



### **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

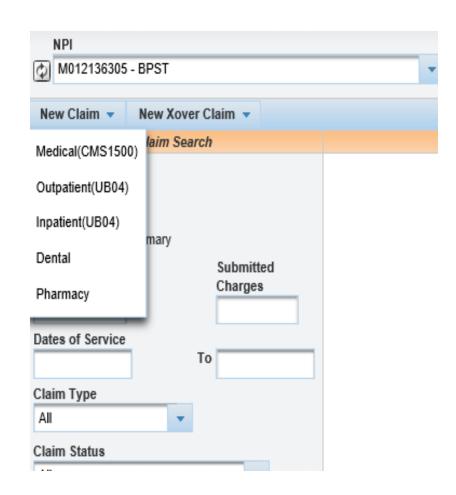


### eMOMED - Electronic Billing

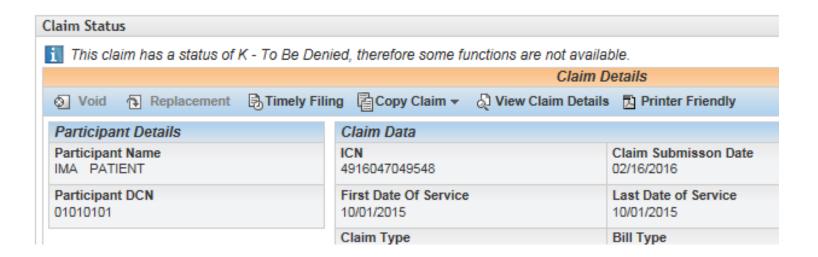


## Claim Management

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

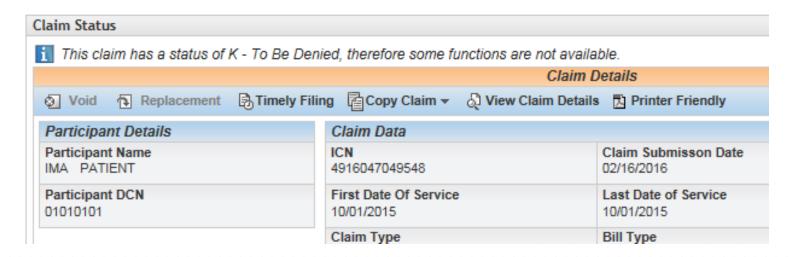


## **Adjusting Paid Claims**



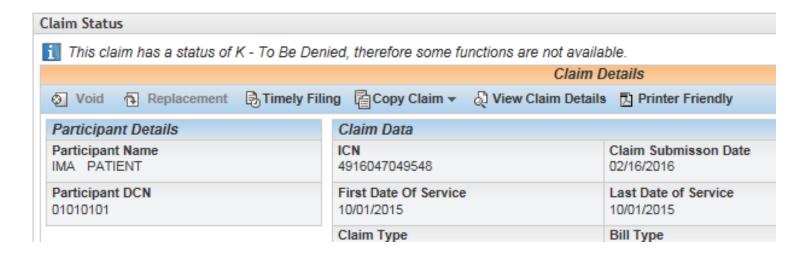
- Void The void function should only be used if the provider never intended to submit the claim or if a MO HealthNet representative advised the provider to void the claim.
- Replacement The replacement function allows the provider to adjust a paid claim.

# **Adjusting Denied Claims**



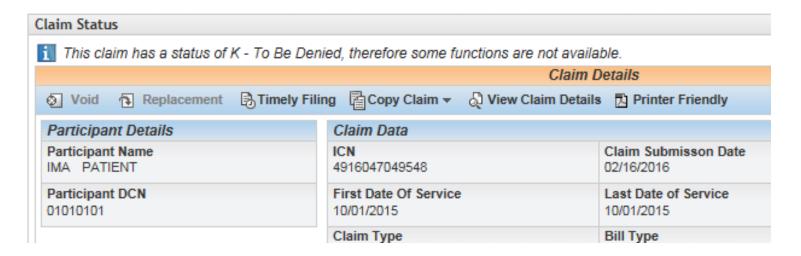
 Timely Filing – The Timely Filing function allows the provider to adjust a denied claim up to 24 months from the date of service (DOS). The initial claim must be submitted within 12 months of the DOS.

