MO HealthNet Provider Information Webpage Overview

June 2022

PowerPoint Overview

- Navigating the Provider Information Page

- Resources and Contact Information

Provider Information Page

Fee-For-Service vs. Managed Care

- Click on: Fee-For-Service (FFS) Providers for FFS information.

- Click on: Managed Care Providers for Managed Care Provider information.

https://dss.mo.gov/mhd/providers/

Managed Care Provider Page

Managed Care Plans

Home State Health

1-855-694-HOME (4663)

https://www.homestatehealth.com/providers.html

Healthy Blue

1-833-388-1407

https://www.healthybluemo.com/Missouri-home/healthyblue.html

United Healthcare

1-866-292-0359

https://www.uhc.com

Note: Providers should contact the Managed Care plan directly regarding billing and coverage information for participants enrolled in a Managed Care plan.

Fee-For-Service Provider Information Page

https://dss.mo.gov/mhd/providers/fee-for-service-providers.htm

Fee-For-Service Provider Information Page

- MO HealthNet News

- Policies & Procedures

- Billing

- General Information

- Fee Schedule & Rate Lists

- Education

- Provider Enrollment

http://dss.mo.gov/mhd/providers/

MO HealthNet News

Stay Informed

- Provider Bulletins
- Email Blasts
- Hot Tips
- Alerts
- Notifications
- Follow us on social media

Sign Up and Stay Connected

Policies & Procedures

Provider Bulletins

- Notify providers of new or updated policies

- Clarify existing policies

- Advise of important program information, rate changes, and new/changed procedure codes

MO HealthNet Division Provider Bulletins

The MO HealthNet Program publishes provider bulletins as necessary to clarify existing program and policy or explain new policy. Bulletins are posted at this location and will remain here until they are incorporated into the provider manuals as appropriate. At that time, the bulletins will be moved to the Archives.

Archived Bulletins

Issue Date	Provider Bulletin Description
Apr 20, 2022	Durable Medical Equipment (DME) Program, Vol 44, No. 45
Mar 31, 2022	Pharmacy Program Reimbursement, Vol 44, No. 44
Mar 25, 2022	Behavioral Health Services Update: Group Psychotherapy, Vol 44, No. 43
Mar 22, 2022	COVID-19 Vaccine, Vol 44, No. 42
Mar 10, 2022	Private Duty Nursing, Vol 44, No. 41
Feb 14, 2022	2022 Code on Dental Procedures and Nomenclature (CDT) Additions/Changes, Vol 44, No. 40
Feb 4, 2022	2022 Healthcare Common Procedure Coding System (HCPCS), Vol 44, No. 39
Feb 4, 2022	Professional Component of Clinical Pathology Services, Vol 44, No. 38

Source: http://manuals.momed.com/manuals

Provider Hot Tips

Tips to assist providers with:

- Billing questions

- Clarify existing policies and processes

- Provider Resources

http://dss.mo.gov/mhd/providers

2022 MO HealthNet Provider Hot Tips

home » mo healthnet division » providers » pages » provtips

The MO HealthNet Division publishes Hot Tips to supply information to clarify and assist in receiving timely reimbursement for services provided and claims disposition.

MO HealthNet has developed an index for historical and ongoing Hot Tips and a COVID-19 index for associated Hot Tips. The non-COVID-19 index location has not moved; it is also located below for quick reference. Please share these Hot Tips with your billing staff.

