



Verifying Participant Eligibility

Eligibility verification is essential to processing a claim for reimbursement. Providers shall check participant eligibility on the date of service (DOS) to verify the participant's eligibility status and covered services. As with all MO HealthNet services, the participant *must* be eligible on the date of service in order for MO HealthNet to reimburse for services provided.

The MO HealthNet Managed Care program will extend statewide beginning May 1, 2017. Due to this change, MO HealthNet has expanded the time frame of eligibility that providers can verify participant eligibility.

Providers can now check participants eligibility 31 days in the future on [eMOMED](#), MO HealthNet's eligibility verification system. MO HealthNet participant eligibility can be verified through eMOMED 24 hours per day, 7 days per week.

In order to verify participant eligibility, First Date of Service is required and one of the following search conditions must also be identified:

- Participant DCN, Participant Last Name, First Name and Date of Birth
- Participant Social Security Number and Date of Birth
- Casehead DCN and Child's Date of Birth

The First Date of Service will populate the Last Date of Service if no value is entered for Last Date of Service. If any part of the last name has special characters (apostrophe, space, suffix, initials, hyphen, etc.) enter the Participant SSN.

First Date of Service

Enter the first date of service.

NOTE: The date cannot be more than one year old, nor can it be more than 31 days in the future.

Last Date of Service

Enter the last date of service. Leave blank if it is the same as the first date of service.

NOTE: This date can be 31 days in the future.

Providers can also check participant's eligibility 31 rolling days in the future using batch Health Care Eligibility Benefit Inquiry (ASC X12 270).

Providers may also submit an email to the Provider Communications Unit by selecting the Provider Communications Management field on the MHD electronic billing website eMOMED.

If you have questions about a participant's eligibility, you can contact MO HealthNet Provider Communications Unit at (573) 751-2896.