## **Adjusting Denied Claims**



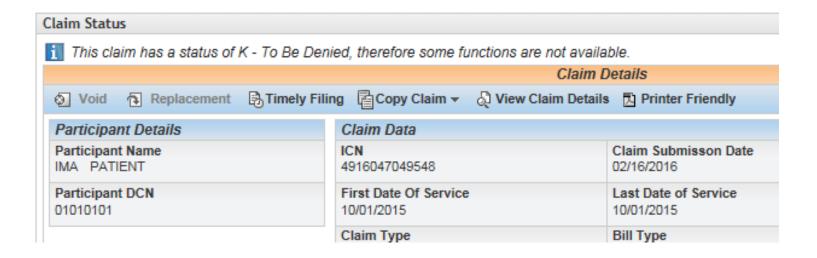
• **Timely Filing** – The Timely Filing function allows a provider to adjust a denied claim up to 24 months from the DOS. The initial claim must be submitted within 12 months of the DOS.

# **Adjusting Denied Claims**



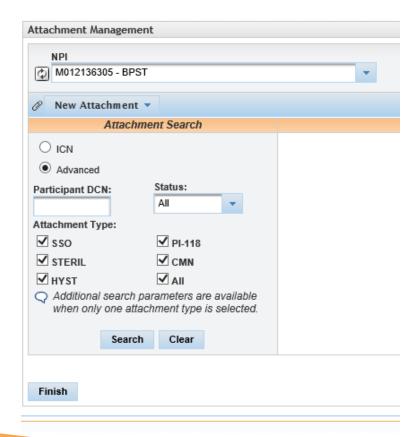
- Copy Claim Original This function allows the provider to adjust every field on the claim except the claim form or the billing National Provider Identifier (NPI).
- Copy Claim Advanced This function allows the provider to adjust the claim form and billing NPI.

