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SECURITY CHANGES ON MEDICAID BILLING WEB SITE

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SECURITY CHANGES ON EMOMED.COM

Missouri Medicaid has implemented upgraded security changes on its billing Web site at www.emomed.com. The security enhancements are being implemented for the protection and privacy of Missouri Medicaid providers. This will help secure the provider name and number information, as well as enhancing the ability to restrict users of the site. Providers will soon be required to add, update or delete their provider practice location information and submit their National Provider Identifier (NPI) to Missouri Medicaid on the billing Web site.

UPGRADE CHANGES

Users of the Missouri Medicaid billing Web site at www.emomed.com, are now required to update their submitter type information before obtaining access to the Web site. Individual providers and provider administrators are required to select a unique **Personal Identification Number (PIN)**. If you are an individual provider (your provider number begins with 20, 24, 25, 30, 31, 33, 34, 35, 39, 40, 42, 46, 47, 48, 49, 74, 75 or 91) you must establish your own PIN. If you are a group provider (your provider number begins with 01, 02, 05, 06, 10, 11, 15, 17, 18, 26, 28, 29, 32, 36, 40, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 65, 70, 71, 76, 80, 81, 82, 83, 85, 86, 87 or 97) you must designate one administrator (someone who keeps

track of the PINs) to select or change a provider's PIN and their submitter/provider information. Each provider group can have only one administrator, but an administrator may manage more than one group provider number.

Missouri Medicaid providers will be responsible for supplying all billing associates (i.e., billing agency, clearinghouse, group/clinic) with their unique PIN to access the Missouri Medicaid billing Web site. Clearinghouses, billing agencies or groups/clinics must obtain the PINs from their associated providers in order to perform electronic functions for the providers on the Missouri Medicaid billing Web site (i.e., submit claims, receive remittance advices, etc.).

Clearinghouses/billing agencies must also select an administrator and assign a PIN for their access. The clearinghouse/billing agency administrator will be able to control all providers for their employees. All employees will need to enter the PIN for their clearinghouse/billing agency.

CONTINGENCY PERIOD

A **contingency period** will be in place on the Medicaid billing Web site to allow users to continue billing without submitting their associated providers' PINs until **March 16, 2006**. Users are urged to obtain and submit their associated providers' PINs as soon as possible.

HELP DESK ASSISTANCE

Emomed Security Changes Help Instructions have been developed to aid users when selecting a submitter type and assigning a PIN. The Help Instructions are included in this bulletin. **For further assistance regarding the Emomed security changes**, please contact the Infocrossing Helpdesk at 573-635-3559 or via e-mail at internethelpdesk@momed.com.

EMOMED SECURITY CHANGES HELP INSTRUCTIONS

Following are help instructions for new and current Emomed users, for selecting a submitter type and for assigning a PIN.

❖ **Establishing an Emomed.com Account**

- **If the user does not have an existing account on emomed.com**, one needs to be established. To establish an account – go to www.emomed.com, under Resource Center, select '*Missouri Medicaid Internet Instructions and Applications*'. The '*Missouri Medicaid Internet Billing Application*' option links the user to the online application. Please complete the application and submit. The new user will be required to select the appropriate Submitter Type on this application. The username/password for emomed.com will be sent back immediately to the user online.

❖ **Accessing Emomed.com**

- **Once the user has established an account on emomed.com**, log on to the Web site by going to www.emomed.com. Select '*Provider*', and then select '*Medicaid Web Applications*'. This will give the username/password fields to log in to the web portal.

❖ **Selecting A Submitter Type and Assigning A PIN**

- **When an existing user logs on to www.emomed.com**, they will be prompted to update the Submitter Type. Only an existing account user will receive this prompt and be required to select a Submitter Type before proceeding. The following information provides assistance in determining which submitter type to select.

Note: You must select one of the submitter types listed below before proceeding. Once you have made a selection, this window will not be prompted again. Thank You.

Select	Submitter Type
<input type="radio"/>	Provider (Individual) - I am an individual Medicaid Provider, i.e. doctor, psychologist, therapist, optometrist, dentist, etc. more info
<input type="radio"/>	Provider (Employee) - I am an individual employed by the Medicaid Provider, i.e. staff of the doctor's office, hospital, pharmacy, associated group/clinic etc. more info
<input type="radio"/>	Provider (Administrator) - I am an individual employed by the Medicaid Provider, i.e. staff of the doctor's office, hospital, pharmacy, associated group/clinic etc. and have the responsibility for administering personal provider information. (Contact, Address, NPI etc.) more info
<input type="radio"/>	Billing Agency / Clearinghouse Administrator- I am an individual that owns or manages a service that is contracted with a Medicaid Provider. more info
<input type="radio"/>	Billing / Clearinghouse Agent - I am an individual that is employed by a service that is contracted with a Medicaid Provider. more info

- **INDIVIDUAL PROVIDER:** If the user is an individual provider, select the button for **Provider (Individual)**, and then select 'Update Type'. Examples of individual providers are physicians, dentists, psychologists, therapists, optometrists, etc.

