



*Missouri Department of*  
**SOCIAL SERVICES**

# **MO HealthNet Division Provider Resources for MCO and FFS programs**

**Guidance for  
Children's Division  
Residential and  
Treatment Foster  
Home Providers**

**July 1, 2022 implementation**

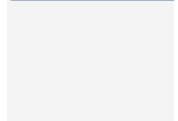
# Agenda



**MO HealthNet Resources for Providers**



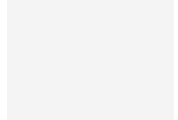
**MO HealthNet Programs**



**Provider Enrollment**



**Education and Training**



**Show-Me Healthy Kids Medicaid Eligibility Group**





# MO HealthNet Programs



The MO HealthNet Division (Missouri Medicaid) provides health care access to low-income individuals who are elderly, disabled, members of families with dependent children, children in low-income families, uninsured children, pregnant women, refugees, or children in state custody.

# MO HealthNet Programs: Fee-For-Service

## **Fee-For-Service (FFS)**

Participants enrolled in FFS can receive their health care services through any health care provider who accepts MO HealthNet.

The MO HealthNet FFS Program will make payments directly to an enrolled provider for eligible, covered services.

FFS is typically a small population of participants who receive benefits due to ME codes for the Aged, Blind, and Disabled.

# MO HealthNet Programs: MHD Managed Care

## MHD Managed Care

MHD Managed Care members receive their health care services through the MO HealthNet Managed Care health plan of their choice. There are three health plans to choose from.

Each Managed Care health plan has a network of doctors, hospitals and other providers across the state of Missouri that coordinate care to help individuals and families stay healthy.

Managed Care covers the majority of the MO HealthNet population of participants including children, pregnant and/or uninsured women, and families.

# MO HealthNet Programs: COA 4 Show-Me Healthy Kids

## Category of Aid 4 refers to the following

Children in the care and custody of the State through the Children's Division (CD) or the Division of Youth Services (DYS)

Persons under age 26, who were in foster care on their 18<sup>th</sup> birthday and:

- Were covered by MO HealthNet, and who meet other eligibility criteria, are eligible under this category of assistance.
- Were covered by Medicaid from another state, but are not eligible for Medicaid coverage under another mandatory coverage group.

Children who receive adoption or legal guardianship subsidy assistance

Herein referred to as: **Category of Aid 4 or COA 4**

# MO HealthNet Programs: COA 4 Show-Me Healthy Kids

## COA 4 Show-Me Healthy Kids

Coordinated Approach for COA 4 Children:

- Have greater level of care needs than children and youth not in the care and custody of the State.
- Are often involved in multiple child-serving systems.
- Need a tightly coordinated approach to obtain desired outcomes for both children and families.

This can be challenging without an integrated payment and service delivery system.

# MO HealthNet Programs: COA 4 Specialty Plan

## COA 4 Show-Me Healthy Kids

The COA 4 Show-Me Healthy Kids (SMHK) is a single managed care health plan that will offer benefits not available in a FFS environment:

Enhanced Care Coordination & Care Management

Access to Coordinated Network of Providers

Provisions of Whole Person Care

The COA 4 SMHK will provide members with coordinated and integrated care:

Medical Health Services

Behavioral Health Services

Care Management & Coordination Services



# Provider Enrollment



**FFS Program**

**MHD Managed Care**

**COA 4 Show-Me  
Healthy Kids**

# Provider Enrollment: FFS

**How can providers enroll as a MHD Fee-for-Service provider?**

## Enrollment and Credentialing Process

**Visit**  
mmac.mo.gov

**Select**  
“Enroll as a Provider”

**Select**  
“Apply to be a Missouri  
Medicaid Provider”

## Webpage

Visit [mmac.mo.gov](https://mmac.mo.gov) for more information about provider enrollment

## Contact Information

Phone: (573) 751-3399

Email: mmac.providerenrollment@dss.mo.gov

# Provider Enrollment: MHD Managed Care

## How can providers enroll as a MHD Managed Care provider?

### Enrollment and Credentialing Process

Providers must enroll with MO HealthNet via MMAC prior to enrolling with the Managed Care provider.