Hot Tip Indices

- Hot Tip Index By Topic/Subject
- COVID-19 Hot Tip Index

2022 Provider Tips Index

- COVID Testing and Specimen Collection Codes
- Enrolling Pharmacists
- Chiropractic Medicine
- At-Home COVID Test Coverage
- COVID-19 Outpatient Inhaler Treatment
- Telehealth Services
- Biopsychosocial Treatment of Obesity Policy Clarification

Provider Hot Tips

Hot Tip Indices

- Hot Tip Index By Topic/Subject
- COVID-19 Hot Tip Index

See Index to find the pertinent Hot Tip

2022 Provider Tips Index

- COVID Testing and Specimen Collection Codes
- Enrolling Pharmacists
- Chiropractic Medicine
- At-Home COVID Test Coverage
- COVID-19 Outpatient Inhaler Treatment
- Telehealth Services
- Biopsychosocial Treatment of Obesity Policy Clarification
- COVID-19 Oral Antiviral Treatment
- DME Walker Criteria

Source: https://dss.mo.gov/mhd/providers

Provider Manuals

- Policy

- Benefits and Limitations

- Procedure Codes & Modifiers

- Billing Instructions

http://manuals.momed.com/manuals/

Provider Manual Resource

Manual Sections	
Section Name	**Description**
Cover	Cover
General Section 01	Client Conditions of Participation
General Section 02	Provider Conditions of Participation
General Section 03	Provider and Participant Services
General Section 04	Timely Filing
General Section 05	Third Party Liability
General Section 06	Adjustments
General Section 07	Medical Necessity
General Section 08	Prior Authorization
General Section 09	Healthy Children and Youth Program
General Section 10NA	Family Planning Not Applicable
General Section 11	MO HealthNet Managed Health Care Delivery System
Section 12	Reimbursement Methodology
Section 13	Benefits and Limitations
Section 14	Special Documentation Requirements
Section 15	Billing Instructions
General Section 16	Medicare/Medicaid Crossover Claims
General Section 17	Claims Disposition
Section 18	Diagnosis Codes
Section 19	Procedure Codes
General Section 20	Exception Process
General Section 21NA	Advance Health Care Directives Not Applicable
General Section 22	Non-Emergency Medical Transportation (NEMT)
General Section 23	Claim Attachment Submission and Processing

General vs Program Specific Sections

General Sections:

Universal Sections published in each manual – Written broadly
to encompass all providers
(Sections: 01-12 and 14-17, and 20-22)

Program Specific Sections:

Specific to each MO HealthNet Program
Section: 13 (Benefits and Limitations)
Section: 18 (Diagnosis Codes)
Section: 19 (Procedure Codes)

Provider Manuals

The table of contents is very detailed.

Searching the Provider Manual

How to search the manual?

Use **control "F"** search function to find information in the manuals.

- Start with the section you think the information is in.
	example "Section 13"

- Then search by Key words.
	examples: "LPC, PLPC…"

Billing

- Apply for EMOMED *

- EMOMED *

- CYBERACCESS *

- Claims processing and payment schedule *

- Remittance Advice Remark Codes and Claim Adjustment Reason Codes *

- Telemedicine*

Quick Link to eMOMED

https://www.emomed.com

eMOMED

- Submit, adjust, or research Fee-For-Service claims

- Check eligibility

- Prior Authorization status

- Messaging tool for claim or eligibility questions

- Access to Claim Confirmation and Remittance Advice

- Provider Enrollment Status

https://www.emomed.com

Quick link to CyberAccess

https://www.cyberaccessonline.net/cyberaccess

CyberAccess

- The CyberAccess tool enables providers to obtain pre-certifications for specific items and services electronically.

- CyberAccess can automatically reference the individual participant's claim history, including applicable ICD diagnosis codes and CPT procedure codes.

- Requests for precertification must meet medical criteria established by the MHD in order to be approved.