The next screen will require the user to establish a PIN. It is the individual provider's responsibility to share this PIN with employees or billing agents who are authorized to access their billing and payment data. In the event the provider changes billing agents or employees leave their organization, the PIN for their account should be changed to prevent unauthorized access of the data.

Maintain Submitter Information

If you are not John A. Sample, please [logout](#)

Fields marked * must be filled in.

Submitter ID jsample	Submitter PIN <input type="text"/>	Name (Last *, First *, Middle) Sample John A	
Organization Name * Dr. John A Sample		Address Street <input type="text" value="123 Main St."/> City <input type="text" value="Jefferson City"/> State <input type="text" value="MO"/> Zip <input type="text" value="65101"/>	
Submitter Type Provider (Individual)		E-mail Address john_sample@email.com	
Telephone Number (573) <input type="text" value="555"/> <input type="text" value="5555"/>	Extn <input type="text"/>		

If PIN is changed, please share new PIN with all authorized provider employees, billing agencies or clearinghouses.
Failure to do so may prevent claims from being submitted to MO Medicaid. Thank You!

- **PROVIDER EMPLOYEE:** If the user is an employee of a Missouri Medicaid provider, the user will need to get the PIN number that was established by the individual provider or

provider administrator on www.emomed.com. (Examples of provider employees are staff of the doctor's office, hospital, pharmacy or associated group/clinic, etc.)

Once the user has logged in to www.emomed.com, they will be prompted to update the Submitter Type. (Only an existing account user will receive this prompt and be required to select a Submitter Type before proceeding.) Select the button for Provider (Employee), and then select 'Update Type'. The next screen will require the user to enter the billing provider numbers and PIN numbers associated with the numbers. After entering the Provider/PIN numbers, select the 'Add Provider' button, and then click 'Submit'.

Please enter the Authorized Medicaid Provider Numbers.

Provider No	Provider PIN	Provider No	Provider PIN	Provider No	Provider PIN
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					

Your current provider list

123456789	987654321	<input type="text"/>	<input type="text"/>
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* After adding or removing providers you must click on the submit button to make permanent.

The 'Skip for Now' option will be available until March 16, 2006, if the PIN is not available. In the meantime, the user will need to contact the Individual Provider or Provider Administrator to acquire the PIN number. Click the 'Remove Providers' to take away any numbers that the user does not want to have on the drop down list. Select 'Add More Providers' to increase the number of provider/PIN windows on the screen to add more provider numbers.

The only time the user will be prompted to enter the PIN again is if the Individual Provider or Provider Administrator has changed the PIN numbers on their own behalf. If they change the PIN, they are reminded that they need to notify all authorized employees/billing agencies. To add more provider numbers to the provider list, select 'Maintain Provider List' from the Home page of emomed.com.

- **PROVIDER ADMINISTRATOR:** If the user is an administrator for a group with Missouri Medicaid, the user will need to establish a PIN on www.emomed.com for the group provider number(s). A provider administrator may have the responsibility of administering personal provider information. Examples of Provider Administrators are individuals employed by Medicaid Provider groups (i.e. administrator/manager of a group, hospital, pharmacy, etc. and have the responsibility for administering personal provider information (contact, address, NPI, etc.).

This PIN is being established for the security of the group provider number and claim information. It is the provider administrator's responsibility to share this PIN with any employees/billing agents who are authorized to access the provider's data. In the event the

provider changes billing agents or employees leave the organization, the PIN should be changed for the account to prevent unauthorized access of the provider's data.

Once the user has logged in to www.emomed.com, they will be prompted to update the Submitter Type. (Only an existing account user will receive this prompt and be required to select a Submitter Type before proceeding.) Select the button for Provider (Administrator), and select 'Update Type'. The next screen will allow the user to establish the PIN for the group numbers.

Maintain Submitter Information

If you are not John A. Sample, please logout

Fields marked * must be filled in.

