
- Send your check or money order to:
MO HealthNet Division
Premium Collections Unit
P.O. Box 809020
Kansas City, MO 64180

Reporting Responsibility

You must report any changes in circumstances within 10 days of when they happen, no matter what causes the change. You have a continuing obligation to report and cannot wait until you are contacted. Any information provided is subject to verification by Federal, State and Local officials. You may be denied benefits and/or be subject to criminal prosecution for knowingly providing false information.

Discrimination & Civil Rights

HHS provides federal financial assistance for many programs to enhance health and well-being, including TANF, Head Start, the Low Income Home Energy Assistance Program (LIHEAP), and others. If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex (including pregnancy, sexual orientation, and gender identity), or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance, you may file a complaint with the Office for Civil Rights (OCR) for yourself or for someone else.

To file a complaint of discrimination for yourself or someone else regarding a program receiving federal financial assistance through HHS, complete the form on line through OCR's Complaint Portal at <https://ocrportal.hhs.gov/ocr/>. You may also contact OCR via mail at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201; fax: (202) 619-3818; or email: OCRmail@hhs.gov. For faster processing, we encourage you to use the OCR online portal to file complaints rather than filing via mail. Persons who need assistance with filing a civil rights complaint can email OCR at OCRmail@hhs.gov or call OCR toll-free at **1-800-368-1019**, TDD 1-800-537-7697. For persons who are deaf, hard of hearing, or have speech difficulties, please dial 7-1-1 to access telecommunications relay services. We also provide alternative formats (such as Braille and large print), auxiliary aids and language assistance services free of charge for filing a complaint.

The Missouri Department of Social Services is and equal opportunity provider.

Hearings Information

If the Family Support Division changes or stops your benefits and you think the change is wrong, you can ask for a hearing. To do this, contact us by phone or in person.

- Visit: dss.mo.gov/fsd/know-your-rights or dss.mo.gov/dls/hearings
- Call: **855-FSD-INFO** (855-373-4636)