CyberAccess

Account setup or technical questions
(888) 581-9797 or (573) 632-9797
cyberaccesshelpdesk@xerox.com

CyberAccess web address:
https://www.cyberaccessonline.net/cyberaccess

CyberAccess helpful Tips:
http://dss.mo.gov/cd/info/forms/reference/cyberaccess-helpful-tips.pdf

Claims Processing and Payment Schedule

MO HEALTHNET CLAIMS PROCESSING SCHEDULE FOR FISCAL YEAR 2022

FINANCIAL CYCLE DATE	PROVIDER CHECK DATE	BEGINNING CLAIM CAPTURE CURRENT CYCLE	ENDING CLAIM CAPTURE₁
Friday 06/25/2021	Wednesday 07/07/2021	Tuesday 06/08/2021	Friday 06/25/2021
Friday 07/16/2021	Friday 07/23/2021	Saturday 06/26/2021	Friday 07/16/2021
Friday 07/30/2021	Friday 08/13/2021	Saturday 07/17/2021	Friday 07/30/2021
Friday 08/13/2021	Wednesday 08/25/2021	Saturday 07/31/2021	Friday 08/13/2021
Friday 08/27/2021	Friday 09/10/2021	Saturday 08/14/2021	Friday 08/27/2021
Friday 09/10/2021	Friday 09/24/2021	Saturday 08/28/2021	Friday 09/10/2021
Friday 09/24/2021	Friday 10/08/2021	Saturday 09/11/2021	Friday 09/24/2021
Friday 10/15/2021	Friday 10/22/2021	Saturday 09/25/2021	Friday 10/15/2021
Friday 10/29/2021	Friday 11/12/2021	Saturday 10/16/2021	Friday 10/29/2021
Friday 11/12/2021	Wednesday 11/24/2021	Saturday 10/30/2021	Friday 11/12/2021
Friday 11/26/2021	Friday 12/10/2021	Saturday 11/13/2021	Friday 11/26/2021
Friday 12/10/2021	Thursday 12/23/2021	Saturday 11/27/2021	Friday 12/10/2021
Friday 12/24/2021	Friday 01/07/2022	Saturday 12/11/2021	Friday 12/24/2021
Friday 01/07/2022	Tuesday 01/18/2022	Saturday 12/25/2021	Friday 01/07/2022
Friday 01/21/2022	Friday 02/04/2022	Saturday 01/08/2022	Friday 01/21/2022
Friday 02/04/2022	Friday 02/18/2022	Saturday 01/22/2022	Friday 02/04/2022
Friday 02/25/2022	Friday 03/04/2022	Saturday 02/05/2022	Friday 02/25/2022
Friday 03/11/2022	Friday 03/25/2022	Saturday 02/26/2022	Friday 03/11/2022
Friday 03/25/2022	Friday 04/08/2022	Saturday 03/12/2022	Friday 03/25/2022
Friday 04/08/2022	Monday 04/18/2022	Saturday 03/26/2022	Friday 04/08/2022
Friday 04/29/2022	Friday 05/06/2022	Saturday 04/09/2022	Friday 04/29/2022
Friday 05/13/2022	Tuesday 05/24/2022	Saturday 04/30/2022	Friday 05/13/2022
Friday 05/27/2022	Friday 06/10/2022	Saturday 05/14/2022	Friday 05/27/2022
Friday 06/10/2022	Friday 06/24/2022	Saturday 05/28/2022	Tuesday 06/07/2022

Note 1: Ending Claim Capture date. Closeout is 5:00 p.m. on the date shown.

http://manuals.momed.com/ClaimsProcessingSchedule.html

Remittance Advice Remark Codes and Claim Adjustment Reason Codes

- With the implementation of HIPAA national standards, previously used MO HealthNet edits and EOBs will no longer appear on the Remittance Advice.

- Instead, HIPAA compliant Remittance Advice Remark (RARC) and Claim Adjustment Reason Codes (CARC) are used.

