

# PROVIDER RESOURCE GUIDE

## MO HealthNet Missouri's Medicaid Program

The MO HealthNet Division provides health care access to low income individuals that are elderly, disabled, members of families with dependent children, children in low-income families, uninsured children, pregnant women, refugees, or children in state custody. Participants are categorized into Medical Eligibility (ME) groups based on their specific factors.

Adult participants in ME categories for Aid to the Blind or pregnant women programs receive a full comprehensive benefit package including: primary, acute and preventive care, hospital care, dental, prescriptions, and vision. All other adult participants receive a limited benefit package of services depending on their ME category.

Services are received through a Fee-For-Service (FFS) or Managed Care delivery system. Providers can determine which program participants are in by calling the Interactive Voice System (IVR) at 573-751-2896 and using option "1" or online at [EMOMED](#).

## MO HealthNet Programs

The **MO HealthNet FFS** program serves eligible participants with disabilities, seniors, blind and visually impaired and women with breast or cervical cancer. 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.

The **MO HealthNet Managed Care** program serves eligible children, pregnant women and newborns, uninsured women and families in all Missouri counties. MO HealthNet Managed Care participants may be seen by any MO HealthNet FFS provider until their enrollment is effective in a MO HealthNet Managed Care health plan. MO HealthNet Managed Care participants must select a health plan and a PCP within the Managed Care health plan. Managed Care providers may refer the participants to other providers based on care needed.

**MO HealthNet for Kids** refers to the statewide program for children in low-income families, uninsured children through 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 Managed Care delivery system, unless they have opted out of Managed Care. Please refer to the [criteria](#) for opting out.

The **Children's Health Insurance Program (CHIP) Premium Group** is health insurance for uninsured children who must be under age 19, have a family income 150 to 300% poverty, are uninsured, and have no access to affordable health insurance. These children receive the full comprehensive package; however, they are not eligible for non-emergency medical transportation.

Questions about premiums should be directed to the Participant Services Unit at 1-800-392-2161.

## Full Comprehensive Package for MO HealthNet Adults

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

## Limited Benefit Package for MO HealthNet Adults

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

## Full Comprehensive Package for MO HealthNet Kids

ME Code	Description
06	MHN for Families—Child
07	Foster Care—Title IV-E
08	Child Welfare Services—Foster Care
23	MHN for Kids in Vendor Institution
28	DMH-Foster Care
29	Division of Youth Services—Foster Care
30	Juvenile Courts—Foster Care
33	MO Children with Developmental Disabilities (DMH Match)
34	MO Children with Developmental Disabilities (DSS Match)
36	Adoption Subsidy—Federal Financial Participation
37	Title XIX—Homeless, Dependent, Neglected
38	Independent Foster Care Children ages 18-25
40	MHN—Poverty
41	MHN for Kids in Vendor Institution—Poverty
49	DMH—Poverty
50	Division of Youth Services—Poverty
52	Division of Youth Services—General Revenue
56	Adoption Subsidy—Title IV-E
57	Child Welfare Services—Foster Care—Adoption Subsidy
60	Newborn
62	MHN—Health Initiative Fund (HIF)
64	Group Home—HIF (State Placement)
65	Group Home—HIF (Parent/Guardian Placement)
66	Foster Care HDN—HIF
67	DMH—Foster Care—HIF
68	Division of Youth Foster Care—HIF
69	Juvenile Courts—HIF
70	Juvenile Courts—Poverty
71	MHN—133+ to 150% Poverty, Age 1-5
72	MHN for Kids—100+ to 150% Poverty, Age 6-18
87	Presumptive Eligibility Children
88	Voluntary Placement Agreement (FFS only)
<b>CHIP Packages with Premium</b>	
73	Children ages 1-18; family income 150+ to 185%
74	Children ages 0-18; family income 185+ to 225%
75	Children ages 0-18; family income 225+ to 300%
97	SMHB Newborns age 0-1; family income 196+ to 300%

# MO HealthNet Resources

To receive important MO HealthNet updates, please subscribe to MO HealthNet News at [www.dss.mo.gov/mhd](http://www.dss.mo.gov/mhd)

## Provider Communications

This unit is available for providers with questions about proper claim filing, claims resolution or disposition, and participant eligibility and verification. Contact Provider Communications at: **(573) 751-2896**

## Provider Education

This unit educates providers on proper billing methods and procedures for claims. The unit also provides training on these issues and more.

- Contact Provider Education at **(573) 751-6683** or email [mhd.provtrain@dss.mo.gov](mailto:mhd.provtrain@dss.mo.gov)
- Visit the [provider training information page](#) online.
- Access the [Provider Manuals](#).

## Provider Enrollment

**MO HealthNet Fee-For-Service (FFS):** to enroll as a MO HealthNet FFS provider, email Provider Enrollment at: [mmac.providerenrollment@dss.mo.gov](mailto:mmac.providerenrollment@dss.mo.gov)

**MO HealthNet Managed Care:** to enroll as a MO HealthNet Managed Care provider, contact the health plans directly. Their contact information is listed in the [provider toolkit](#).

## Provider Help Desk

The Provider Help Desk can provide technical assistance in establishing the required electronic claims and remittance advice formats, network communication, HIPAA trading partner agreements and internet billing service. Contact the Help Desk at **(573) 635-3559** or visit [EMOMED](#) to register.

## Pharmacy & Clinical Services

This unit is responsible for program and clinical policy development for MO HealthNet.

- Contact the Pharmacy Help Desk at **(573) 751-6963** for questions on pharmacy claims.
- Email [clinical.services@dss.mo.gov](mailto:clinical.services@dss.mo.gov) if you have questions about clinical policy.
- For drug prior authorizations, call **(800) 392-8030**. Fax in drug PA requests to **(573) 636-6470**.
- Check for frequently updated [pharmacy program information](#).

## MO HealthNet Exceptions

For Durable Medical Equipment (DME) or physical therapy exceptions, call **(800) 392-8030**. Exception requests can be faxed to: **(573) 522-3061**.

## Participant Services

This unit helps participants with provider issues and questions services, coverage, or unpaid bills.

- To contact Participant Services call **(800) 392-2161** or email [Ask.MHD@dss.mo.gov](mailto:Ask.MHD@dss.mo.gov).
- MO HealthNet Managed Care participants should contact their health plan for questions.
- For questions about spend down, call **(877) 888-2811**.
- For questions about Non-Emergency Medical Transportation (NEMT), participants may call the reservation line at **(866) 269-5927**

## Medical Pre-Certifications

For medical pre-certifications, call **(800) 392-8030** or login to [CyberAccess](#). To become a CyberAccess user, contact the Conduent help desk at: **(573) 632-9797** or email [CyberAccesshelpdesk@conduent.com](mailto:CyberAccesshelpdesk@conduent.com)

## Third Party Liability

Contact the Third Party Liability unit at **(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).

## Reporting Fraud

The Missouri Medicaid Audit & Compliance (MMAC) unit investigates allegations of fraud, waste, and abuse. Contact MMAC at **(573) 751-3399** or you can visit them online at: <http://mmac.mo.gov>.

## FSD Spend Down Unit

Providers may submit incurred medical expenses on behalf of the participant using the [spend down provider form](#). Scroll down to the "Spend Down" section where the provider forms are located.

Providers should send the form to [sesd@ip.sp.mo.gov](mailto:sesd@ip.sp.mo.gov) or fax to **(855) 600-3754** and include any receipts or bills. For questions, contact **(855) 600-4412** or email [SpendDown.Unit@dss.mo.gov](mailto:SpendDown.Unit@dss.mo.gov).