

MO HealthNet

eMOMED OVERVIEW

August 2022
Education & Training

PowerPoint Overview

- Claim Management
- Attachment Management
- Participant Eligibility
- Prior Authorization Status (PA)
- Provider Communications Management
- Nursing Home Management
- File Management
- Payment Information
- Provider Enrollment Status

Log On to eMOMED

eMOMEDContactTroubleshooting



Log In

eMOMED / Login

External Links

State of Missouri Web site
Department of Social Services
MO HealthNet Division

- Provider Information
- Provider Enrollment Application
- Participant Information

Public News


07/17/2019
eMOMED Training and Assistance Utilities
03/24/2015
Requesting & Accepting NPI Access

Welcome

! Alerts (2) - Click to hide
Provider Education Representatives provide interactive web based trainings for providers. Register today for a Webinar <https://dss.mo.gov/mhd/providers/education/>
Need help registering? [Click here to watch the video](#)

Welcome to the New MO HealthNet Web Portal
The complete source for all MO HealthNet Participant and Provider related services.

Find everything you need from one convenient portal!

ERA Enrollment
Provider Sign up for Electronic Remittance Advice (ERA)
[Click Here!](#)

Login

! ATTENTION: Each individual eMOMED user should have their own account identified by their SSN.
User ID Password

If you are having trouble logging in, [Click Here!](#)
Not registered? [Register Now!](#)

WARNING! THIS SYSTEM CONTAINS GOVERNMENT INFORMATION. BY ACCESSING AND USING THIS COMPUTER SYSTEM, YOU ARE CONSENTING TO SYSTEM MONITORING FOR LAW ENFORCEMENT AND OTHER PURPOSES. UNAUTHORIZED USE OF, OR ACCESS TO, THIS COMPUTER SYSTEM MAY SUBJECT YOU TO STATE AND FEDERAL CRIMINAL PROSECUTION AND PENALTIES AS WELL AS CIVIL PENALTIES.

eMOMED | Contact | Troubleshooting



<https://www.emomed.com>

eMOMED – Electronic Billing

The screenshot displays the MoHealthNet eMOMED web application. At the top, a navigation bar includes links for Home, Contact, Search Center, and Troubleshooting, along with a search box. Below this is a banner featuring a group of healthcare professionals and the MoHealthNet logo. The main content area is titled "eProvider Welcome" and lists various services: Claim Management, Attachment Management, Participant Eligibility, Prior Authorization Status, Provider Communications Management, Participant Annual Review Date, Nursing Home Management, File Management, Payment Information, Available Surveys, and Provider Enrollment Status. A large orange arrow points to the "Claim Management" link. On the left, there are sections for "External Links" and "eProvider News". The footer contains navigation links and the Missouri Department of Social Services logo.

MoHealthNet

Home Contact Search Center Troubleshooting

MoHealthNet

eProvider ePassport Welcome, Dana Log Out

Home / eProvider

External Links

- State of Missouri Web site
- Department of Social Services
- MO HealthNet Division
 - Provider Information
 - Provider Enrollment Application
 - Participant Information

eProvider News

03/25/2015
Removing a User's Access to an NPI

03/24/2015
Requesting & Allowing NPI Access

03/24/2015
eMOMED Training and Assistance Utilities

eProvider Welcome

Welcome to eProvider

Claim Management
Submit new claims. View claim status. Void/Replace existing claims.

Attachment Management
Submit new stand-alone attachments. View attachment status.

Participant Eligibility
Verify participant eligibility.

Prior Authorization Status
Check the prior authorization status for participants.

Provider Communications Management
Send Your Inquiries...

Participant Annual Review Date
View participant annual review dates.

Nursing Home Management
Submit nursing home claims.

File Management
Send and receive batch files. Print/View/Download Remittance Advice.

Payment Information
View the payment information for the two most recent payments.

Available Surveys

Provider Enrollment Status
Verify Provider Eligibility.

Home | Contact | Search Center | Troubleshooting

Missouri Department of SOCIAL SERVICES

Claim Management

- New Claim - See Section 15 of the Provider Manual for appropriate claim form
- New Crossover Claim
- Search Claim
 - ICN Search
 - Advanced

The screenshot displays a web application interface for claim management. At the top, there is a field for 'NPI' with a refresh icon and the value 'M012136305 - BPST'. Below this are two tabs: 'New Claim' and 'New Xover Claim'. A dropdown menu is open under 'New Claim', listing several claim types: 'Medical(CMS1500)', 'Outpatient(UB04)', 'Inpatient(UB04)', 'Dental', and 'Pharmacy'. To the right of the dropdown, there is a 'Claim Search' section with a 'Submitted Charges' input field and a 'To' date field. Below these are 'Dates of Service' input fields, a 'Claim Type' dropdown set to 'All', and a 'Claim Status' dropdown.