Anthem: Healthy Blue

**Visit**

[provider.healthybluemo.com/  
missouri-provider/home](https://provider.healthybluemo.com/missouri-provider/home)

**James Blackburn**

573-355-3909

[James.Blackburn@HealthyBlueMO.com](mailto:James.Blackburn@HealthyBlueMO.com)

Home State Health

**Visit**

[homestatehealth.com/providers  
/join-our-network.html](https://homestatehealth.com/providers/join-our-network.html)

**Provider Services**

1-855-694-HOME (4663)

[ManagedCareContracting@centene.com](mailto:ManagedCareContracting@centene.com)

UnitedHealthcare

**Visit**

[providerexpress.com/content/open-  
provexpr/us/en/our-network.html](https://providerexpress.com/content/open-provexpr/us/en/our-network.html)

**Kenneth Powell**

314-592-5933

[Kenneth\\_Powell@uhc.com](mailto:Kenneth_Powell@uhc.com)

# Provider Enrollment: Show-Me Healthy Kids

## How can providers enroll as a MHD SMHK provider?

### Enrollment and Credentialing Process

Providers must enroll with MO HealthNet via MMAC prior to enrolling with the Managed Care provider. To enroll as a Show-Me Healthy Kids Specialty Plan provider, providers will need to seek credentialing and enrollment with Home State Health (HSH).

### Webpages

#### MMAC

Visit  
[mmac.mo.gov](http://mmac.mo.gov)

#### Home State Health

Visit  
[homestatehealth.com/providers/join-our-network.html](http://homestatehealth.com/providers/join-our-network.html)

### Contact Information

#### MMAC

Phone: (573) 751-3399

Email: [mmac.providerenrollment@dss.mo.gov](mailto:mmac.providerenrollment@dss.mo.gov)

#### Home State Health

1-855-694-HOME (4663)

[ManagedCareContracting@centene.com](mailto:ManagedCareContracting@centene.com)



# Provider Enrollment: MMAC

## Missouri Medicaid Audit & Compliance (MMAC)

### When to contact MMAC?

- Providers can contact the MMAC division if they have questions about enrollment, concerns or believe an investigation of allegations of fraud, waste, and abuse are needed.
- To report a concern, contact MMAC at:  
Phone: (573) 751-3399  
Online: <http://mmac.mo.gov>  
Email: [mmac.providerenrollment@dss.mo.gov](mailto:mmac.providerenrollment@dss.mo.gov)

# Education and Training Resources



The MHD FFS Program and the MHD Managed Care Plans provide provider education, trainings and resources. The goal of the Education and Training Unit is to ensure providers have supportive resources to administer optimal services for Missourians.

# Education and Training Resources

## MHD Education and Training Unit

The unit provides education regarding:

- Proper billing methods and procedures for claim filing.
- Training regarding billing via eMOMED.
- To register or request trainings or view educational resources, visit <https://dss.mo.gov/mhd/providers/education/>

Contact the Education and Training Unit:

- Phone: (573) 751-6683
- Email: [mhd.provtrain@dss.mo.gov](mailto:mhd.provtrain@dss.mo.gov)

# Education and Training Resources

## Provider Communication

This unit is available for providers with questions about:

- Proper claim filing, claims resolution or disposition.
- Participant eligibility and verification.

### Contact Provider Communications:

- Phone: (573) 751-2896
- Send inquiries via [eMOMED](#)



# Constituent and Provider Resources

## Provider Technical Help Desk

This unit provides technical assistance with:

- Establishing the required electronic claims and remittance advice formats, network communication, HIPAA trading partner agreements, and eMOMED.
- Register for eMOMED at [www.emomed.com](http://www.emomed.com)

Contact the Technical Help Desk:

- Phone: (573) 635-3559

# Constituent and Provider Resources

## Pharmacy & Clinical Services

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

### Contact Pharmacy & Clinical Services:

- For questions regarding pharmacy claims, call: (573) 751-6963.
- For questions regarding clinical policy, email: [clinical.services@dss.mo.gov](mailto:clinical.services@dss.mo.gov).
- For drug prior authorizations, call: (800) 392-8030, option 3.
  - Click here for MHD forms <http://manuals.momed.com/manuals/presentation/forms.jsp>
  - For drug PA requests, fax to: (573) 636-6470.