#### Claim Overview



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

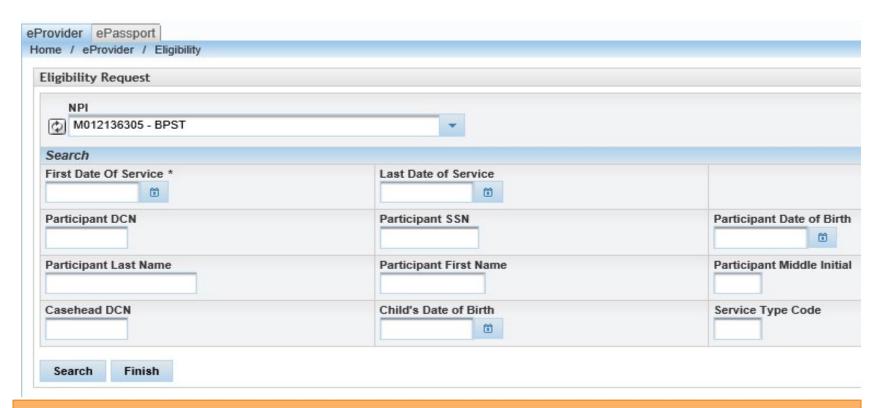
## **Attachment Management**



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

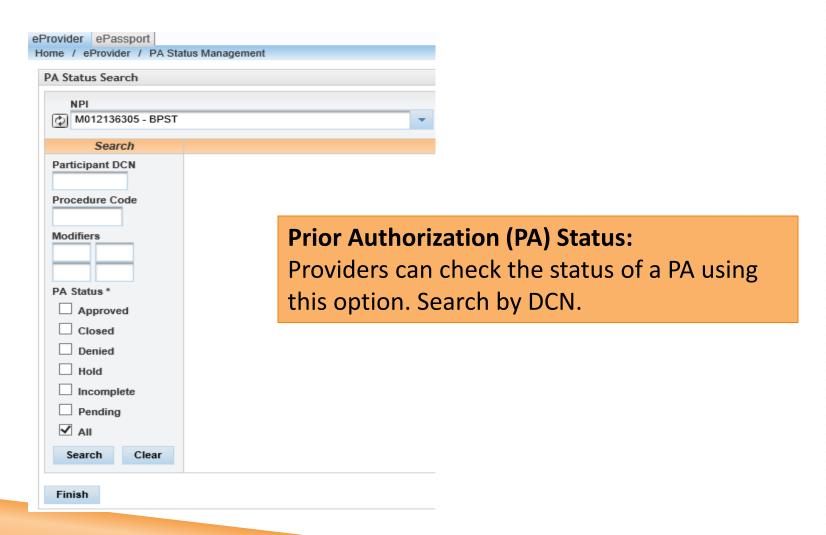
- SSO
- STERIL
- HYST
- Medical Referral Form of Restricted Participants (PI-118)
- Certificate of Medical Necessity (CMN)

## **Participant Eligibility**

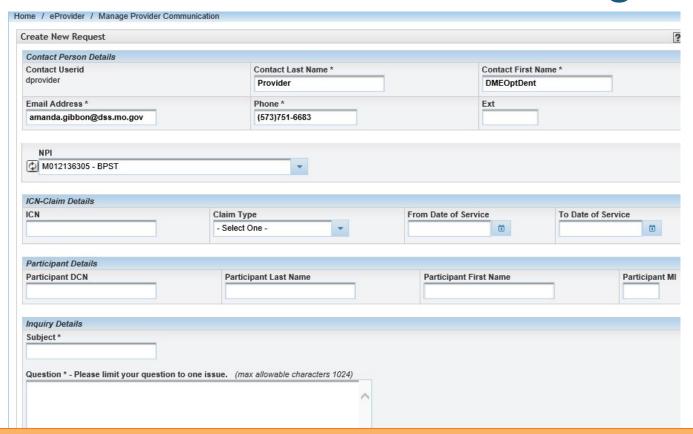


**Participant Eligibility:** Enter the participant's DCN and the Date of Service (DOS). DOS should be a current or past date.

