Healthcare Financial Management Association Greater Heartland Spring Conference 2024
MO HealthNet 101

MO HealthNet Education and Training – April 2024
Presented By: Amanda Fahrendorf

Presentation Overview

- Managed Care vs. Fee-For-Service

- Eligibility

- Website and Manual Overview

- Resources

Fee-For-Service vs. Managed Care

MO HealthNet assigns individuals to either the Fee-For-Service program or a Managed Care health plan depending on eligibility criteria.

Fee-For-Service

Serves:
- Senior (age 65 and older)
- Person with a disability
- Blind or visually impaired adult
- Woman (under age 65) with breast or cervical cancer

Managed Care

Serves:
- Pregnant woman including her newborn
- Child (birth to age 18)
- Parent with children in the home
- Adult (age 19-64) without a disability

Managed Care

Participants enrolled in MO HealthNet Managed Care receive their services through the health plan's provider network. The health plan network may include providers not enrolled in the Fee-For-Service Program.

Listed here are the different MO HealthNet Managed Care health plans a participant may be enrolled in. Each health plan provides services in every Missouri County. Managed Care health plans offer additional benefits and services in addition to the eligible MO HealthNet coverage.

home state health
• 855-694-4663

Healthy Blue
• 833-388-1407

Show Me Healthy Kids
• 877-236-1020

UnitedHealthcare
• 866-292-0359

Benefits

- Benefits differ based on how the participant qualifies for MO HealthNet.

- All participants are assigned a Medical Eligibility (ME) Code.

- ME Codes specify what benefits a participant qualifies for.

- Specific ME code descriptions can be found in the Provider Resource Guide.

|	Limited Benefit Package for MO HealthNet Adults		
ME Code	**Description**	**ME Code**	**Description**
01	Old Age Assistance	26	Ethiopian Refugee
02	Blind Pension	55	Qualified Medicare Beneficiary (QMB)
04	Permanently and Totally Disabled	58	Presumptive Eligibility (Subsidized)
05	MO HealthNet for Families—Adult	59	Presumptive Eligibility (Non-Subsidized)
E2	Adult Expansion Group	80	Extended Women's Health Services
10	Refugees other than Cuban, Haitian, Russian Jew, or Ethiopian	81	Temporary Assignment Category
11	MO HealthNet—Old Age Assistance	82	Missouri Rx (Medicare Part D wrap-around benefits)
13	MO HealthNet—Permanently and Totally Disabled	83	Breast or Cervical Cancer Control Project—Presumptive
14	Supplemental Nursing Care—Old Age Assistance	84	Breast or Cervical Cancer Control Project—Regular
16	Supplemental Nursing Care—Permanently and Totally Disabled	85	Ticket to Work Health Assurance—Premium
19	Cuban Refugee	86	Ticket to Work Health Assurance—Non-Premium
21	Haitian Refugee	89	Uninsured Women's Health Services
24	Russian Jew Refugee	94	Show-Me Healthy Babies—Presumptive Eligibility income to 300%

Postpartum Benefits Extended

Previously, pregnant and postpartum women receiving benefits through MO HealthNet for Pregnant Women were eligible for pregnancy-related coverage throughout the pregnancy and for 60 days following the end of the pregnancy.

Beginning July 7th, 2023, MO HealthNet coverage for these women includes full Medicaid benefits for the duration of the pregnancy and for **one year** following the end of the pregnancy.

MO HealthNet Postpartum Benefits

Participant Annual Review

Beginning April 1, 2023, the Family Support Division (FSD) resumed processing annual renewals for all MO HealthNet participants.