- Explanations of Remittance Advice Remark Codes and Claim Adjustment Reason Codes are available through the Internet at: http://www.wpc-edi.com/reference/

Remittance Advice Remark Codes and Claim Adjustment Reason Codes

Home / Products / External Code Lists
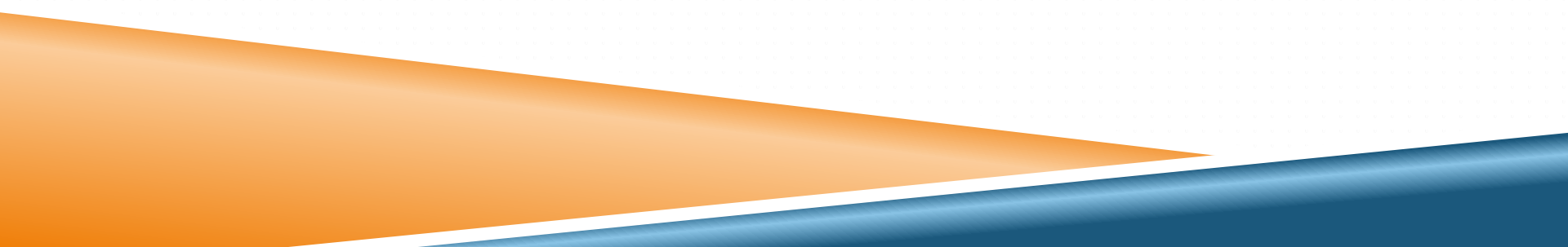
External Code Lists

The table below includes external code lists maintained by X12 and external code lists maintained by others and distributed by WPC on behalf of the maintainer. Click on the name of any external code list to access more information about the code list, view the codes, or submit a maintenance request. These external code lists were previously published on either www.wpc-edi.com/reference or www.x12.org/codes.

The table includes additional information for X12-maintained external code lists. If you have questions about these lists, submit them on the X12 Feedback form. To purchase code list subscriptions call (425) 562-2245 or email admin@wpc-edi.com ✉.
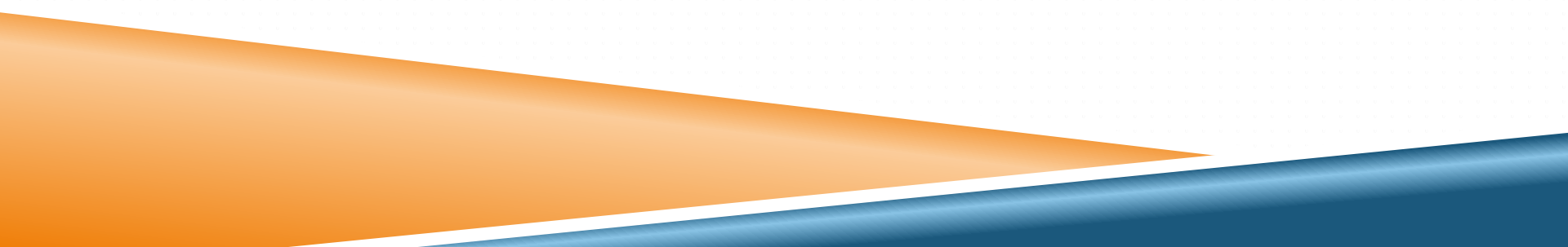
Name	ID	Scope Statement	Maintained by
Claim Adjustment Group Codes	974	These codes categorize a payment adjustment.	CMG01
Claim Adjustment Reason Codes	139	These codes describe why a claim or service line was paid differently than it was billed.	CMG03
Claim Status Category Codes	507	These codes organize the Claim Status Codes (ECL 139) into logical groupings.	CMG03
Claim Status Codes	508	These codes convey the status of an entire claim or a specific service line.	CMG03

Source: http://www.wpc-edi.com/reference/

Telemedicine

- Most claims for services provided at the **Distant Site** (where the health care provider is located) are to billed with the appropriate Current Procedural Terminology (CPT) code for the service along with place of service 02. Exceptions to this include:

- Claims for Distant Site services provided on school grounds should be billed with the appropriate CPT code for the service along with place of service 03 and a GT modifier.

- Providers delivering behavioral health services via telemedicine, for participants located in a residential or inpatient place of service (Place of service codes 14, 21, 33, 51, 55, 56 or 61), must bill with the GT modifier and with the place of service where the participant is physically located.