Adjusting Paid Claims

Claim Status

i This claim has a status of K - To Be Denied, therefore some functions are not available.

Claim Details

Void Replacement Timely Filing Copy Claim View Claim Details Printer Friendly

Participant Details	Claim Data	
Participant Name IMA PATIENT	ICN 4916047049548	Claim Submission Date 02/16/2016
Participant DCN 01010101	First Date Of Service 10/01/2015	Last Date of Service 10/01/2015
	Claim Type	Bill Type

- **Void** – The void function should only be used if the provider never intended to submit the claim or if a MO HealthNet representative advised the provider to void the claim.
- **Replacement** – The replacement function allows the provider to adjust a paid claim.

Adjusting Denied Claims

Claim Status		
<i>i This claim has a status of K - To Be Denied, therefore some functions are not available.</i>		
Claim Details		
Void Replacement Timely Filing Copy Claim View Claim Details Printer Friendly		
Participant Details		Claim Data
Participant Name IMA PATIENT	ICN 4916047049548	Claim Submission Date 02/16/2016
Participant DCN 01010101	First Date Of Service 10/01/2015	Last Date of Service 10/01/2015
	Claim Type	Bill Type








- **Timely Filing** – The Timely Filing function allows the provider to adjust a denied claim up to 24 months from the date of service (DOS). The initial claim must be submitted within 12 months of the DOS.

Adjusting Denied Claims

Claim Status		
<i>i This claim has a status of K - To Be Denied, therefore some functions are not available.</i>		
Claim Details		
Void Replacement Timely Filing Copy Claim View Claim Details Printer Friendly		
Participant Details		Claim Data
Participant Name IMA PATIENT	ICN 4916047049548	Claim Submission Date 02/16/2016
Participant DCN 01010101	First Date Of Service 10/01/2015	Last Date of Service 10/01/2015
	Claim Type	Bill Type

- **Timely Filing** – The Timely Filing function allows a provider to adjust a denied claim up to 24 months from the DOS. The initial claim must be submitted within 12 months of the DOS.

Adjusting Denied Claims

Claim Status		
 <i>This claim has a status of K - To Be Denied, therefore some functions are not available.</i>		
Claim Details		
 Void  Replacement  Timely Filing  Copy Claim ▾  View Claim Details  Printer Friendly		
Participant Details		Claim Data
Participant Name IMA PATIENT	ICN 4916047049548	Claim Submission Date 02/16/2016
Participant DCN 01010101	First Date Of Service 10/01/2015	Last Date of Service 10/01/2015
	Claim Type	Bill Type







- **Copy Claim Original** – This function allows the provider to adjust every field on the claim except the claim form or the billing National Provider Identifier (NPI).
- **Copy Claim Advanced** – This function allows the provider to adjust the claim form and billing NPI.

Claim Overview

Claim Status

i *This claim has a status of K - To Be Denied, therefore some functions are not available.*

Claim Details

 Void  Replacement  Timely Filing  Copy Claim ▼  View Claim Details  Printer Friendly

Participant Details	Claim Data	
Participant Name IMA PATIENT	ICN 4916047049548	Claim Submission Date 02/16/2016
Participant DCN 01010101	First Date Of Service 10/01/2015	Last Date of Service 10/01/2015
	Claim Type	Bill Type

- **Printer Friendly** – This function provides a detailed print out of claim submission.

Attachment Management

The screenshot shows a web application titled "Attachment Management". At the top, there is a field for "NPI" with a dropdown menu showing "M012136305 - BPST". Below this is a "New Attachment" button. The main section is titled "Attachment Search" and contains several search criteria: "Participant DCN:" with an empty text box, "Status:" with a dropdown menu showing "All", and "Attachment Type:" with a list of checkboxes. The checkboxes are: SSO, STERIL, HYST, PI-118, CMN, and All. All checkboxes are checked. Below the checkboxes is a message: "Additional search parameters are available when only one attachment type is selected." At the bottom of the search section are "Search" and "Clear" buttons. At the very bottom of the interface is a "Finish" button.


