

# CONTACTING EDUCATION & TRAINING

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

The request must include the Provider's Name, National Provider Identifier (NPI), the reason for the request and the type of training needed.

Inquiries regarding fee-for-service claim filing or denials, Remittance Advices, and all eligibility questions, to include managed care, should be directed to the Provider Communications Unit at (573) 751-2896 or the Provider Communications Management option on [eMOMED](#).

Below is a list of programs and the representative who will provide education and training.

Amanda Fahrendorf (Lead)	Jackie Bollinger	Daniel Rush
<p><b>Ambulance</b>  <b>Dental</b>  <b>Hearing Aid/Audiology</b>  <b>Hospice</b>  <b>Non-Emergency Transportation (NEMT)</b>  <b>Skilled Nursing Facility</b></p> <ul style="list-style-type: none"> <li><i>Nurse Assistant Training</i></li> </ul> <p><b>Lead Education &amp; Training Representative -</b>            Oversees the training resources for all programs, creates and presents additional trainings, handles special assignments related to Education and Training and serves as the expert for any complicated Medicaid inquiries referred to the Education and Training Unit.</p>	<p><b>Ambulatory Surgical Center</b>  <b>Biopsychosocial Treatment of Obesity</b>  <b>Chiropractic</b>  <b>Complementary and Alternative Therapies for Chronic Pain</b>  <b>Diabetes Prevention Program</b>  <b>Environmental Lead Assessment</b>  <b>Hospital (Inpatient/Outpatient)</b></p> <ul style="list-style-type: none"> <li><i>Certified Registered Nurse</i></li> </ul> <p><b>Physicians (Program)</b></p> <ul style="list-style-type: none"> <li><i>Nurse Practitioner</i></li> <li><i>Diabetes Self-Management Training</i></li> <li><i>Federally Qualified Health Center (FQHC)</i></li> <li><i>Podiatry</i></li> <li><i>Local Public Health Agency</i></li> <li><i>Case Management</i></li> <li><i>Independent Laboratory Services</i></li> <li><i>Independent Radiology Services</i></li> <li><i>Anesthetists (CRNA Services)</i></li> <li><i>EPSDT/HCY Screenings</i></li> <li><i>Vaccines for Children VFC</i></li> </ul> <p><b>Nurse Midwife</b>  <b>Rural Health Clinic (RHC)</b>  <b>Transplant</b></p>	<p><b>Behavioral Health Services</b></p> <ul style="list-style-type: none"> <li><i>Applied Behavior Analysis (ABA)</i></li> </ul> <p><b>Comprehensive Day Rehab</b>  <b>Department of Health &amp; Senior Services (DHSS)/ Division of Senior Disability Service (DSDS)</b></p> <ul style="list-style-type: none"> <li><i>Aids Waiver</i></li> <li><i>Adult Day Care Waiver</i></li> <li><i>Aged and Disabled Waiver</i></li> <li><i>Medically Fragile Adult Waiver</i></li> </ul> <p><b>Department of Mental Health</b></p> <ul style="list-style-type: none"> <li><i>CSTAR</i></li> <li><i>CPR</i></li> <li><i>Youth Targeted Case Management</i></li> </ul> <p><b>Division of Developmental Disabilities – DD Waiver</b>  <b>Durable Medical Equipment (DME)</b>  <b>Home Health</b>  <b>Optical</b>  <b>Personal Care</b></p> <ul style="list-style-type: none"> <li><i>Consumer Directed Services</i></li> </ul> <p><b>Private Duty Nursing</b>  <b>Rehabilitation Centers</b>  <b>School Based IEP Services</b>  <b>Therapy</b></p> <ul style="list-style-type: none"> <li><i>Speech</i></li> <li><i>Occupational</i></li> <li><i>Physical</i></li> </ul>
<p><b>Julie Pace &amp; Kathy Simmons</b></p>		
<p>Managed Care Liaisons – <a href="mailto:MHD.MCcommunications@dss.mo.gov">MHD.MCcommunications@dss.mo.gov</a></p>		
		

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