Telemedicine

More Information:

- Telemedicine Missouri State Statute (**208.670**), (**208.677**)
- Telemedicine Billing PowerPoint
- COVID – 19 Telehealth Resources
- Telemedicine Overview

MHD Fee Schedule

Medical Services
Nurse/Midwife
Optical Services
Other Medical
Other Services
Podiatry
Radiology - Professional and Technical Component X-Ray / Nuclear Medicine / EEG / EKG
Radiology - Professional Component: X-Ray / Nuclear Medicine / EEG / EKG
Radiology - Technical Component: X-Ray / Nuclear Medicine / EEG / EKG
Rehabilitation Center
Surgery - Assistant Surgery
Surgery - Postoperative Services
Surgery - Without Postoperative Services
Surgery and Epidurals

Search Options
Search For
Proc Code ⦿ Modifier ◯
90837   Go

MHD Price File Key
Modifier Information

Fee Schedule Search

Medical Services

ProcCode	M1	M2	PA1	PA2	PA3	PI	EffDate	RelVal	Spec Fee	Qty
90837			0			3	07/01/2019	0.00	$97.48	1
90837	AH		0			3	07/01/2019	0.00	$79.29	1
90837	AJ		0			3	07/01/2019	0.00	$63.28	1
90837	GT		0			9	04/01/2018	0.00	$0.00	1
90837	GT	AH	0			9	04/01/2018	0.00	$0.00	1
90837	HE					3	07/01/2019	0.00	$63.28	1

- MHD Price File Key – gives additional information regarding codes in each column

- Modifier Information: pricing, active/inactive, routing, etc.

https://dss.mo.gov/mhd/providers/fee-for-service-providers.htm

Education and Training

- **Benefit Tables** (formerly Benefit Matrix) This shows the various benefits for each MO HealthNet program.

- **Provider Resource Guide** This guide provides description of medical eligibility code, shows limited and comprehensive benefits and provides abundant MO HealthNet contact information.

- **Training information** Offers provider webinar and workshop schedules, educational PowerPoint resources and audio-visual training.

- **Contacting Constituent Education**, updated 03/28/22

Benefit Tables

Quick Benefit reference:

MO HealthNet Benefit Tables

Master list of covered services 🅿️

Copay Requirements and Exemptions 🅿️

Issue Date	Service
12/22/2021	Ambulance (emergency only)
12/22/2021	Ambulatory Surgical Center 🅿️
12/22/2021	Behavioral Health Services
12/22/2021	Dental 🅿️
12/22/2021	Durable Medical Equipment (DME) 🅿️
12/22/2021	Habilitative Occupational_Physcial_and_Speech Therapies 🅿️
12/22/2021	Hearing Aid 🅿️
12/22/2021	Home Health 🅿️
12/22/2021	Hospice 🅿️
12/22/2021	Hospital
12/22/2021	Long Term Care

Psychologist	
Coverage Group/ME Codes	**Covered**
MO HealthNet for Adults 05, 10,19, 21, 24, 26, E2	Yes
MO HealthNet for Pregnant Women 18, 43, 44, 61, 95, 96, 98	Yes
MO HealthNet for Kids 06, 07, 08, 29, 30, 36, 37, 38, 40, 50, 52, 56, 57, 60, 62, 64, 65, 66, 68, 70	Yes
CHIP Kids 71, 72, 73, 74, 75, 97	Yes
Uninsured Women's Health Services 80, 89	No
Traditional Medicaid 01, 04, 11, 13, 14, 16, 85, 86	Yes
BCCCP 83, 84	Yes
Blind Programs 02, 03, 12, 15	Yes
Children's Programs 23, 28, 33, 34, 41, 49, 67, 88	Yes
Temporary Women's Assistance for Pregnant Women 58, 59, 94	No
Presumptive Eligibility for Children 87	Yes
Qualified Medicare Benficiary (QMB) 55	Limited*
Missouri RX Plan (MORx) 82	No

Notes: *Medicare Restrictions apply - some services in this group are not covered by Medicare.