Submitter ID jsample	Submitter PIN <input type="text"/>	Name (Last *, First *, Middle) Sample John A	
Organization Name * Sample Medical Group		Address Street 123 Main St	
Submitter Type Provider (Administrator)		City Jefferson City	
Telephone Number (573) 555-5555		Extn <input type="text"/>	E-Mail Address john_sample@email.com
If PIN is changed, please share new PIN with all authorized provider employees, billing agencies or clearinghouses. Failure to do so may prevent claims from being submitted to MO Medicaid. Thank You!			
<input type="button" value="Submit"/>		<input type="button" value="Reset"/>	

To change the PIN with Missouri Medicaid, simply log on to emomed.com with the correct username and password. From the home page select 'Maintain Submitter Information'. If the PIN is changed, please share the new PIN with all authorized provider employees, billing agencies or clearinghouses. Failure to do so may prevent claims from being submitted to Missouri Medicaid.

➤ **BILLING/CLEARINGHOUSE AGENT:** If the user is a billing/clearinghouse agent for Missouri Medicaid providers, this means they are employed by a clearinghouse and use emomed.com on their behalf. The user will need to establish their own account on emomed.com and obtain the PIN that is established by their Billing Agency/Clearinghouse Administrator that corresponds with their billing agency/clearinghouse on www.emomed.com.

Once the user has logged in to www.emomed.com, they will be prompted to update the Submitter Type. (Only an existing account user will receive this prompt and be required to select a Submitter Type before proceeding.) Select the button for Billing/Clearinghouse Agent, and select 'Update Type'. The next screen will require the user to select the Billing Agency/Clearinghouse with whom they are employed. Select the correct option from the drop down list and enter the PIN number that was assigned to the agency by the Administrator. Then select 'Submit'. (If the billing agency/clearinghouse is not listed on the drop down list, this means that the agency does not yet have an administrator established on emomed.com. You need to contact an administrator within your office to get an account established.)

You have been directed to this page because, your pin number does not match with your administrator's pin. This can happen if you have not yet entered your pin or your administrator has changed his pin.

Please select your Billing Agency and enter your PIN.

Billing Agency / Clearinghouse	Agency PIN
Choose your organization name <input type="button" value="v"/>	<input type="text"/>

If you dont see your organization name in the above list. Please ask your agency administrator to login to emomed and set a pin.
You can proceed to emomed only after a pin has been set by your administrator.

The only time the user will be prompted to enter the PIN again is if the Billing Agency/Clearinghouse Administrator has changed the PIN number. If they change the PIN, they are reminded that they need to notify all authorized billing agency/clearinghouse agents of the updated PIN. To add more provider numbers to the provider list – the Billing/Clearinghouse Agent does not have this authority. Provider numbers can only be added by the administrator of the billing agency/clearinghouse.

- **BILLING/CLEARINGHOUSE ADMINISTRATOR:** If the user is a billing/clearinghouse administrator, this means that they own/manage a billing service that is contracted with a Missouri Medicaid provider. The administrator will need to establish their own account on emomed.com if they do not already have one. Note: Only one billing/clearinghouse administrator is allowed per company.

Once the administrator has logged in to www.emomed.com, they will be prompted to update Submitter Type. (Only an existing account user will receive this prompt and be required to select a Submitter Type before proceeding.) Select the button for Billing Agency/Clearinghouse Administrator, and select 'Update Type'. The next screen will require them to enter the PIN that they would like to establish for the Billing Agency/Clearinghouse. This is the number that they will need to share with authorized employees that do billing on behalf of the billing agency/ clearinghouse. Once they enter the PIN and update the user information, select 'Submit'. Then click 'Next'.

Maintain Submitter Information

If you are not John A. Sample, please logout

Fields marked * must be filled in.

Submitter ID jsample	Submitter PIN <input type="text"/>	Name (Last *, First *, Middle) Sample John A	
Organization Name * ABC Billing Agency	Submitter Type Billing Agency / Clearinghouse Admin	Address Street: 123 Main St. City: Jefferson City State: MO Zip: 65101	
Telephone Number (573) 555-5555	Extn <input type="text"/>	Email Address john_sample@email.com	

If PIN is changed, please share new PIN with all authorized provider employees, billing agencies or clearinghouses.
Failure to do so may prevent claims from being submitted to MO Medicaid. Thank You!

The next screen which will prompt the user to update the PIN numbers for providers that they are billing for. After entering the Provider/PIN numbers, select the 'Add Provider' button, and then click 'Submit'.

Please enter the Authorized Medicaid Provider Numbers.

Provider No	Provider PIN	Provider No	Provider PIN	Provider No	Provider PIN
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					

Your current provider list

123456789	987654321
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* After adding or removing providers you must click on the submit button to make permanent.

The 'Skip for Now' option will be available until March 16, 2006, if the PIN is not available. In the meantime, the user needs to contact the Individual Provider or Provider Administrator to acquire the PIN number. Click the 'Remove Providers' to take away any numbers no longer needed in the drop down. Select 'Add More Providers' to increase the number of provider/PIN windows on the screen to add more provider numbers. To add more provider numbers to the provider list – from the home page of emomed.com, select 'Maintain Provider List'. When a provider number is successfully added to the list, it will automatically add the number to the list of all of the billing agency / clearinghouse employees.

