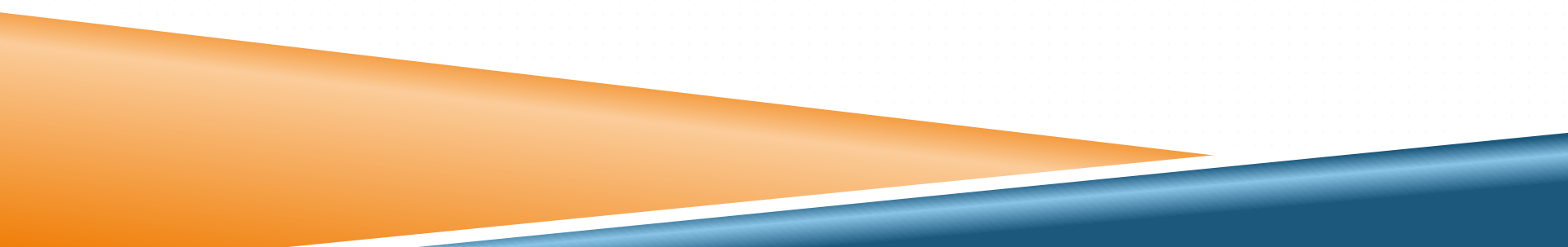


# **MO HealthNet**

## **Navigating Provider Resources**

**September 2022  
Education & Training**

# PowerPoint Overview

- Provider Information Page
  - Provider Manual
  - CyberAccess
  - Forms
  - Fee Schedules
  - Provider Resource Guide
  - Contact Information
- 

# Log On to eMOMED

MoHealthNet eMOMED Contact Troubleshooting

MoHealthNet

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**

**eNews**

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

Login

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

Missouri Department of SOCIAL SERVICES

<https://www.emomed.com>

# eMOMED Path to Resources

The screenshot shows the eMOMED website interface. At the top, there is a navigation bar with links: Home, Contact, Search Center, and Troubleshooting. Below this is a banner image featuring a group of healthcare professionals and the MoHealthNet logo. The main content area is divided into several sections. On the left, there is a sidebar with 'External Links' and 'eProvider News'. The 'External Links' section includes links to the State of Missouri Web site, Department of Social Services, MO HealthNet Division, and a list of links: Provider Information, Provider Enrollment, and Participant Information. An orange arrow points to the 'Provider Information' link. The 'eProvider News' section displays three news items dated 03/25/2015, 03/24/2015, and 03/24/2015. The main content area is titled 'eProvider Welcome' and features a grid of service tiles. These tiles include: 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. An orange callout box with the text 'Quick link to the Provider Information Page: Provider Information' is overlaid on the 'Provider Information' link in the External Links section.

MoHealthNet

Home Contact Search Center Troubleshooting

MoHealthNet

eProvider ePassport Welcome, Daina Log Out

Home / eProvider

External Links

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

**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**  
Manage participants. 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

# Provider Information Page

Missouri Department of  
SOCIAL SERVICES

MD.gov Gov. Eric Greitens Find an Agency Online Services Search

Follow Us Like Us YouTube RSS

HomeChildrenFamiliesHealth CareYouthFind Offices

Information for Providers

home » mo healthnet division » providers

Missouri's Medicaid program is called MO HealthNet. MO HealthNet covers qualified medical expenses for individuals who meet certain eligibility requirements. Depending on the type of coverage they qualify for, participants will get their services through the MO HealthNet Managed Care Program or the MO HealthNet Fee-For-Service Program. Providers may choose to enroll with one or both of these programs:

- Fee-For-Service** – Fee-For-Service Providers must be enrolled in the MO HealthNet program to provide medical services. Those who participate in the MO HealthNet Program agree to accept MO HealthNet payment as reimbursement in full for any services provided to MO HealthNet participants.
- Managed Care** – Providers who would like to offer services through the MO HealthNet Managed Care Program should contract with a MO HealthNet Managed Care health plan directly. Services are provided in accordance with the terms and conditions of the contract between MO HealthNet and the MO HealthNet Managed Care health plans. Participants enrolled in MO HealthNet Managed Care get their services through the health plan's provider network. The health plan network may include providers not enrolled in the Fee-For-Service Program.

?

Frequently Asked Questions

Choose your category

Please choose a program below for more information about the program you are enrolled with, or the program you would like to enroll with, based on the patients you serve.

Fee-For-Service Providers



Serves:

- People with Disabilities
- Seniors
- Blind & Visually Impaired
- Women with Breast or Cervical Cancer

Managed Care Providers



Serves:

- Kids
- Pregnant Women & Newborns
- Uninsured Women
- Families

MO HealthNet Division

Who Is Covered

Managed Care Program

Fee-For-Service Program

Waiver Programs

Clinical Services

Information for Providers

General Information

MO HealthNet Division Home

Message for Providers

Email Updates

Click to sign up for MO HealthNet News.

Subscription Type

Email

Email Address

Submit

Fee-For-Service vs. Managed Care – Click on appropriate selection

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

# Managed Care Provider Page

## Managed Care Providers

[home](#) » [mo healthnet division](#) » [providers](#) » managed care providers

If you provide services to kids, pregnant women & newborns, uninsured women, and families who get their health care services through MO HealthNet, you can provide services through the MO HealthNet Managed Care Program.

MO HealthNet Managed Care services are provided in accordance with the terms and conditions of the contract between MO HealthNet and the Managed Care health plans. Managed Care participants get their services through the health plan's provider network. A participant cannot be billed for the difference between the MO HealthNet payment and the provider's billed charges, sometimes called "budget billing."