Medicaid Annual Renewals | mydss.mo.gov
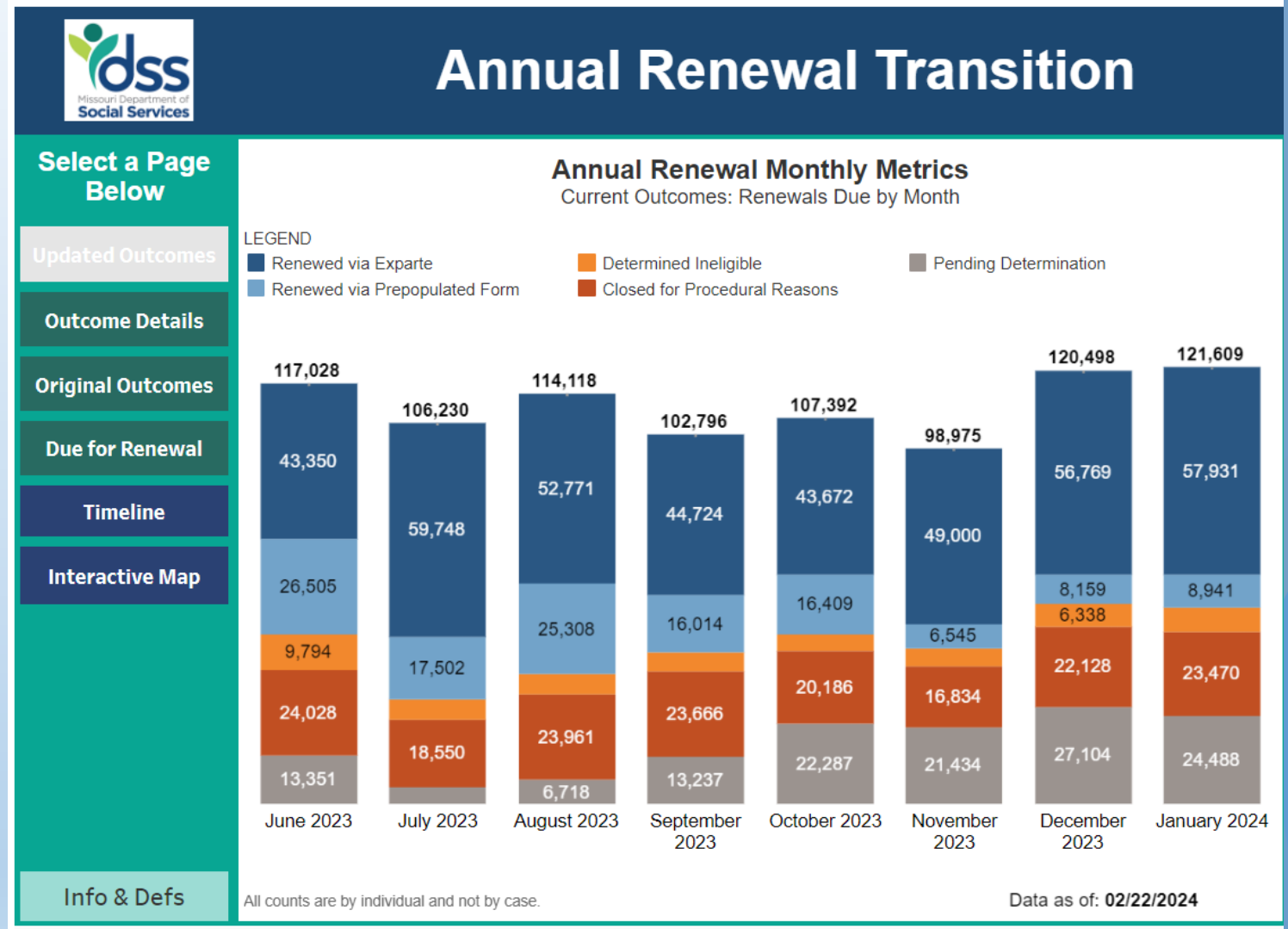
Provider Information and Resources

- The MO HealthNet Provider Information page is your hub for Medicaid information.

- This page can be found on the MHD website or in eMOMED.

- In eMOMED, select Provider Information under the External Links header.

- Don't forget to bookmark these resources for the future!

MO HealthNet Website

Once on the MHD website, choose Plans & Providers and then Provider Information.

Provider Information

The Provider Information page provides access to MO HealthNet News, provider manuals, claims and billing information, fee schedules, rate lists, education and training, forms, and more.

The next few slides will cover the information that can be found on this page.

Provider Information

The Provider Information page has a link to program pages which function as a hub for resources for each program.

