



MO HealthNet Division

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MO HealthNet Division

The Missouri Health Improvement Act of 2007 renamed Missouri Medicaid to MO HealthNet. Effective September 1, 2007 the Department of Social Services, Division of Medical Services, will change its name to the MO HealthNet Division (MHD).

Contact Information

Effective September 1, 2007, the Division of Medical Services' Web site address will change to www.dss.mo.gov/mhd/. All other contact information, such as mailing and street addresses, telephone numbers, and employee E-mail addresses, will remain the same.

Contact the MO HealthNet Division (MHD)

MO HealthNet Division
615 Howerton Court
P.O. Box 6500
Jefferson City, MO 65102-6500
Telephone: 573-751-3425 – Main Number
Text Telephone: 800-735-2966
Provider Lines: 573-751-2896 or 573-635-8908
FAX: 573-751-6564

Verifying Participant Eligibility

Providers can verify participant eligibility by calling the Automated Voice Response (IVR) system at 573/751-2896 or 573-635-8909. Eligibility verification is also available through the MO HealthNet billing Web site at www.emomed.com.

Clinical Services

For provider and policy issues regarding MHD Clinical Services Programs, including Pharmacy, The Missouri Rx Plan (MoRx), Psychology, Exceptions, Chronic Care Improvement (CCIP), and Medical Precertifications, E-mail us at clinical.services@dss.mo.gov

MHD Services and Programs

For more information about the MO HealthNet Division and the services we provide, E-mail us at Ask.MHD@dss.mo.gov.

Contact Information for the Participant

MO HealthNet participants can contact the Participant Services Unit at 1-800-392-2161 if they have any questions.

Provider Bulletins are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletins page.

MO HealthNet News: Providers and other interested parties are urged to go to the MHD Web site at <http://dss.missouri.gov/mhd/global/pages/mednewssubscribe.htm> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

MC+ Managed Care: The information contained in this bulletin applies to coverage for:

- MC+ Fee-for-Service
- MO HealthNet Fee-for-Service
- Services not included in MC+ Managed Care

Questions regarding MC+ Managed Care benefits should be directed to the patient's MC+ Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the red MC+ card or by calling the Interactive Voice Response (IVR) System at 573-635-8908 and using Option One.

Provider Communications Hotline
573-751-2896