Behavioral Health Services Manual
Provider Bulletins
Please check fee schedule; certain restrictions apply.

Provider Resource Guide

- General overview of MO HealthNet Programs
    - MO HealthNet FFS
    - MO HealthNet Managed Care
    - MO HealthNet for Kids
    - Children's Health Insurance Program (CHIP)
- General coverage information by ME Code
- Resources

Provider Resource Guide

PROVIDER RESOURCE GUIDE

MO HealthNet Missouri's Medicaid Program

The MO HealthNet Division provides health care access to low income individuals that are elderly, disabled, members of families with dependent children, children in low-income families, uninsured children, pregnant women, refugees, or children in state custody. Participants are categorized into Medical Eligibility (ME) groups based on their specific factors.

Adult participants in ME categories for Aid to the Blind or pregnant women programs receive a full comprehensive benefit package including: primary, acute and preventive care, hospital care, dental, prescriptions, and vision. All other adult participants receive a limited benefit package of services depending on their ME category.

Services are received through a Fee-For-Service (FFS) or Managed Care delivery system. Providers can determine which program participants are in by calling the Interactive Voice System (IVR) at 573-751-2896 and using option "1" or online at EMOMED.

MO HealthNet Programs

The MO HealthNet FFS program serves eligible participants with disabilities, seniors, blind and visually impaired and women with breast or cervical cancer. All MO HealthNet providers may serve MO HealthNet FFS participants. Participants may freely choose which MO HealthNet provider they go to for care under the FFS delivery system.

The MO HealthNet Managed Care program serves eligible children, pregnant women and newborns, uninsured women and families in all Missouri counties. MO HealthNet Managed Care participants may be seen by any MO HealthNet FFS provider until their enrollment is effective in a MO HealthNet Managed Care health plan. MO HealthNet Managed Care participants must select a health plan and a PCP within the Managed Care health plan. Managed Care providers may refer the participants to other providers based on care needed.

MO HealthNet for Kids refers to the statewide program for children in low-income families, uninsured children through CHIP, and children in the custody of the state. Children receive a full comprehensive package including primary, acute, preventive care, hospital care, dental, prescriptions, and vision. They receive their care through the Managed Care delivery system, unless they have opted out of Managed Care. Please refer to the criteria for opting out.

The Children's Health Insurance Program (CHIP) Premium Group is health insurance for uninsured children who must be under age 19, have a family income 150 to 300% poverty, are uninsured, and have no access to affordable health insurance. These children receive the full comprehensive package; however, they are not eligible for non-emergency medical transportation.

Questions about premiums should be directed to the Participant Services Unit at 1-800-392-2161.

MoHealthNet

September 2017

Full Comprehensive Package for MO HealthNet Adults	
ME Code	**Description**
03	Aid to the Blind
12	MO HealthNet Aid to the Blind
15	Supplemental Nursing Care—Aid to the Blind
18	MO HealthNet for Pregnant Women
43	Pregnant Woman—60 Day Assistance (MO HealthNet for Families criteria)
44	Pregnant Woman—60 Day Assistance—Poverty
45	Pregnant Woman—Poverty
61	MO HealthNet for Pregnant Women—Health Initiative Fund
95	Show-Me Healthy Babies Pregnant Women income above 196% and up to 300%
96	SMHB Unborn Child income 0 to 300%
98	SMHB Post-Partum
Limited Benefit Package for MO HealthNet Adults	
01	Old Age Assistance
02	Blind Pension
04	Permanently and Totally Disabled
05	MO HealthNet for Families—Adult
10	Refugees other than Cuban, Haitian, Russian Jew, or Ethiopian
11	MO HealthNet—Old Age Assistance
13	MO HealthNet—Permanently and Totally Disabled
14	Supplemental Nursing Care—Old Age Assistance
16	Supplemental Nursing Care—Permanently and Totally Disabled
19	Cuban Refugee
21	Haitian Refugee
24	Russian Jew Refugee
26	Ethiopian Refugee
55	Qualified Medicare Beneficiary (QMB)
58	Presumptive Eligibility (Subsidized)
59	Presumptive Eligibility (Non-Subsidized)