MO HealthNet Programs

Learn more about MO HealthNet programs by viewing Provider Manuals, Bulletins, Hot Tips, trainings, and more. You can also visit our **MO HealthNet News** page to view information for all programs.
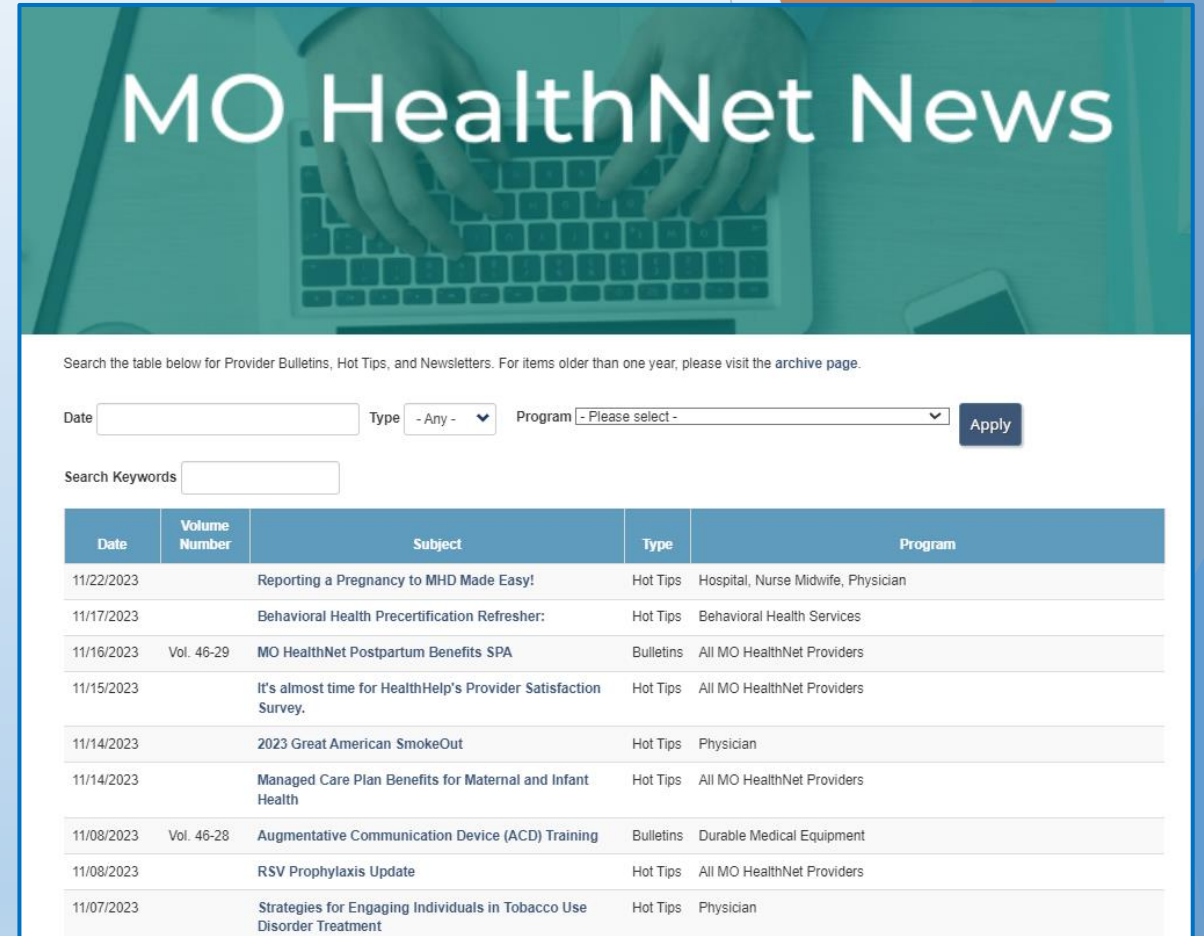
- 1115 Demonstration Waivers
- 1915(C) Home & Community Based Waivers
- Ambulance
- Ambulatory Surgical Center
- Behavioral Health Services
- Behavioral Health Adult Targeted Case Management
- Behavioral Health Youth Targeted Case Management
- Certified Community Behavioral Health Clinics / Organizations
- Community Psychiatric Rehabilitation Program
- Comprehensive Day Rehabilitation
- Comprehensive Substance Treatment & Rehabilitation
- Dental
- Durable Medical Equipment

- Electronic Visit Verification
- Environmental Lead Assessment
- Exceptions
- Healthy Children & Youth
- Hearing Aid
- Hepatitis C Treatment
- Home Health
- Hospice
- Hospital
- Laboratory
- Maternal and Infant Health
- Medicare/Medicaid Claims Processing
- Non-Emergency Medical Transportation
- Nurse Midwife
- Nursing Home
- Optical
- Personal Care
- Pharmacy

- Physician
- Primary Care Health Home Initiative
- Private Duty Nursing
- Program of All-Inclusive Care for the Elderly
- Rehabilitation Centers
- Radiology
- Rural Health Clinic
- School District Administrative Claiming
- School-Based IEP Direct Services Cost Settlement
- School-Based IEP Specialized Transportation
- Show Me Home (Money Follows the Person)
- Targeted Case Management for IDD
- Telemedicine
- Therapy
- Transplant

MO HealthNet News

The MO HealthNet News page allows you to search 10 years of posted Provider Bulletins, Hot Tips and Newsletters by date, type, program, or keyword.

We released our first Newsletter on April 1st!

Program-specific Provider Bulletins and Hot Tips can also be found on your program page. More on that later in this presentation!

MO HealthNet News
Provider Bulletins, Hot Tips, & News

MO HealthNet News

Search the table below for Provider Bulletins, Hot Tips, and Newsletters. For items older than one year, please visit the archive page.

Date [ ] Type [- Any - ▼] Program [- Please select - ▼] [Apply]

Search Keywords [ ]

Date	Volume Number	Subject	Type	Program
11/22/2023		Reporting a Pregnancy to MHD Made Easy!	Hot Tips	Hospital, Nurse Midwife, Physician
11/17/2023		Behavioral Health Precertification Refresher:	Hot Tips	Behavioral Health Services
11/16/2023	Vol. 46-29	MO HealthNet Postpartum Benefits SPA	Bulletins	All MO HealthNet Providers
11/15/2023		It's almost time for HealthHelp's Provider Satisfaction Survey.	Hot Tips	All MO HealthNet Providers
11/14/2023		2023 Great American SmokeOut	Hot Tips	Physician
11/14/2023		Managed Care Plan Benefits for Maternal and Infant Health	Hot Tips	All MO HealthNet Providers
11/08/2023	Vol. 46-28	Augmentative Communication Device (ACD) Training	Bulletins	Durable Medical Equipment
11/08/2023		RSV Prophylaxis Update	Hot Tips	All MO HealthNet Providers
11/07/2023		Strategies for Engaging Individuals in Tobacco Use Disorder Treatment	Hot Tips	Physician

