



# Show Me Healthy Kids

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MHD Frequently  
Asked Questions  
(FAQ)

**MoHealth**  **Net**

*Missouri Department of*  
**SOCIAL SERVICES**

**July 1, 2022 Implementation**



# Billing and Claims

Question	Response
What is Fee-For-Service (FFS)?	<p>MO HealthNet FFS is also referred to as “straight Medicaid,” which is administered directly by the MO HealthNet Division rather than by a contracted managed care organization.</p> <p>FFS providers are encouraged to learn about MO HealthNet Division (MHD) policies and procedures, fee schedules and rate lists, and billing practices. To access information about FFS policies and procedures, visit the <a href="#">MHD FFS Providers</a> webpage.</p>
How do I submit a FFS claim?	<p>Providers can view the <a href="#">FFS Billing and Technical Assistance</a> training to learn how to submit FFS claims. Providers can register for <a href="#">upcoming MHD workshops</a> to learn more about <a href="#">eMOMED</a> and claim submission practices.</p>
My claims are being denied by FFS. Who can I call for help?	<p>Inquiries about filing FFS claims or denials, remittance advice, and eligibility should be directed to the Provider Communications Unit at (573) 751-2896.</p> <p>If the Provider Communications Unit is unable to troubleshoot a specific issue, providers can contact the MHD Constituent Services Unit for additional support at (573) 751-6683.</p>

# Billing and Claims

Question	Response
<p>My facility provides outpatient and residential services. How will my billing practices change after July 1 for Children's Division youth?</p>	<p>Starting on July 1<sup>st</sup>, 2022, children in the Category of Aid 4 (COA 4) will have their medical, dental, optical, and behavioral health services covered by Home State Health through the Show Me Health Kids Health Plan. The COA 4 population includes:</p> <ul style="list-style-type: none"><li>• Children in the care and custody of the State through the Children's Division (CD) or the Division of Youth Services (DYS);</li><li>• Persons under age 26, who were in foster care on their 18th birthday and:<ul style="list-style-type: none"><li>• were covered by MO HealthNet, and who meet other eligibility criteria;</li><li>• were covered by Medicaid from another state, but are not eligible for Medicaid coverage under another mandatory coverage group,</li></ul></li><li>• Children who receive adoption or legal guardianship subsidy assistance.</li></ul> <p>Facilities and providers who provide services to COA 4 children and youth will submit claims to Home State Health or to FFS for participants who have opted out of managed care. For more information about billing or submitting a claim to Home State Health, call 1-877-236-1020.</p>

# Billing and Claims

Question	Response
<p>Can you clarify what CPT codes will remain in FFS?</p>	<p>SMHK, managed by Home State Health, will cover behavioral and physical health services for their members. Services that will remain “carved out” of managed care include applied behavior analysis for autism spectrum disorder, pharmacy, and Department of Mental Health administered services: Community Psychiatric Rehabilitation (CPR), Comprehensive Substance Treatment and Recovery (CSTAR), and targeted case management (TCM).</p>
<p>In the past, if a COA 4 child had FFS and a MCO plan displayed in their eligibility determination, the providers were allowed to bill straight Medicaid. After implementation of Show Me Healthy Kids on July 1, 2022, will there be a coverage lapse out as of June 30, 2022 or will the youth’s eligibility display coverage by Show Me Healthy Kids?</p>	<p>Eligibility information in eMOMED will reflect that the child has Show Me Healthy Kids – Home State Health. Eligibility for participants who have opted out of managed care will show that they are not in a health plan.</p>
<p>Should our hospital bill Children’s Division if a state custody youth is denied placement days ?</p>	<p>Yes, this process will not change after the implementation of Show Me Healthy Kids.</p>

# Benefits

Question	Response
<p>Are all the MHD Managed Care Organizations (Home State Health, Healthy Blue, and UnitedHealthcare) participating in the Show Me Healthy Kids health plan?</p>	<p>No, Home State Health is the only health plan administering Show Me Healthy Kids.</p>
<p>What are CCS Services, and how do I know if my facility provides this service?</p>	<p>Comprehensive Community Support (CCS) rehabilitation services include:</p> <ul style="list-style-type: none"><li>• Residential and aftercare services provided by Children’s Division licensed Residential Treatment Agencies for Children and Youth licensed by Children’s Division.</li><li>• Treatment foster care services provided by Children’s Division licensed Child Placing Agencies.</li></ul>

