



DIVISION OF MEDICAL SERVICES PROVIDER BULLETIN

Volume 27 Number 22

<http://www.dss.mo.gov/dms>

June 13, 2005

ELIMINATION OF THE PROVIDER TOLL FREE TELEPHONE NUMBER BULLETIN

CONTENTS

- ELIMINATION OF THE PROVIDER TOLL FREE TELEPHONE NUMBER
- OTHER TOOLS/OPTIONS/RESOURCES TO ASSIST PROVIDERS

ELIMINATION OF THE PROVIDER TOLL FREE TELEPHONE NUMBER

The toll free number (800-392-0938) to the Provider Communications Unit is being eliminated effective July 1, 2005. Beginning July 1, 2005, providers can call one of two toll numbers shown below for assistance.

573-635-8908 – This number is answered by an interactive voice response (IVR) system, which allows an active Missouri Medicaid provider several options without having to talk to a phone specialist:

- Option 1: Recipient eligibility
- Option 2: Check amount information
- Option 3: Claim information

Providers will have the ability to key directly to the selected option when answered. Please have your Medicaid provider number and recipient information ready before dialing. This number is for automated information only and does not give you an option to speak to a phone specialist.

Alternative: Instead of dialing the toll number above for automated information, providers can obtain the same information through the Internet at www.emomed.com.

573-751-2896 – This number connects directly with a provider communications phone specialist for assistance on information not available through the IVR telephone number above. Calls to **573-751-2896** continue to be limited to three (3) inquiries per call in efforts for staff to assist more providers. To save time, providers should have all information ready before dialing.

OTHER TOOLS/OPTIONS/RESOURCES TO ASSIST PROVIDERS

With the elimination of the toll free number the telephone lines will remain extremely busy. There are numerous ways to get assistance without talking to a phone specialist. These include:

- To access manuals, bulletins, forms, hot tips and frequently asked questions, log onto the Internet at www.dss.mo.gov/dms.
- For provider enrollment questions, contact the Provider Enrollment Unit via email at providerenrollment@mail.medicaid.state.mo.us.
- For technical assistance on electronic billing or network communication, contact the Infocrossing Healthcare Services help desk at 573/635-3559 or via email at: internethelpdesk@momed.com.
- For a description of the HIPAA-related code sets, log onto www.wpc-edi.com. Here you will find the description for the claim adjustment reason codes, remittance advice remark codes, claim status codes and claim status category codes.
- To check the status of a claim, prior authorization or attachment, retrieve a remittance advice, file claims and attachments, check recipient eligibility, etc., log onto www.emomed.com.
- To view the Medicaid fee schedule, which includes limits and required attachments, log onto www.dss.mo.gov/dms, scroll to provider information and click on 'fee schedule'.
- Contact the Third Party Liability Unit at 573/751-2005 for questions regarding third party insurance coverage.
- For inpatient hospital admission certification and continued stay reviews, contact Health Care Excel at 800/766-0686. To view decisions on certification requests, log onto www.hce.org.
- To schedule a provider-training visit to the Medicaid office or for telephone training, call the Education Unit at 573/751-6683.
- By Mail – Providers can address correspondence to:
Provider Communications Unit
Division of Medical Services
PO Box 6500
Jefferson City, MO 65102

Provider Bulletins are available on the DMS Website at <http://www.dss.mo.gov/dms/pages/bulletins.htm>. Bulletins will remain on the Published Bulletin site only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin site.

Missouri Medicaid News: Providers and other interested parties are urged to go to the DMS Website at <http://dss.missouri.gov/dms/subscribe/MedNewsSubscribe.htm> to subscribe to the list serve to receive automatic notifications of provider bulletins, provider manual updates, and other official Missouri Medicaid communications via e-mail.

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

- MC+ Fee-for-Service
- Medicaid 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 1-800-392-0938 and using Option One.

Provider Communications Hotline
800-392-0938 or 573-751-2896

ARCHIVED