Providers can submit and check the status of the following forms:

- SSO
- STERIL
- HYST
- [Medical Referral Form of Restricted Participants \(PI-118\)](#)
- [Certificate of Medical Necessity \(CMN\)](#)





Participant Eligibility

eProvider ePassport
Home / eProvider / Eligibility

Eligibility Request

NPI
 M012136305 - BPST ▼

Search

First Date Of Service * <input type="text"/> 	Last Date of Service <input type="text"/> 	
Participant DCN <input type="text"/>	Participant SSN <input type="text"/>	Participant Date of Birth <input type="text"/> 
Participant Last Name <input type="text"/>	Participant First Name <input type="text"/>	Participant Middle Initial <input type="text"/>
Casehead DCN <input type="text"/>	Child's Date of Birth <input type="text"/> 	Service Type Code <input type="text"/>

Participant Eligibility: Enter the participant's DCN and the Date of Service (DOS). DOS should be a current or past date.

Prior Authorization Status

eProvider | ePassport |
Home / eProvider / PA Status Management

PA Status Search

NPI
M012136305 - BPST

Search

Participant DCN

Procedure Code

Modifiers

PA Status *


☐ Approved
☐ Closed
☐ Denied
☐ Hold
☐ Incomplete
☐ Pending
☒ All

Prior Authorization (PA) Status:

Providers can check the status of a PA using this option. Search by DCN.


Provider Communications Management

Home / eProvider / Manage Provider Communication



Create New Request 

Contact Person Details

Contact Userid dprovider	Contact Last Name * Provider	Contact First Name * DMEOptDent
Email Address * amanda.gibbon@dss.mo.gov	Phone * (573)751-6683	Ext

NPI
 M012136305 - BPST

ICN-Claim Details

ICN 	Claim Type - Select One -	From Date of Service 	To Date of Service 
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Participant Details

Participant DCN 	Participant Last Name 	Participant First Name 	Participant MI
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Inquiry Details

Subject *

Question * - Please limit your question to one issue. (max allowable characters 1024)


Provider Communication Management Portal in eMOMED: Direct message to Provider Communications who answers questions re: claims and eligibility issues. They will respond within 48 hours. Providers can also contact Provider Communications at (573)751-2896.

Nursing Home Management

Home / eProvider / Nursing Home


Nursing Home Management


NPI
M102174505 - CORRECTIVE ACTION PAYMENT

 Please do not submit a nursing home claim for date of service the participant is enrolled with a hospice provider.





Generate New Service Dates for Previous Claims

Start Date of Service: 06/16/2021 End Date of Service: 06/30/2022 **Generate**

 Only previous claims (displayed in grey) will have their dates updated.

 To void or replace adjudicated claims, please use [Claims Management](#)

Participant Summary

 New Participant  Generate All for Monthly  Generate All for Bi-Monthly ☒ Select All ☐ Select None  Cancel All Claims

Submit	Name	DCN	Date of Service	Revenue Code	Patient Status	Diagnosis	Submit
<input type="checkbox"/>	PARTICIPANT_ANONYMOUS	55555555	06/11/2022 - 06/15/2022	0185	30	7820	
<input type="checkbox"/>	PARTICIPANT_ANONYMOUS	01010101	06/01/2022 - 06/15/2022	0120	30	G10	


Submit Selected

Nursing Home Management: Providers can enter Nursing Home room and board through this function.


File Management


File Management


NPI




M012136305 - BPST



 Upload Files

 Request Aged RA

 Manage Test Files

Search

Search Scope


☐ Selected NPI


☐ By User ID


☒ All NPIs


File Type:


☐ All


☐ Claim Confirmation 


☐ NCPDP 


☐ Printable Aged RAs 


☐ Remittance Advice (835) 


☐ Rejects (X12) 

☐ Printable RAs 


☐ Acknowledgements 

☐ NAT Claim Confirmation 

☐ Claim Status (277) 

☐ Eligibility Verification (271) 


☐ SE Data Tracking

☐ PA 278 Response 

Search

Clear

Results

Name	Type	NPI/Taxonomy	Date
 Please select search criteria and click Search to find results.			

File Management Portal:

- Remittance Advices (RA) (2 months of information)
- Aged RA's are available through the site
- Claim status information
- Claim Conformations



Finish

<https://www.emomed.com>

Payment Information

Payment Information

NPI

 M012136305 - BPST 

Remittance Advice

Date	Number	Amount
02/28/2020	10951691	\$0.00
02/07/2020	10940849	\$0.00

Finish

Direct Deposit information for last two billing cycles.