# Constituent and Provider Resources

## Medical Pre-Certifications

For Medical Pre-Certifications:

Call: (800) 392-8030

Login: [www.CyberAccessonline.net](http://www.CyberAccessonline.net)

To become a CyberAccess user, contact the Conduent Help Desk via:

Phone: (573) 632-9797

Email: [CyberAccesshelpdesk@conduent.com](mailto:CyberAccesshelpdesk@conduent.com)

# MHD Managed Care Organizations

---

The MHD Managed Care Organizations have specific educational resources for their constituents and providers. The available resources range from general policy and procedures to best billing practices, continuing education, and additional supportive information.

---





# MHD Managed Care Organizations



To access the Provider Resources Overview webpage for Health Blue, visit <https://provider.healthybluemo.com/missouri-provider/resources>



To access the Provider Resources webpage for **Home State Health and Show-Me Health Kids Specialty Plan**, visit <https://www.homestatehealth.com/providers/tools-resources.html>



To access the Healthcare Professional Education and Training webpage for United Healthcare, visit <https://www.uhcprovider.com/training>

# Medicaid Eligibility Groups



Participants are categorized into Medical Eligibility (ME) groups based on their specific factors.

# Medicaid Eligibility Groups: Show-Me Healthy Kids

**Eligible ME groups will be automatically enrolled into the Specialty Plan for Integrated Care Services.**

- Children in the care or custody of the State through the Children's Division (CD) or the Division of Youth Services (DYS).
- Persons under 26 years of age, who were in foster care on their eighteenth (18<sup>th</sup>) birthday or within thirty (30) days preceding their eighteenth birth:
  - Covered by MO HealthNet, and who meet other eligibility criteria, are eligible under this category of assistance.
  - Covered by Medicaid from another state, but are not eligible for Medicaid coverage under another mandatory coverage group.
- Former foster youth (in and out-of-state) placed in if received Managed Care benefits.
- Children who receive adoption and guardianship subsidy assistance.

# Medicaid Eligibility Groups: Show-Me Healthy Kids

## Medicaid eligibility (ME) groups for members enrolled in the COA 4 SMHK

Category of Aid 4	Medicaid Eligibility (ME) Codes and Description
<b>DSS Division of Family Services</b>	ME Codes 07 (Foster Care – IV-E), 37 (Title XIX-FFP/HDN), 38 (Independent Foster Care Children Age 18up to age 26), 08 (CWS-FC), and 66 (Child Welfare –HIF)
<b>Adoption Subsidy</b>	ME Codes 56 (Adoption Subsidy –IV – E Eligible), 36 (Adoption Subsidy –FFP), 57 (Adoption Subsidy –CWS)
<b>DSS Division of Youth Services</b>	ME Codes 29 (DYS FYS-FC), 52 (DYS-GR), 50 (DYS-Poverty), and 68 (DYS-HIF)



# Medicaid Eligibility Groups: FFS Program

**Eligible ME groups will remain in the FFS Program after the SMHK becomes active.**

MO HealthNet Managed Care SMHK members may voluntarily disenroll from the Managed Care Program or choose not to enroll in the Managed Care Program if they:



Are eligible for Supplemental Security Income (SSI) under Title XVI of the Act



Children who are enrolled in the Special Health Care Needs program through Department of Health and Senior Services



Are described in Section 1902(e)(3) of the Act

# Medicaid Eligibility Groups: FFS Program

Medicaid eligibility (ME) groups for members remaining in the FFS program after the SMHK becomes effective

Groups	Medicaid Eligibility (ME) Codes and Description
<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