### **Prior Authorization Status**

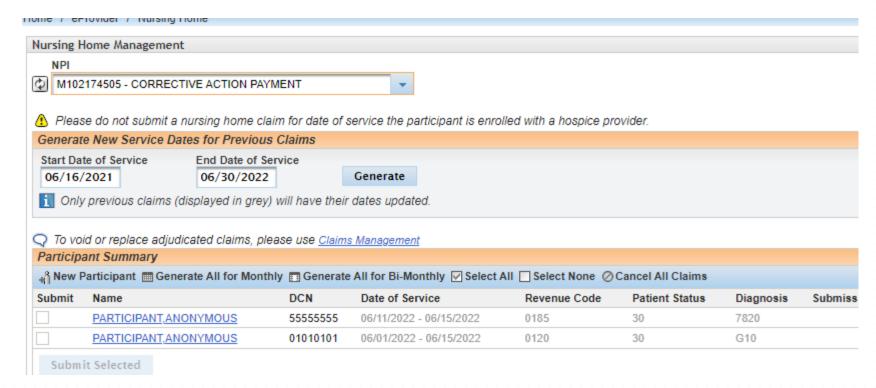


### **Provider Communications Management**



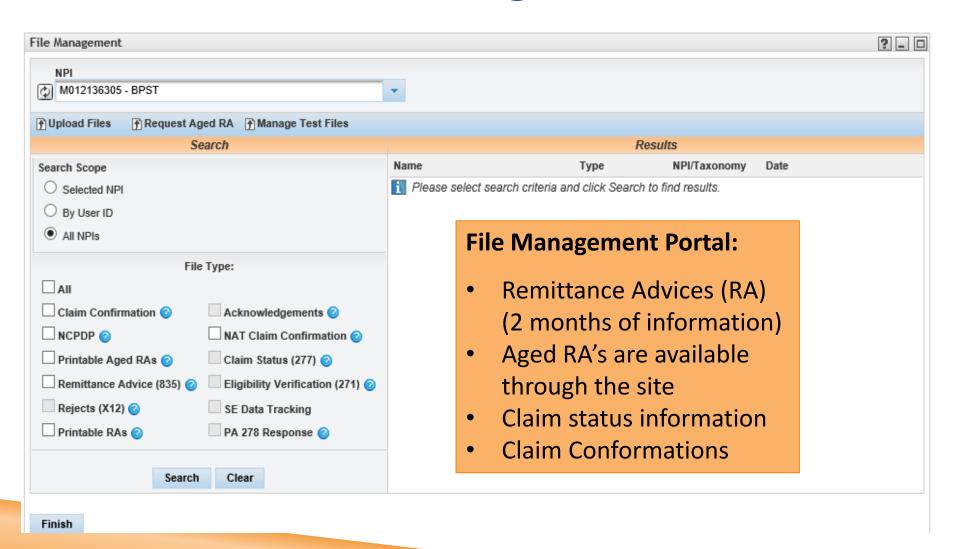
Provider Communication Management Portal in eMOMED: Direct message to Provider Communications who answers questions re: claims and eligibility issues. They will respond within 48 hours. Providers can also contact Provider Communications at (573)751-2896.

# **Nursing Home Management**

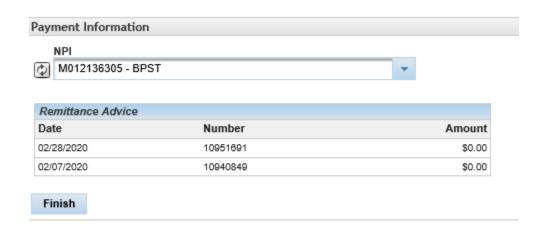


**Nursing Home Management:** Providers can enter Nursing Home room and board through this function.

# File Management

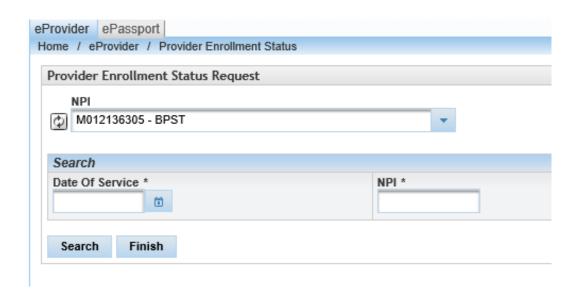


## **Payment Information**



Direct Deposit information for last two billing cycles.

#### **Provider Enrollment Status**



Provider Enrollment information

Remember Ordering/Prescribing/Performing provider must be enrolled.





## Resources

### **Resources and Contact Information**

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

## 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: <u>mmac.providerenrollment@dss.mo.gov</u>
- 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: <a href="mailto:mhd.provtrain@dss.mo.gov">mhd.provtrain@dss.mo.gov</a>.
- 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	Ambulatory Surgical Center	Behavioral Health Services
Dental	Biopsychosocial Treatment of	<ul> <li>Applied Behavior Analysis</li> </ul>
Hearing Aid/Audiology	Obesity	(ABA)
Hospice	Chiropractic	Comprehensive Day Rehab
		Comprehensive Day Rehab Department of Health & Senior Services (DHSS)/ Division of Senior Disability Service (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 Durable Medical Equipment (DME) Home Health Optical Personal Care  • Consumer Directed Services Private Duty Nursing Rehabilitation Centers School Based IEP Services
	Transplant	Therapy • Speech
		Occupational
		Physical
Julie Pace & Kathy Simmons		
Managed Care Liaisons – MHD.MCCommunications@dss.mo.gov		

Updated August 2022

home state health. Healthy Blue United Healthcare Show Me Healthy

### **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