



1. What does Gateway to Better Health (GBH) cover?



Answer: Primary care office visits (podiatry, eye exams, physical therapy/chiropractic services, and substance use treatment included), limited dental services (cleanings, x-rays, and pulling of diseased teeth ONLY), urgent care visits (maximum 5 visits per year at Gateway provider), specialty care referrals (from your primary care doctor to contracted providers ONLY), non-emergency transportation (to and from Gateway covered visits ONLY), generic prescriptions and brand name insulin and inhalers available at your health center

2. What does Gateway to Better Health not cover?



Answer: Emergency room visits, hospitalizations, emergency or non-Gateway related transportation, extensive dental procedures (fillings, root canals, dentures, orthodontic work, etc.), dialysis, durable medical equipment (glasses, contact lenses, oxygen, etc.), mental health, behavioral health, brand name prescriptions (excluding insulin and inhalers), services from providers not contracted with Gateway to Better Health, services from a provider not located in St. Louis City or County

Gateway to Better Health Application Process

3. How long will it take for my application to be processed?



Answer: Once the application is received at Family Support Division (FSD), it takes 4-6 weeks to be processed. You should receive a letter of approval/denial in the mail. If you haven't received a letter after 6 weeks, you can contact FSD to get an update on your application.

4. Do I have to fill out the application at the health center?



Answer: No, you can take it home to complete it. Once it is complete, you can drop it off at your health center, email it to gbyssues@stlrhc.org or fax it to 314-828-4004.

5. Can I fax or mail verification documents (paycheck stubs, etc.) to the health centers?



Answer: You can fax or mail verification documents. Please send copies of documentation, not originals. Please check with your health center manager for the appropriate mailing address and fax number.

6. When will I know if I've been approved for the Gateway program?



Answer: You will receive an approval/rejection letter in the mail in 4-6 weeks. If approved, you will receive a new member packet a few weeks later. If you are re-applying for the program, you will not automatically be sent a new member packet. You can call the GBH call center at 1-888-513-1417 to request a new member packet.



7. When is a birth certificate required?

Answer: You will need to provide a birth certificate if you were not born in Missouri and do not have a passport, certification of naturalization or certificate of citizenship. Applicants born in Missouri do not need to provide a birth certificate.



8. How do I show proof of income if I am self-employed?

Answer: There are a few options. You can include a simple 30-day ledger with your application that shows the money it takes to operate your business and the money you earned from your business. Or, you can include a tax form, such as a Form 1040, Schedule C or Form 1099. Please send copies of documentation, not originals.



9. What if I don't know the social security numbers (SSN) for family/household members?

Answer: If you do not know the SSN, put "unknown" in the field. The SSN and date of birth (DOB) are only required for the applicant.



10. Can I apply for everyone in my family/household?

Answer: You can only apply for yourself and your spouse. Any adult children and non-married individuals will need to submit a separate application.



11. If I am approved for Gateway to Better Health, will I receive a card, and if so, when?

Answer: Yes, once determined eligible for GBH, you will receive an ID card and a new member packet explaining the program. It may take a few weeks after your approval letter to receive the new member packet. If you are re-applying for the program, you will not automatically be sent a new ID card. You can call the GBH call center at 1-888-513-1417 to request a new ID card.



12. Can I be seen at my provider if I don't have my card?

Answer: Yes. Ask the provider to look you up in Gateway's Provider Portal system. They will be able to verify your eligibility and get your member ID number.

Things to Remember

- Don't forget to sign the last page.
- You must include either a DOB or SSN for yourself, preferably both.
- On the "People In Your Home" section, make sure to put your information on the line that says "self".
- If you are married, and your spouse resides in your home, you must list your spouse on your application.
- If you are currently employed, mark "yes" and provide the name of employer, gross pay per period, and how often you are paid. Be sure to list all of your jobs if you have more than one.
- You must choose a health center. You may change your health center in the future, but you must select one at the time of application.

If you have any questions about this application, call our call center at 1-888-513-1417 between 8 a.m. and 5 p.m.