MO HealthNet News

Sign up for the MO HealthNet News distribution list to receive email notifications when MO HealthNet posts a new Bulletin, Hot Tip, Newsletter, or other important information.
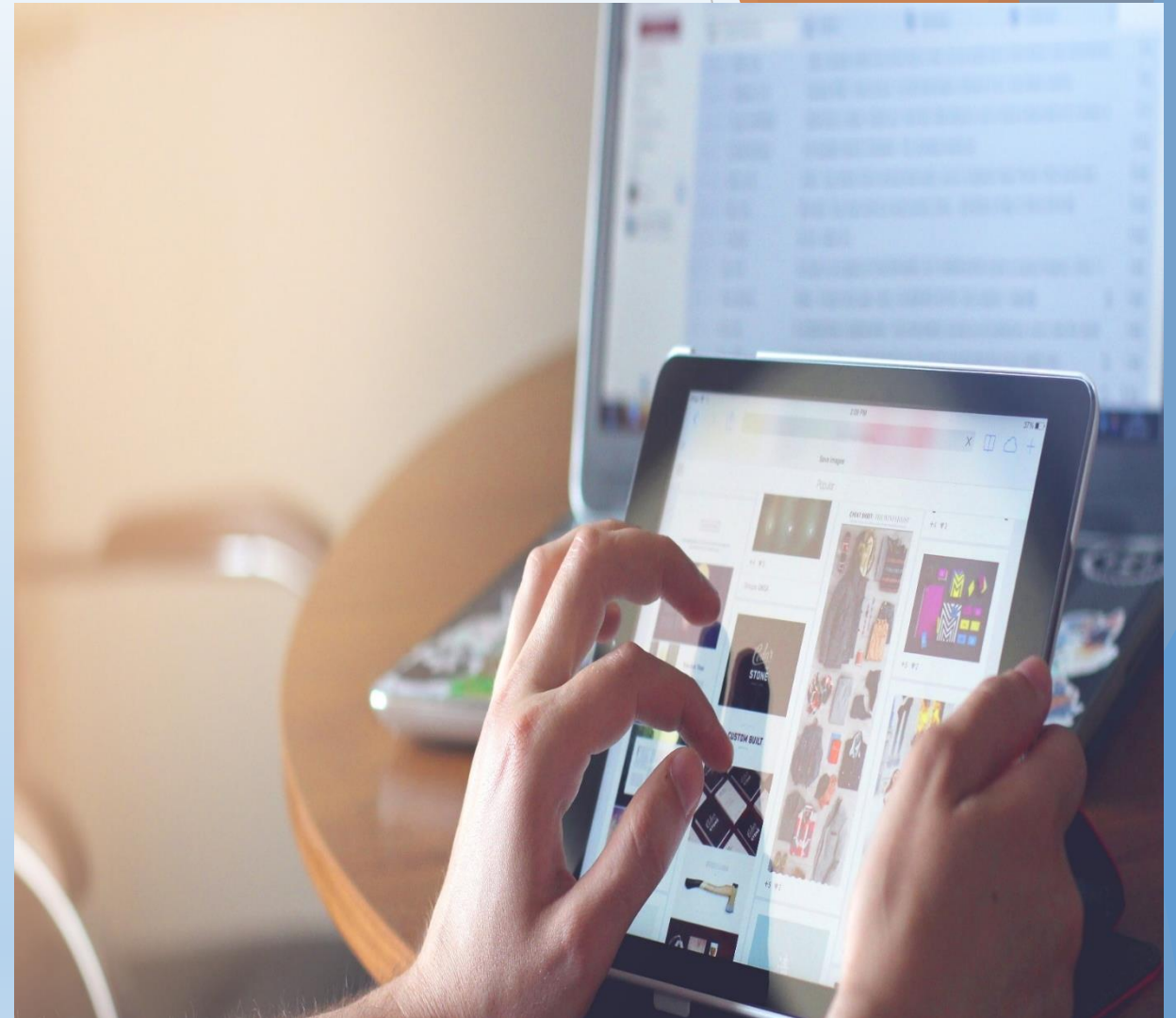
Email Updates

To sign up for updates or to access your subscriber preferences, please enter your contact information below.

Subscription Type	Email
Email Address *	

Submit   Cancel

Your contact information is used to deliver requested updates or to access your subscriber preferences.

Provider Bulletins

- Notifies providers of new and updated policies

- Clarifies existing policies

- Advises of important program information, rate changes and new/updated procedure codes

Hot Tips

Tips to assist providers with:
- Billing questions
- Clarifying existing policies and processes
- Provider resources and training

Reporting a Pregnancy to MHD Made Easy!

View   Edit   Revisions

Wed, 11/22/2023 - 12:00

Hot Tips

As you know, MO HealthNet participants who report a pregnancy to the MO HealthNet Division (MHD) are eligible for a wide variety of additional benefits. Review Healthcare Services for Pregnant Women for more information on these benefits.