# Benefits

Question	Response
How do I bill for CCS Services as a FFS provider?	Providers are encouraged to review the <a href="#">FFS Billing and Technical Assistance</a> training to learn how to submit FFS claims. Providers can register for <a href="#">upcoming MHD workshops</a> to learn more about eMOMED and claim submission practices. A provider bulletin with billing codes will be published on the MHD <a href="#">website</a> .
If a youth in state custody opts out of the Show Me Healthy Kids health plan, should we continue to bill FFS? Also, will the eligibility information indicate the youth is opted out of the Show Me Healthy Kids health plan?	Yes, providers will bill FFS for members who opt out of the Show Me Healthy Kids health plan. Member's eligibility will indicate he or she is not in a health plan.
Who has the option to Opt Out of the Show Me Healthy Kids health plan?	<p>Families may opt out of the new health plan and move to the FFS program. They may only do this if the child meets certain criteria. Otherwise, they may not. The criteria are:</p> <ul style="list-style-type: none"><li>• Are eligible for Supplemental Security Income (SSI) under Title XVI of the Social Security Act ;</li><li>• Children who are enrolled in the Special Health Care Needs program through the Department of Health and Senior Services; and</li><li>• Are described in Section 1902 (e)(3) of the Social Security Act (must be under 18, disabled, care may be provided outside of institution under certain conditions).</li></ul> <p>Family, caregivers, or providers with questions about opt out eligibility can contact the MHD Enrollment Broker at (800) 348-6627.</p>

# Eligibility

## Question

Can I have a Medicaid eligibility (ME) code list for youth moving into the Show Me Healthy Kids health plan on July 1<sup>st</sup>, 2022?

## Response

Category of Aid 4	ME Code	ME Code Descriptions
<b>DSS Children’s Division</b>	0F	Foster Care Title IV-E (State-Only Funded)
	07	Foster Care – Title IV – E
	08	Child Welfare Services – Foster Care
	37	Title XIX-Homeless, Dependent, Neglected
	38	Independent Foster Care (Ages 18 to 26)
	66	Child Welfare- HIF
<b>Adoption Subsidy</b>	5A	Adoption/Guardianship Subsidy Title IV-E (State-Only Funded)
	36	Adoption Subsidy-Federal Financial Participation
	56	Adoption Subsidy- Title IV - E Eligible
	57	Child Welfare - Foster Care - Adoption Subsidy
<b>DSS Division of Youth Services</b>	29	Division of Youth Services - Foster Care
	50	Division of Youth Services – Poverty
	52	Division of Youth Services – General Revenue
	68	Division of Youth Services Foster Care - HIF

Visit [Show Me Healthy Kids Member Eligibility Training](#) for more information about member eligibility requirements.



# Eligibility

## Question

Can I have a ME code list for youth who will remain in FFS after Show Me Healthy Kids is implemented?

## Response

Category	ME Codes and Descriptions
<b>Permanently and Totally Disabled and Aged Individuals</b>	ME codes 04 (Permanently and Totally Disabled), 13 (MO HealthNet-PTD), 16 (Nursing Care-PTD), 11 (MO HealthNet Spenddown and Non-Spenddown), 14 (Nursing Care-OAA), and 01 (Old Age Assistance-OAA)
<b>State Mental Institution or an Intermediate Care Facility for the Intellectually Disabled</b>	ME Codes 23 and 41 (MA ICF-MR Poverty)
<b>Children Residing in Foster Homes or Residential Care by Department of Mental Health</b>	ME Codes 28, 49, and 67 (Children placed in foster homes or residential care by the Department of Mental Health)
<b>Children Involved with Juvenile Court</b>	ME Codes 30 (Children placed in foster homes by Juvenile Court), 64 (Juvenile Court Group Home-HIE), 69 (Juvenile Court-HIF), and 70 (Children in Juvenile Court Poverty)
<b>Children with Developmental Disabilities</b>	ME Codes 33 and 34 (MO Children with Developmental Disabilities Waiver)
<b>Children Placed in Residential Care by Caregivers</b>	ME Code 65, placed in residential care by their parents, if eligible for MO HealthNet on the date of placement



# Provider Enrollment

Question	Response
Why do I have to enroll with the state Medicaid agency (MMAC/MHD) and also be credentialed by the Home State Health Plan?	Per subpart E of the Affordable Care Act, states had to begin requiring managed care network providers to also enroll with the state Medicaid agency. The Centers for Medicare & Medicaid Services (CMS) has acknowledged there is overlap between the Medicaid agency's screening and enrollment activities and a managed care plan's credentialing, but they now require both.
Will credentialing for the Show Me Healthy Kids health plan be completed by the Council for Affordable Quality Healthcare (CAQH)?	The provider enrollment and credentialing process for the Show Me Healthy Kids health plan will be done by Home State Health. Visit the Home State Health <a href="#">Provider Contracting</a> webpage to start your enrollment and credentialing process.
Does the "Show Me Healthy Kids Enrollment and Credentialing of Residential Facilities and Treatment Foster Care Providers" provider bulletin only apply to behavioral health services?	The provider bulletin applies to residential treatment agencies for children and youth and child placing agencies that provide treatment foster care. These providers are licensed by Children's Division.

