

Joey*, a 14 year old boy who suffers from dystonic quadriplegic cerebral palsy, came to LSEM for help when his Medicaid managed care plan denied approval of a new manual wheelchair.



Joey typically uses a power wheelchair due to his disability. However, it was broken for about 15 days, causing him to miss school. He had a manual wheelchair, obtained when he was eight years old, but now it was too small for him.

Joey also was participating in occupational therapy sessions to help his communication skills and his ability to care for himself. His health plan also discontinued the therapy sessions. Joey was therefore left without a functioning wheelchair and without his therapy sessions.

Soon after contacting LSEM, a hearing was held, and the denials of the wheelchair and the occupational therapy were reversed. The hearing officer found the therapy enabled Joey to improve his skills and without it, "he may never become an independent adult." He also found the backup manual wheelchair to be a medically necessary alternate means of mobility.

Soon after the hearing, Joey was measured for the new wheelchair and was returned to therapy.

*Name has been changed for privacy purposes.

An Investment in Our Community

The holistic and comprehensive services that LSEM provides assist client-families to achieve safety and create economic and family stability, which in turn strengthens the community.

Our Tagline reads "Pursuing Justice, Strengthening Lives", and with your help, we do just that. It is through our pursuit of justice that we continue to strengthen the lives of those we serve, empowering them to reach further and ultimately, live better. A contribution to LSEM is an investment in the region's infrastructure, which will pay rich dividends in the future.

While our work is focused on solving long-term problems for individuals and families, the impact ripples outward to benefit the entire community.

For information on how to help by making a donation, please call the Development Office at 314-256-8742.

Contact Information

For help, please call:

Main Office
4232 Forest Park Ave.
St. Louis, MO 63108
314-534-4200
1-800-444-0514

Union Outreach Office
20 South Church St., Ste. C
Union, MO 63084
636-583-7877
1-866-583-7877

Hannibal Branch Office
801 Broadway
Hannibal, MO 63401
573-248-1111
1-800-767-2018



For a listing of the 21 counties served by LSEM, and other information about the services we provide, please visit our website at www.lsem.org. Please also visit the statewide website at www.lsmo.org for additional resources.

The mission of LSEM is to provide high quality civil legal assistance and equal access to justice for low-income people in Eastern Missouri.



Advocates for Family Health



Legal Services
of Eastern Missouri

lsem.org



Serving 21 counties
in eastern Missouri

Overview

Do you have questions or concerns about your Missouri Medicaid (MO HealthNet) managed care benefits?

What We Do

We assist children, families and pregnant women who are eligible for Missouri's Medicaid (MO HealthNet) program. We advocate on your behalf when you are facing problems with your managed care plan.

Advocates for Family Health is an ombudsman service. We serve as a contact between you and your managed care plan to help you resolve problems.

Counties We Serve

Franklin, Jefferson, Lincoln, Madison, Perry, Pike, St. Charles, St. Francois, Ste. Genevieve, St. Louis City and County, Warren and Washington.



All services offered free of charge.
Interpreters are available.

Legal Services Available



Are you having trouble getting the health care you need from your managed care plan?

We Can Help You ...

- Find a doctor, dentist, specialist, therapist or psychologist in your health plan, when your efforts have failed.
- When you are unable to fill a prescription or your health plan isn't approving testing procedures your doctor recommends.
- When you need to file an appeal with your managed care plan or request a State fair hearing.
- When you have trouble changing your managed care plan.
- When you need to find transportation to medical, dental or mental health appointments.
- When you need information on your health care rights and responsibilities.

How To Obtain Legal Services

Receiving free legal representation involves the following steps:

- An Advocates for Family Health staff member will answer your call and discuss the steps we can take to help you resolve the problem. If you reach our answering machine, we will try to return your call within 24 hours.
- When we receive the paperwork regarding your problem, we will work with you to get the results you want.
- If needed, we will contact your health plan or the State agency to negotiate a solution to your problem.
- If needed, we will file an appeal with your health plan or represent you at a State fair hearing.

Do you need health coverage for yourself or your family?

If you applied for family Medicaid (MO HealthNet) coverage or your coverage was stopped and you think there was a mistake, we may be able to help.

For more information,

contact us at (314) 534-1263

or (800) 444-0514 x 1251

Monday – Friday, 9:00am - 5:00pm