To report a pregnancy, participants can reach out to the Family Support Division Info Line at 855-373-4636, visit their local Resource Center or they can submit through the Report A Change website.

Effective November 21, 2023, reporting a pregnancy through the Report A Change website has been simplified. Now the participant has the option to choose "Do you need to report a pregnancy?" and complete three easy questions.

Upon learning a participant is pregnant, please direct them to the Report A Change website so they are able to take full advantage of all the benefits available to them.

Hospital

Nurse Midwife

Physician

Keyword Tip:
For Hot Tips, the search will look for the keyword within the content of the post. For Bulletins, it will only search the title.

Provider Manuals

[Provider Manuals](#) contain:

- Policy

- Benefits and Limitations

- Procedure Codes

- Revenue Codes

- Billing Instructions

Provider Manuals
Provider manuals for all programs

Managed Care Providers

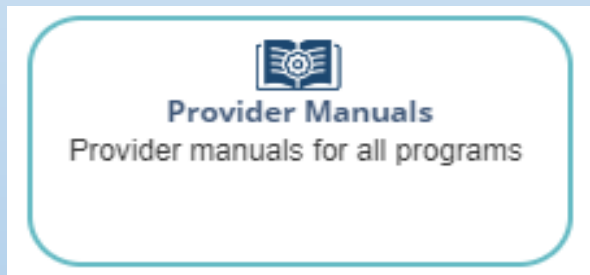The MO HealthNet Managed Care health plans have additional flexibilities in operating their programs, such as determining which services require prior authorization, and details for claims submission. Please be aware that certain services, such as pharmacy, are "carved out" of Managed Care and will be paid through the Fee-For-Service program. Please visit the individual health plan website to view their manuals.

- Home State Health ⇧ | Show Me Healthy Kids ⇧ | Healthy Blue ⇧ | United Healthcare ⇧

General Manual Sections

The information in the general sections apply to all MO HealthNet Fee-For-Service programs.

- General Sections Manual

Provider Manuals

- AIDS Waiver
- Adult Day Care Waiver
- Aged & Disabled Waiver
- Ambulance
- Ambulatory Surgical Center
- Behavioral Health Adult Targeted Case Management
- Behavioral Health Services
- Behavioral Health Youth Targeted Case Management
- Certified Community Behavioral Health Clinics / Organizations Manual
- Community Psychiatric Rehabilitation
- Comprehensive Day Rehabilitation
- Comprehensive Substance Treatment and Rehabilitation
- Comprehensive Substance Treatment and Rehabilitation / American Society of Addiction Medicine
- Developmental Disabilities Waiver
- Dental
- Durable Medical Equipment
- Environmental Lead Assessment
- Exceptions
- Healthy Children and Youth
- Hearing Aid

- Home Health
- Hospice
- Hospital
- Medicare / Medicaid Claims Processing
- Medically Fragile Adult Waiver
- Non-Emergency Medical Transportation
- Nurse Midwife
- Nursing Home
- Optical
- Personal Care
- Pharmacy
- Physician
- Private Duty Nursing
- Program of All-Inclusive Care for the Elderly
- Radiology
- Rehabilitation Centers
- Rural Health Clinic
- School District Administrative Claiming Manual
- School-Based IEP Direct Services Cost Settlement Manual
- School-Based IEP Specialized Transportation Services
- Targeted Case Management for Individuals with Developmental Disabilities
- Therapy
- Transplant

Providers should choose the [Provider Manual](#) for information specific to their program.
For general information, providers should review the [General Sections Manual](#).

Claims and Billing

The Claims & Billing page lists resources helpful to providers when billing, including:

- Remittance Advice Remark and Claim Adjustment Reason Codes

- Claims Processing & Payment Schedule

- eMOMED

- CyberAccess

- Claim Filing Resources

Fee Schedules & Rate Lists

The current Outpatient Hospital Simplified Fee Schedule and the Hospital Fee Schedule is located on the Fee Schedules & Rate Lists page. Previous Outpatient Hospital Simplified Fee Schedules are located on the Hospital Program page.