❖ **Changing The PIN on Emomed.com**

➤ **To change the PIN with Missouri Medicaid**, simply log on to emomed.com with the username and password. From the home page select 'Maintain Submitter Information'. If the PIN is changed, please share new PIN with all authorized provider employees, billing agencies or clearinghouses. Failure to do so may prevent claims from being submitted to Missouri Medicaid.

❖ **Frequently Asked Questions**

Q) Who will be affected by the upgraded security changes?

A) Every Missouri Medicaid provider and emomed.com user will be affected by these changes. Depending on the type of submitter that you are will determine how you are affected.

Q) What will I be required to do to comply with the security changes?

A) As soon as the changes go into affect on emomed.com, you will be prompted to verify your submitter type. Depending on your submitter type, you will either need to establish a PIN for your provider number or enter the corresponding PIN to grant security access to the provider numbers.

Q) How will I know what Submitter Type I am?

A) You are a **Provider (Individual)** only if the provider number is registered in your own name. The registered emomed.com user is the same as registered on the Missouri Medicaid provider file. Examples of this submitter type are physicians, psychologists, therapists, optometrists, dentists, etc. DO NOT pick this submitter type if you are an office manager/office staff billing on behalf of the provider.

You are a **Provider (Administrator)** if you are employed by the Medicaid Provider AND have the responsibility for administering personal provider information. Provider Administrators are only allowed for medical groups, hospitals, pharmacies, nursing homes, etc. They are not allowed for individual provider types. Only one administrator is allowed for each group.

You are a **Provider (Employee)** if you are employed by the provider in which you are authorized to do billing. This submitter type is for staff of doctor's offices, hospitals, pharmacies, or groups and clinics.

You are a **Billing Agency/Clearinghouse Administrator** if you own, manage or administrate a service that is contracted with a Missouri Medicaid Provider. For example – if you are a billing agency that is contracted to submit claims/process remits/verify eligibility for Missouri Medicaid. Only one administrator is allowed per billing agency. You will need to acquire the PIN for each provider number that you have access to. You will also need to establish a PIN for your billing agency / clearinghouse. You will need to share the billing agency PIN with the employees within your agency.

You are a **Billing/Clearinghouse Agent** if you are employed by a billing agency or contracted company. You will need to get the PIN for your clearinghouse/billing agency from your administrator.

Q) When were the security changes effective on emomed.com?

A) The security changes were implemented the evening of January 25, 2006.

Q) Why are these security changes being added to emomed.com?

A) The security changes are being added and enhanced on emomed.com for the protection and privacy of Missouri Medicaid providers. This will help secure the name and number information, as well as enhancing the ability to restrict the users of the site.

Q) What if I do not have the PIN number for the provider that I do billing for?

A) There will be a 'Skip for Now' button that will allow you to bypass the PIN information until March 16, 2006. During this timeframe, you need to contact the individual provider or provider administrator to acquire the provider PIN from them. If they have not established a PIN on emomed.com, they will need to do so at that time.

Q) I am only verifying recipient eligibility on emomed.com, do I still need to enter the PIN number for the provider?

A) Any user that is accessing provider or recipient information will need to enter the PIN number that is associated with the provider number.

Q) I use a clearinghouse or billing agency to submit all of my billing – I do not submit via emomed.com. Do I need to have a PIN for my provider number?

A) Yes. Each provider will need to establish a PIN. If you use a clearinghouse / billing agency you will need to forward the PIN information to the authorized clearinghouse.

Q) What do I do if an employee/authorized biller should no longer have access to my provider number?

A) You must change the PIN number on emomed.com and only share it with your authorized employees, clearinghouses or billers.

Q) How do I change my PIN?

A) You can log on to emomed.com and click on Maintain Submitter Information. This will allow you to change your PIN. If the PIN is changed, please share new PIN with all authorized provider employees, billing agencies or clearinghouses. Failure to do so may prevent claims from being submitted to Missouri Medicaid.

Q) What is the required format of the PIN number?

A) The PIN number must be at least 6 characters. It must contain two alpha characters and two numeric characters.

If you have any further questions, please contact the Infocrossing Help Desk at 573-635-3559 or via e-mail at internethelpdesk@momed.com

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

Missouri Medicaid News: Providers and other interested parties are urged to go to the DMS Web site at <http://dss.missouri.gov/dms/global/pages/mednewssubscribe.htm> to subscribe to the electronic mailing list 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 573-635-8908 and using Option One.

**Provider Communications Hotline
573-751-2896**