# Provider Enrollment

Question	Response
<p>How long will it take MMAC to onboard a new provider?</p>	<p>The enrollment process with MMAC can vary depending on influxes with provider applications or missing application materials. New provider enrollment applications will be expedited for providers joining the FFS program and Home State Health-Show Me Healthy Kids health plan. Providers are advised to submit their completed applications to MMAC as soon as possible to avoid delays in processing. For more information about provider enrollment, contact MMAC at <a href="mailto:MMAC.providerenrollment@dss.mo.gov">MMAC.providerenrollment@dss.mo.gov</a> or view the <a href="#">Provider Enrollment Guide</a> training.</p> <p>Providers can visit Home State Health’s <a href="#">provider enrollment</a> webpage to enroll as a Show Me Health Kids provider. Providers currently enrolled in Home State Health will be automatically enrolled as a Show Me Healthy Kids provider. For more questions about the provider enrollment process contact Home State Health at 1-855-694-HOME (4663).</p>
<p>Does MHD have the ability to identify all of the COA 4 providers to ensure we capture everyone in the state?</p>	<p>MHD has identified all behavioral health FFS providers serving COA 4 youth over the past year and has shared this information with Show Me Healthy Kids, managed by Home State Health.</p>

# Education & Training

Question	Response
<p>Where can I go to find training tips and guides about the FFS Program?</p>	<p>Providers are encouraged to use the following links:</p> <ul style="list-style-type: none"><li>• <a href="#">General Resources for FFS Providers</a></li><li>• <a href="#">Provider Training Resources</a></li><li>• <a href="#">Provider Bulletins</a></li><li>• <a href="#">Provider Hot Tips</a></li></ul>
<p>Who do I contact to request a provider training for my team?</p>	<p>Provider Education representatives offer training and education on billing and procedures for FFS claims. Requests for provider training can be directed to the Provider Education team by calling (573) 751-6683 or by emailing <a href="mailto:mhd.provtrain@dss.mo.gov">mhd.provtrain@dss.mo.gov</a> .</p> <p>Your request should include the Provider's Name, National Provider Identifier (NPI), the reason for the inquiry, and the type of training needed. By providing this pertinent information, your request for assistance can be directed to the appropriate staff.</p> <p>Show Me Healthy Kids providers can view provider trainings by selecting the Provider Training Materials tab on Home State Health's <a href="#">Provider Resources webpage</a>. To request a free onsite training from Home State Health, send in an inquiry email to <a href="mailto:BH_Training@centene.com">BH_Training@centene.com</a> .</p>



# Education & Training

Question	Response
<p>How can I contact Home State Health to inquire about issues or concerns related to the Show Me Healthy Kids Health Plan?</p>	<p>Providers interested in contacting Home State Health (Home State Health) to inquire about Show-Me Healthy Kids can use the resources below:</p> <ul style="list-style-type: none"><li>• Show Me Healthy Kids Provider Resources <a href="https://www.homestatehealth.com/providers/showmehealthykids.html">https://www.homestatehealth.com/providers/showmehealthykids.html</a></li><li>• Questions about becoming a Home State Health- Show Me Healthy Kids provider – 1-855-694-HOME (4663) or visit <a href="https://www.homestatehealth.com/providers/join-our-network.html">https://www.homestatehealth.com/providers/join-our-network.html</a></li><li>• Existing Home State Health providers who want to confirm they can serve Show Me Healthy Kids (SMHK) members - <a href="mailto:ManagedCareContracting@centene.com">ManagedCareContracting@centene.com</a> (Please be sure to include “SMHK” in the subject line and include your TIN and Group NPI)</li><li>• Existing Home State Health providers who wish to add to or modify their existing roster - <a href="mailto:HHS_PROVIDER_ROSTER@CENTENE.COM">HHS_PROVIDER_ROSTER@CENTENE.COM</a></li><li>• Questions about filling a claim - 1-877-236-1020</li></ul>