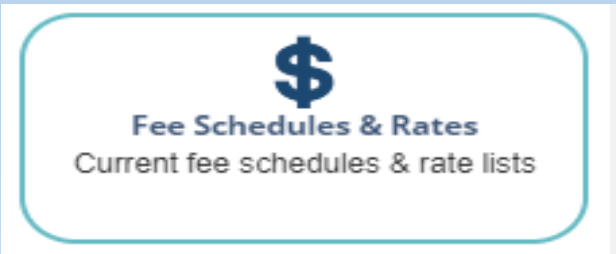| Provider Type	Excel	Provider Type	Excel
Ambulance	xlsx	Optical Services	xlsx
Anesthesia - Certified Registered Nurse Anesthetist / Anesthesiologist Assistant	xlsx	Other Medical	xlsx
Anesthesia - General	xlsx	Other Services	xlsx
Anesthesia - Supervision of Anesthetists	xlsx	Outpatient Hospital	xlsx
C-STAR	xlsx	Podiatry	xlsx
Community Psychiatric Rehabilitation	xlsx	Radiology - Professional and Technical Component X-Ray / Nuclear Medicine / EEG / EKG	xlsx
Dental Services	xlsx	Radiology - Professional Component: X-Ray / Nuclear Medicine / EEG / EKG	xlsx
DME Purchase	xlsx	Radiology - Technical Component: X-Ray / Nuclear Medicine / EEG / EKG	xlsx
DME Rental	xlsx	Rehabilitation Center	xlsx
DME Repair	xlsx	Surgery - Assistant Surgery	xlsx
EPSDT Other Services	xlsx	Surgery - Postoperative Services	xlsx
Hearing Aid and Audiology Services	xlsx	Surgery - Without Postoperative Services	xlsx
Independent Lab - Professional and Technical Component	xlsx	Surgery and Epidurals	xlsx
Independent Lab - Professional Component	xlsx	Hospitals 2021	xlsx
Independent Lab - Technical Component	xlsx	Hospitals 2022	xlsx
Medical Services	xlsx	Hospitals 2023	xlsx
Nurse/Midwife	xlsx	Hospitals 2024	xlsx

Fee Schedules

The fee schedules are updated each quarter. Pricing files are used by all MO HealthNet Providers. A code may not be appropriate for your claim even though it is listed in the pricing file. This is especially true for the categories entitled EPSDT, Medical, and Other Medical. Please refer to your program specific manual and bulletins for correct coding.

MO HealthNet providers are categorized by the service(s) they perform for the MO HealthNet eligible participants. The service by which providers are classified will determine the procedures for which they receive MO HealthNet reimbursement. However, some Current Procedural Terminology codes may be billed by multiple provider types.

For programs not paid via a fee schedule, procedure codes will show as covered with a fee listed. If you are paid by percentage, per diem rate, etc., you will continue to be paid in that manner. Again, please refer to the program specific manual and bulletins for limitations and restrictions.

MO HealthNet Fee Schedules

Fee Schedules & Rates
Current fee schedules & rate lists

Education and Training Resources

View our [Training Calendar](#) and register for a Provider Training

Visit our [Education and Training Resources page](#)

Resources:
- Eligibility
- Spend Down
- Claim Samples

Benefit Tables

Master List of Covered Services to view all services and ME codes

group:	Blind Programs	Breast or Cervical Cancer Control Program (BCCCP)	Children's Programs	CHIP Kids	Missouri RX Plan (MORx)	MO HealthNet for Adults	MO HealthNet for Kids	MO HealthNet for Pregnant Women	Presumptive Eligibility for Children	Qualified Medicare Beneficiary (QMB)	Temporary Women's Assistance for Pregnant Women
Code:	02, 03, 12	83, 84	23, 28, 33, 34, 41, 49, 67, 88	71, 72, 73, 74, 75, 97, 4M	82	05, E2	06, 07, 08, 29, 30, 36, 37, 38, 40, 50, 52, 56, 57, 60, 62, 64, 65, 66, 68, 69, 70, 6S,9S,0F,5A	18, 43, 44, 45, 61, 95, 96, 98	87	55	58, 59, 94
	Limited (1)	Limited (1)	Limited (1)	Limited (1)	No	Limited (1)	Limited (1)	Limited (1)	Limited (1)	Limited (16)	No
	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Limited (16)	Limited (2)
	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Limited (16)	Limited (2)
	Yes	Yes	No	No	No	Yes	No	Yes	No	Limited (16)	No
	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Limited (16)	Limited (2)
	Yes	Yes	No	No	No	Yes	No	Yes	No	Limited (16)	No
	Limited (13)	Yes	Yes	Yes	No	Yes	Limited (13)	Yes	Yes	Limited (16)	Limited (13)
	Yes	Yes	No	No	No	Yes	No	Yes	No	Limited (16)	No
	Yes	Limited (4)	Yes	Yes	No	Limited (4)	Yes	Yes	Yes	Limited (16)	No
	Limited (13)	Yes	Yes	Yes	No	Yes	Limited (13)	Yes	Yes	Limited (16)	Limited (13)
	Yes	Limited (17)	Yes	Yes	No	Limited (17)	Yes	Yes	Yes	Limited (16)	Limited (2)
	Yes	Yes	No	No	No	Yes	No	Limited (14)	No	Limited (16)	No
	Yes	Limited (4)	Yes	Yes	No	Limited (4)	Yes	Yes	Yes	Limited (16)	Limited (2)
	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Limited (16)	Limited (2)
	Limited (4)	Limited (4)	Yes	Yes	No	Limited (4)	Yes	Limited (4)	Yes	Limited (16)	No
	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Limited (16)	No
	No	No	No	No	No	Limited (6)	No	No	No	No	No

Represents the various benefits for each MO HealthNet program, including cost sharing or co-pay information

Ambulance (Emergency Only)