https://dss.mo.gov/mhd/providers/pdf/Provider-Resource-Guide.pdf

Provider Resource Guide

MO HealthNet Resources

To receive important MO HealthNet updates, please subscribe to MO HealthNet News at: www.dss.mo.gov/mhd

Provider Communications
This unit is available for providers with questions about proper claim filing, claims resolution or disposition, and participant eligibility and verification. Contact Provider Communications at: **(573) 751-2896.** You may also send inquiries to Provider Communication via eMOMED.

Constituent Education (formerly Provider Education)
Constituent Education educates providers on proper billing methods and procedures for claim filing. The unit also provides training on billing via eMOMED. Contact Constituent Education at **(573) 751-6683** or email mhd.provttrain@dss.mo.gov Visit the provider training information page

Provider Enrollment
MO HealthNet Fee-For-Service (FFS): to enroll as a MO HealthNet FFS provider, email Provider Enrollment at: mmac.providerenrollment@dss.mo.gov

MO HealthNet Managed Care: to enroll as a MO HealthNet Managed Care provider, contact the health plans directly. Contact information is listed in the provider toolkit.

Provider Technical Help Desk
The Provider Technical Help Desk can provide technical assistance in establishing the required electronic claims and remittance advice formats, network communication, HIPAA trading partner agreements and eMOMED the claim filing service. Contact the Help Desk at **(573) 635-3559** or visit eMOMED to register.

Managed Care Liaison
You may contact a Managed Care Liaison for concerns related to Managed Care claims. MHD.MCCOMMUNICATIONS@dss.mo.gov

Training Information

- Workshop Schedule

- Webinar Schedule

- PowerPoints

Training Information

home » mo healthnet division » providers » education

Training

Show-Me Healthy Kids (SMHK) Trainings

- Overview Training
- Eligibility and Enrollment Training
- Division of Youth Services
  - Home State Health Training
  - Provider Training
- Children's Division
  - Home State Health Training
    - Family First Prevention Services Act (FFPSA)
    - Psychotropic Medication Settlement and Informed Consent

Upcoming Workshops

- 2022 Workshop Schedule

Upcoming Webinars

- 1st Quarter 2022 Virtual Training 2/28/2022
- 2nd Quarter 2022 Virtual Training 03/29/2022

Educational PowerPoint Resources

Physicians and Clinics Resources, 04/2022 📄

Applied Behavior Analysis (ABA) April 2022 workshop presentations

- Dr. Rodgers Applied Behavior Analysis Services 📄 04/2022
- Dr. Martin Applied Behavior Analysis Services 📄 04/2022
- Recording: Applied Behavior Analysis Workshop (ABA)-20220406 1406-1 🗗 04/2022

- Private Duty Nursing Presentation 🖳 12/2021
    - Private Duty Nursing Webinar Q&A 📄 12/2021
- Adult Expansion Group Billing PowerPoint 📄 11/2021

Contacting Constituent Education

- Requests for provider training may be directed to the Provider Education representatives by calling (573) 751-6683 or by email: mhd.provtrain@dss.mo.gov.

- Provider Education representatives offer training and education on billing and procedures for **fee-for-service** MO HealthNet claims.

- 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.

- 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.