Provider Enrollment Status

The screenshot shows a web interface for the eProvider ePassport system. At the top, there are tabs for 'eProvider' and 'ePassport'. Below the tabs is a breadcrumb trail: 'Home / eProvider / Provider Enrollment Status'. The main heading is 'Provider Enrollment Status Request'. Under this heading, there is a section for 'NPI' with a dropdown menu showing 'M012136305 - BPST'. Below this is a 'Search' section with two input fields: 'Date Of Service *' and 'NPI *'. The 'Date Of Service *' field has a calendar icon. At the bottom of the search section are two buttons: 'Search' and 'Finish'.

Provider Enrollment information

Remember Ordering/Prescribing/Performing provider must be enrolled.

Resources

Resources and Contact Information

<p>eMOMED Technical Help Desk (573) 635-3559 internethelpdesk@momed.com Technical Support and assistance for issues with eMOMED Establish required electronic claims and RA formats, network communications, HIPAA trading partner agreements</p>	<p>Provider Communications Unit (573) 751-2896 PO Box 5500, Jefferson City MO 65102 Provider's initial contact for inquiries, concerns or questions regarding proper claim filing, claims resolution and disposition and participant eligibility questions and verification</p>
<p>Pharmacy & Medical Pre-Certification Help Desk (800) 392-8030 Pharmacy Clinical Authorizations, edit overrides, medical Pre-Certifications (outpatient, diagnostic, non-emergency MRI, MRA, CT, CTA, PET scans and cardiac imaging) Pre-Certification for certain radiological procedures listed at: https://portal.healthhelp.com/mohealthnet</p>	<p>Clinical Services (573) 751-6963 MHD.Clinical.Services@dss.mo.gov Policy development, benefit design, coverage decisions, provider and program policy inquiries</p>
<p>MHD Education & Training (573) 751-6683 MHD.ProvTrain@dss.mo.gov Inquiries regarding education and training for providers and participants</p>	<p>MHD Services & Programs Ask.MHD@dss.mo.gov All other inquiries regarding programs and policies. Provide NPI, name and contact information and complete details regarding inquiry.</p>
<p>Participant Resources www.mydss.mo.gov (855) 373-9994 Questions regarding MHD eligibility benefits and application process</p>	<p>Family Support Division Info Center (855) FSD-INFO (600-4412)</p>

CyberAccess

CyberAccess web address:

<https://www.cyberaccessonline.net/cyberaccess>

CyberAccess helpful Tips:

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

Account setup or technical questions

(888) 581-9797 or (573) 632-9797

cyberaccesshelpdesk@xerox.com



Provider Enrollment

- Located within the MO Medicaid Audit & Compliance (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

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.
- Education and Training representatives offer training and education on billing and procedures for **fee-for-service** MO HealthNet claims.
- The request should 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 on [eMOMED](#).

Contacting Education & Training

Amanda Fahrendorf (Lead)	Jackie Bollinger	Daniel Rush
Ambulance Dental Hearing Aid/Audiology Hospice Non-Emergency Transportation (NEMT) Skilled Nursing Facility <ul style="list-style-type: none"> Nurse Assistant Training Lead Education & Training Representative - 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.	Ambulatory Surgical Center Biopsychosocial Treatment of Obesity Chiropractic Complementary and Alternative Therapies for Chronic Pain Diabetes Prevention Program Environmental Lead Assessment Hospital (Inpatient/Outpatient) <ul style="list-style-type: none"> Certified Registered Nurse Physicians (Program) <ul style="list-style-type: none"> Nurse Practitioner Diabetes Self-Management Training Federally Qualified Health Center (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	Behavioral Health Services <ul style="list-style-type: none"> Applied Behavior Analysis (ABA) Comprehensive Day Rehab Department of Health & Senior Services (DHSS)/ Division of Senior Disability Service (DSDS) <ul style="list-style-type: none"> Aids Waiver Adult Day Care Waiver Aged and Disabled Waiver Medically Fragile Adult Waiver Department of Mental Health <ul style="list-style-type: none"> CSTAR CPR Youth Targeted Case Management Division of Developmental Disabilities – DD Waiver Durable Medical Equipment (DME) Home Health Optical Personal Care <ul style="list-style-type: none"> Consumer Directed Services Private Duty Nursing Rehabilitation Centers School Based IEP Services Therapy <ul style="list-style-type: none"> Speech Occupational Physical
Julie Pace & Kathy Simmons Managed Care Liaisons – MHD.MCCommunications@dss.mo.gov		
 home state health.  HealthyBlue  UnitedHealthcare  Show Me Healthy Kids		

Updated August 2022

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>

