

SECTION 9

PARTICIPANT LIABILITY

State Regulation 13CSR 70-4.030

If an enrolled MO HealthNet provider does not want to accept MO HealthNet as payment but instead wants the patient (participant) to be responsible for the payment (be a private pay patient), there must be a written agreement between the patient and the provider in which the patient understands and agrees that MO HealthNet will not be billed for the service(s) and that the patient is fully responsible for the payment for the service(s). The written agreement must be date and service specific and signed and dated both by the patient and the provider. **The agreement must be done prior to the service(s) being rendered.** A copy of the agreement must be kept in the patient's medical record.

If there is no evidence of this written agreement, the provider cannot bill the patient and must submit a claim to MO HealthNet for reimbursement for the covered service(s).

If MO HealthNet denies payment for a service because all policies, rules and regulations of the MO HealthNet program were not followed (e.g., Prior Authorization, Precertification, etc.), the patient is not responsible and cannot be billed for the item or service.

All commercial insurance benefits must be obtained before MO HealthNet is billed.

MO HealthNet PARTICIPANT REIMBURSEMENT

The [MO HealthNet Participant Reimbursement \(MPR\) program](#) is devised to make payment to those participants whose eligibility for MO HealthNet benefits has been denied and whose eligibility is subsequently established as a result of an agency hearing decision, a court decision based on an agency hearing decision, or any other legal agency decision rendered on or after January 1, 1986.

Participants are reimbursed at the MO HealthNet allowed amount for the payments they made to providers for medical services received between the date of their denial and the date of their subsequent establishment of eligibility. [Family Support Division](#) (FSD) will furnish to the participant the required form to have completed by the provider(s) of service. If MO HealthNet participants have any questions, they should call Participant Services Unit (800) 392-2161.

[Participant Handbook](#) can be located on MHD website at <http://dss.mo.gov/mhd/participants/>.

Family Support Division website can be located at <http://dss.mo.gov/fsd/>.