

Contacting Provider Education

Requests for provider training may be directed to the Provider Education representatives by calling (573) 751-6683 or by email: mhd.provtrain@dss.mo.gov. Provider Education representatives offer training and education on billing and procedures for **fee-for-service** MO HealthNet claims.

Your request should include the Provider's Name, National Provider Identifier (NPI), the reason for the inquiry, and the type of training needed. By providing this pertinent information, your request for assistance can be directed to the appropriate staff.

Inquiries regarding **fee-for-service** claim filing or denials, Remittance Advices, and all eligibility questions including managed care should still be directed to the Provider Communications Unit at (573) 751-2896.

Each of the Provider Education representatives and their training programs are listed below:

Rhonda Schenewerk	Dana Bernier	Amanda Gibbon
<p>Behavioral Health Services</p> <ul style="list-style-type: none"> • Applied Behavior Analysis <p>Comprehensive Day Rehab</p> <p>Department of Health & Senior Services (DHSS)/DSDS</p> <ul style="list-style-type: none"> • Aids Waiver • Adult Day Care Waiver • Aged and Disabled Waiver • Medically Fragile Adult Waiver <p>Department of Mental Health</p> <ul style="list-style-type: none"> • CSTAR • CPR • Youth Targeted Case Management <p>DMH Waiver</p> <p>Home Health</p> <p>Personal Care</p> <ul style="list-style-type: none"> • <i>Consumer Directed Services</i> <p>Private Duty Nursing</p> <p>Rehabilitation Centers</p> <p>School Based IEP Services</p> <p>Therapy</p> <ul style="list-style-type: none"> • <i>Speech</i> • <i>Occupational</i> • <i>Physical Therapy</i> 	<p>Ambulatory Surgical Center</p> <p>Environmental Lead Assessment</p> <p>Hospital (<i>Inpatient/Outpatient</i>)</p> <ul style="list-style-type: none"> • <i>Certified Registered Nurse</i> <p>Physician (Program)</p> <ul style="list-style-type: none"> • <i>Nurse Practitioner</i> • <i>Diabetes Self-Management Training</i> • <i>FQHC</i> • <i>Podiatry</i> • <i>Planned Parenthood Clinic</i> • <i>Local Public Health Agency</i> • <i>Case Management</i> • <i>Independent Laboratory Services</i> • <i>Independent Radiology Services</i> • <i>Anesthetists (CRNA Services)</i> • <i>EPSDT/HCY Screenings</i> • <i>Vaccines for Children VFC</i> <p>Nurse Midwife</p> <p>Rural Health Clinic</p> <p>Transplant</p>	<p>Ambulance</p> <p>Dental</p> <p>Durable Medical Equipment (DME)</p> <p>Hearing Aid/Audiology</p> <p>Hospice</p> <p>Non-Emergency Transportation (NEMT)</p> <p>Nursing Home</p> <ul style="list-style-type: none"> • <i>Nurse Assistant Training</i> <p>Optical</p> <ul style="list-style-type: none"> • <i>Optometrist</i> • <i>Optician</i> <p>Managed Care</p> <ul style="list-style-type: none"> • <i>Eligibility</i> • <i>Provider requirements</i> • <i>Health Plan requirements</i> • <i>MHD requirements</i>