Contacting Constituent Education

Daniel Rush	Jackie Bollinger	Amanda Fahrendorf

Behavioral Health Services
  • *Applied Behavior Analysis (ABA)*
Comprehensive Day Rehab
Department of Health & Senior Services (DHSS)/DSDS
  • **Aids Waiver**
  • **Adult Day Care Waiver**
  • **Aged and Disabled Waiver**
  • **Medically Fragile Adult Waiver**
Department of Mental Health
  • **CSTAR**
  • **CPR**
  • **Youth Targeted Case Management**
Division of Developmental Disabilities -DD Waiver
Home Health
Personal Care
  • *Consumer Directed Services*
Private Duty Nursing
Rehabilitation Centers
School Based IEP Services
Therapy
  • *Speech*
  • *Occupational*
  • *Physical Therapy*
	Ambulatory Surgical Center
	Biopsychosocial Treatment of Obesity
	Chiropractic
	Complementary and Alternative Therapies for Chronic Pain
	Diabetes Prevention Program
	Environmental Lead Assessment
	Hospital *(Inpatient/Outpatient)*
	  • *Certified Registered Nurse*
	Physician (Program)
	  • *Nurse Practitioner*
	  • *Diabetes Self-Management Training*
	  • *FQHC*
	  • *Podiatry*
	  • *Local Public Health Agency*
	  • *Case Management*
	  • *Independent Laboratory Services*
	  • *Independent Radiology Services*
	  • *Anesthetists (CRNA Services)*
	  • *EPSDT/HCY Screenings*
	  • *Vaccines for Children VFC*
	Nurse Midwife
	Rural Health Clinic *(RHC)*
	Transplant
		Ambulance
		  • Treat No Transport
		Dental
		Durable Medical Equipment (DME)
		Hearing Aid/Audiology
		Hospice
		Non-Emergency Transportation (NEMT)
		Skilled Nursing Facility
		  • *Nurse Assistant Training (NAT)*
		Optical
		  • *Optometrist*
		  • *Optician*

Provider Enrollment

- Located within MMAC Unit

- Inquiries regarding enrollment applications, changes to Provider Master File (addresses, tax identification, ownership, individual's name, practice name, National Provider Identification (NPI) number)

- Email: **mmac.providerenrollment@dss.mo.gov**

- Send written inquiries to:

    Missouri Medicaid Audit and Compliance Unit
    P. O. Box 6500
    Jefferson City, Missouri 65102

Resources and Contact Information

- Technical Help Desk

- Provider Communication Unit

- Participant Resources

- Behavioral Health Services Help Desk

- MHD Services and Programs

Technical Help Desk

Technical support and assistance for issues with eMOMED.com

Establish required electronic claims and RA formats, network communication, HIPAA trading partner agreements

MHD Help Desk, (573) 635-3559

Email: **internethelpdesk@momed.com**

Provider Communications Unit

Provider's Initial Contact

Contact with inquiries, concerns or questions regarding proper claim filing, claims resolution and disposition, and participant eligibility questions and verification.

Provider Communications Unit

PO Box 5500

Jefferson City, MO 65102-2500

(573) 751-2896

Participant Resources

Questions regarding MHD eligibility benefits and application process

Website address: **www.mydss.mo.gov**

Contact by phone: (855) 373-9994

Family Support Division Info Center 1-855-FSD-INFO. (855-600-4412)

Behavioral Health Services Help Desk

Phone: (866) 771-3350
Fax: (573) 635-6516

MO HealthNet Divison
Behavioral Health Services
Precertification Help Desk
P.O. Box 4800
Jefferson City, MO 65102

MHD Services & Programs

Email: **Ask.MHD@dss.mo.gov**

Inquiries regarding programs and policies that cannot be answered by any other contact information.

Please provide NPI, name and contact information and complete details regarding inquiry.

Helpful Links

Provider Manual Webpage:

http://manuals.momed.com/manuals

Provider Bulletin Webpage:

http://dss.mo.gov/mhd/providers/pages/bulletins.htm

Hot Tips Webpage:

http://dss.mo.gov/mhd/providers/pages/provtips.htm