Coverage Group	ME Code(s)	Covered
Blind Programs	02, 03, 12	Yes
Breast or Cervical Cancer Control Program (BCCCP)	83, 84	Yes
Children's Programs	23, 28, 33, 34, 41, 49, 67, 88	Yes
CHIP Kids	71, 72, 73, 74, 75, 97, 4M	Yes
Missouri RX Plan (MORx)	82	No
MO HealthNet for Adults	05, E2	Yes
MO HealthNet for Kids	06, 07, 08, 29, 30, 36, 37, 38, 40, 50, 52, 56, 57, 60, 62, 64, 65, 66, 68, 69, 70, 6S, 9S, 0F, 5A	Yes
MO HealthNet for Pregnant Women	18, 43, 44, 45, 61, 95, 96, 98	Yes
Presumptive Eligibility for Children	87	Yes
Qualified Medicare Beneficiary (QMB)	55	Limited ◆
Temporary Women's Assistance for Pregnant Women	58, 59, 94	Limited*
Traditional Medicaid	01, 04, 11, 13, 14, 16, 81, 85, 86	Yes
Uninsured Women's Health Services	80, 89	No

* Limited coverage for ambulatory prenatal care

◆ MO HealthNet will pay Medicare coinsurance and deductible

Refer to the Fee Schedule, certain restrictions apply

Refer to Section 1.1 of the General Sections Manual for descriptions of Medical Eligibility (ME) Codes

Provider Resource Guide

The [Provider Resource Guide](#) provides an overview of MO HealthNet Programs, MO HealthNet contact information, and descriptions of Medical Eligibility (ME) codes.

The MO HealthNet Division (MHD) provides health care access to low income individuals that are elderly, disabled, and members of families with dependent children, children in low-income families, uninsured children, pregnant women, refugees or children in state custody.

MO HealthNet assigns individuals to either the Fee-For-Service (FFS) program or a Managed Care (MC) health plan depending on eligibility criteria.

All MO HealthNet providers may serve MO HealthNet FFS participants. Participants may freely choose which MO HealthNet provider they go to for care under the FFS delivery system.

MO HealthNet MC participants may be seen by any MO HealthNet FFS provider until their enrollment is effective in a MO HealthNet MC health plan. MO HealthNet MC participants must select a health plan and a Primary Care Provider (PCP) within the MC health plan. MC providers may refer the participants to other providers based on the care needed.

MO HealthNet for Kids refers to the statewide program for children in low-income families, uninsured children through Children's Health Insurance Program (CHIP) and children in the custody of the state. Children receive a full comprehensive package including primary, acute, preventive care, hospital care, dental, prescriptions, and vision. They receive their care through the MC delivery system, unless they have opted out of MC. Participants should visit the MO HealthNet Portal to update their plan.

The CHIP Premium Group is health insurance for uninsured children who must be under age 19, have a family income of 150+ to 300% of the federal poverty level, and have no access to affordable health insurance. Questions about premiums should be directed to the Participant Services Unit at (800) 392-2161.

Providers can determine eligibility and which program participants are in online at eMOMED or by calling the Interactive Voice System (IVR) at 573-751-2896, Option 1.

Clinical Services is responsible for clinical policy development for the MHD. For questions about clinical policy providers should contact MHD.ClinicalServices@dss.mo.gov or visit the Pharmacy and Clinical Services site.

Cost Recovery/Third Party Liability
Contact the Third Party Liability unit at TPL.Database@dss.mo.gov or call (573) 751-2005 to report:

- Injuries sustained by MO HealthNet participants
- Questions about the estate of a deceased MO HealthNet participant
- Problems obtaining a response from an insurance carrier
- Unusual situations concerning third party insurance coverage for MO HealthNet participants, or the Health Insurance Premium Payment Program (HIPP)

For more information, visit the Family MO HealthNet Manual, TPL Information for Providers, or take the MHD Education and Training TPL Course.

Education and Training
Education and Training instructs providers on navigating provider resources, proper billing methods and procedures for claim filing via eMOMED. Contact Education and Training at MHD.Education@dss.mo.gov or call (573) 751-6683. Visit Education and Training Resources to register for training and to access additional resources.

FSD Spend Down Unit
Providers may submit incurred medical expenses on behalf of the participant using the MO HealthNet Spend Down Provider form. Providers should email the form, including any receipts or bills, to sesd@ip.sp.mo.gov or fax to (855) 600-3754. For questions, contact Spenddown.Unit@dss.mo.gov or call (855) 600-4412. Visit Spend Down Pay-In FAQs for more information.

Managed Care Plans

Health Plan	Contact Information
Healthy Blue	1-833-388-1407 www.healthybluemo.com
UnitedHealthcare	1-866-292-0359 www.uhc.com
home state health	1-855-694-4663 www.homestatehealth.com

dental, prescriptions, and vision. All other adult participants receive a limited benefit package of services depending on their ME category.

Full Comprehensive Package for MO HealthNet Adults

ME Code	Description	ME Code	Description
03	Aid to the Blind	45	Pregnant Woman—Poverty
12	MO HealthNet Aid to the Blind	61	MO HealthNet for Pregnant Women—Health Initiative Fund
15	Supplemental Nursing Care—Aid to the Blind	95	Show-Me Healthy Babies Pregnant Women income above 196% and up to 300%
18	MO HealthNet for Pregnant Women	96	SMHB Unborn Child income 0 to 300%
43	Pregnant Woman—60 Day Assistance (MO HealthNet for Families criteria)	98	SMHB Post-Partum
44	Pregnant Woman—60 Day Assistance—Poverty		

Limited Benefit Package for MO HealthNet Adults

ME Code	Description	ME Code	Description
01	Old Age Assistance	26	Ethiopian Refugee
02	Blind Pension	55	Qualified Medicare Beneficiary (QMB)
04	Permanently and Totally Disabled	58	Presumptive Eligibility (Subsidized)
05	MO HealthNet for Families—Adult	59	Presumptive Eligibility (Non-Subsidized)
E2	Adult Expansion Group	80	Extended Women's Health Services
10	Refugees other than Cuban, Haitian, Russian Jew, or Ethiopian	81	Temporary Assignment Category
11	MO HealthNet—Old Age Assistance	82	Missouri Rx (Medicare Part D wrap-around benefits)
13	MO HealthNet—Permanently and Totally Disabled	83	Breast or Cervical Cancer Control Project—Presumptive
14	Supplemental Nursing Care—Old Age Assistance	84	Breast or Cervical Cancer Control Project—Regular
16	Supplemental Nursing Care—Permanently and Totally Disabled	85	Ticket to Work Health Assurance—Premium
19	Cuban Refugee	86	Ticket to Work Health Assurance—Non-Premium

Non-Emergency Medical Transportation

Non-Emergency Medical Transportation (NEMT) provides free transportation for Medicaid eligible participants to and from scheduled MO HealthNet covered services such as medical and behavioral health appointments.

Medical Transportation Management (MTM) is the NEMT broker for MHD participants.

Schedule a Ride:

Home State Health /Show Me Healthy Kids (SMHK)
MTM at their 24/7 line (866) 455-2097 Home State Health at (855) 694-HOME (4663) (TTY: 711) (Monday - Friday 8am to 5pm)
https://mtm.mtmlink.net/

United Health Care
(844) 529-1801, TTY 711 7 a.m.–6 p.m. ET, Monday–Saturday
https://mtm.mtmlink.net/

Fee-For-Service Participants
MTM at (866) 269-5927
https://mtm.mtmlink.net/

Healthy Blue
MTM at (888) 597-1193 (TTY 711)
https://mtm.mtmlink.net/

Resources & Contact Information

Technical Help Desk

Technical support and assistance for issues with eMOMED

Establishes required electronic claims and RA formats, network communication and HIPAA trading partner agreements

(573) 635-3559 internethelpdesk@momed.com

Provider Communications- Provider's Initial Contact

Contact with inquiries, concerns or questions regarding proper claim filing, claims resolution and disposition, and participant eligibility questions and verification.

(573) 751-2896 or send a direct message through the **Provider Communication Management** option on eMOMED

Participant Resources

Questions regarding MHD eligibility benefits and application process.

(855) 373-9994 or www.mydss.mo.gov

Family Support Division Information Center

(855) FSD-INFO

(855) 600-4412

MoHealth Net

Resources & Contact Information

CyberAccess
Account setup or technical questions
(888) 581-9797 (573) 632-9797
cyberaccesshelpdesk@xerox.com
CyberAccess
CyberAccess Helpful Tips

Clinical Services
Policy development, coverage decisions, provider and program policy inquiries
(573) 751-6963
MHD.clinical.services@dss.mo.gov

MHD Services and Programs
Inquiries regarding programs and policy that cannot be answered by any other contact
Ask.MHD@dss.mo.gov
Provide NPI, name and contact information and complete details regarding inquiry.

MHD Education and Training
Instructs providers on navigating provider resources, proper billing methods and procedures for claim filing via eMOMED.
MHD.Education@dss.mo.gov
(573) 751-6683

Managed Care Provider Communications
If providers are unable to resolve a Managed Care issue directly with a health plan, contact a Managed Care Liaison by completing a Managed Care Provider Request for Information.

Resources & Contact Information

Pharmacy & Medical Pre-Certification Help Desk
Pharmacy Clinical Authorizations, Edit Overrides, Medical Pre-Certifications (outpatient, diagnostic, non-emergency MRI, MRA, CT, CTA, PET scans and cardiac imaging)
(800) 392-8030
Pre-Certification for certain radiological procedures listed at:
https://portal.healthhelp.com/mohealthnet

Provider Enrollment
Located within the MO Medicaid Audit and Compliance (MMAC) Unit
Inquiries regarding enrollment applications, changes to Provider Master File (addresses, tax identification, ownership, individual's name, practice name, National Provider Identification (NPI) number)
(573) 751-3399 or mmac.providerenrollment@dss.mo.gov

Send written inquiries to:
Missouri Medicaid Audit and Compliance
P. O. Box 6500
Jefferson City, Missouri 65102

Connect With Us

If you have additional questions, contact by email at: MHD.EDUCATION@dss.mo.gov or call (573)751-6683.