If you would like to contract with a Managed Care health plans you should contact the health plan directly. You will need to sign a contract with them to be considered in network for that health plan. Providers are not currently required to enroll with MO HealthNet to serve members through the Managed Care health plans but are encouraged to do so.

Listed below are the different MO HealthNet Managed Care health plans participants can choose from. Each health plan provides services in every Missouri County. All MO HealthNet Managed Care health plans are required to offer the same **services and benefits** .



 **Frequently Asked Questions**

<https://dss.mo.gov/mhd/providers/managed-care-providers.htm>



# Managed Care Plans



home state health.

---

1-855-694-HOME (4663)

**Email**

**Home State Health website** [↗](#)



HealthyBlue

---

833-388-1407

**Healthy Blue website** [↗](#)



UnitedHealthcare®

---

1-866-292-0359

- **Provider Relations email**
- **Network Mgmt email**



---

1-877-236-1020

**Email**

**Show Me Healthy Kids** [↗](#)

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

## Fee-For-Service Providers

[home](#) » [mo healthnet division](#) » [providers](#) » [fee for service providers](#)

If you provide services to people with disabilities, seniors, blind & visually impaired, or women with breast or cervical cancer who get their health care services through MO HealthNet, you can provide services through the Fee-For-Service Program. Providers must be enrolled in the MO HealthNet program to provide medical services through the Fee-For-Service Program.

If you participate in the MO HealthNet program, you agree to accept MO HealthNet payment as reimbursement in full for any services provided to MO HealthNet participants. A participant cannot be billed for the difference between the MO HealthNet payment and the provider's billed charges, sometimes called "budget or balance billing."



## ? Frequently Asked Questions

### Policies & Procedures

- [Provider Bulletins](#)
- [Provider Hot Tips](#)
- [Provider Manuals](#)
- [Out-of-state non-bordering services](#) [📄](#)

### Billing

- [Apply for EMOMED](#)
- [EMOMED](#)
- [CYBERACCESS](#) [📄](#)
- [GEMT Uncompensated Cost Reimbursement Program](#), updated 10/21/19
- [Claims processing and payment schedule](#)
- [Exempt Diagnosis Table](#) [📄](#), updated 10/01/20
- [HIPAA - EDI companion guide](#)
- [Radiology benefit management information](#)
- [Remittance Advice Remark Codes and Claim Adjustment Reason Codes](#)
- [SDAC and IEP Direct Services Cost Settlement](#)
- [Telemedicine](#)

### Provider Forms

- [MO HealthNet forms](#)
- [Nursing Facility Cost Report](#)
- [EBPT Invoice Form](#) [📄](#)

### General Information

- [Electronic Health Records incentive program](#)
- [Electronic Visit Verification Program](#)
- [MO HealthNet Provider COVID-19 Updates](#)
- [MO HealthNet provider search](#)
- [System maintenance Schedule](#) [📄](#)
- [Curing hep C in Missouri](#)
- [Other links of interest](#)
- [Nursing Home Reimbursement Resources](#)

### Fee Schedules & Rate Lists

- [Fee Schedules](#)
- [IRHC Medicare/Medicaid Interim Rate list](#)
- [Nursing Facility Rate list](#)
- [Outpatient Hospital Radiology Fee Schedule 2021](#) [📄](#) - Previous Versions ([2020](#) [📄](#)), ([2019](#) [📄](#)), ([2018](#) [📄](#))
- [Outpatient Hospital Surgical Procedural Fee schedule, effective 01-01-19](#) [📄](#), updated 11/30/18
- [Outpatient Hospital Lab Fee schedule, effective 01/01/21](#) [📄](#), updated 01/08/21
- [Outpatient Hospital Simplified Fee Schedule effective July 20, 2021](#) [📄](#)
- [Outpatient Hospital Simplified Fee Schedule effective July 1, 2022](#) [📄](#)

### Education and Training

- [Benefit Tables](#) (formerly Benefit Matrix) This shows the various benefits for each MO HealthNet program, and if they have cost sharing or co-pays.
- [Provider Resource Guide](#) [📄](#) This guide provides descriptions of medical eligibility code, shows limited and comprehensive benefits and provides abundant MO HealthNet contact information.
- [Education and Training Resources](#) Offers provider webinar and workshop schedules, educational power point resources and audio visual training.
- [Contact Education and Training](#) [📄](#), updated 08/10/2022

### Provider Enrollment

- [Civil rights](#) compliance information
- [Enrollment guide](#) information and requirements for new applicants and existing providers
- [Missouri Medicaid Audit & Compliance \(MMAC\)](#)
- [Provider enrollment application](#)

## MO HealthNet Division

[Apply for Healthcare](#)

[My Healthcare Benefit](#)

[Managed Care Health Plans](#)

[Waiver Programs](#)

[Pharmacy and Clinical Services](#)

[Provider Information](#)

[General Information](#)

[MO HealthNet FFS Provider Search](#)

[MO HealthNet Division Home](#)

## MO HealthNet Opioid Prescription Intervention (OPI) Program

### Email Updates

Click to sign up for MO HealthNet News.

Subscription Type

Email Address

### Contact Us

**Provider Communications:**

(573) 751-2896

For questions about claim filing, claims resolution and disposition, and participant verification.

**Education & Training:**

(573) 751-6683 or [Email](#)

For education about proper billing methods, claim filing, and training information.

To contract with the **health plans**, contact them directly.

**Managed Care Provider Communications:**

[Email](#) for questions about claims, policy and general questions.

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



# MO HealthNet News



## Stay Informed

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

## Sign Up and Stay Connected

### Email Updates

Click to sign up for MO HealthNet News.

#### Subscription Type

Email

#### Email Address

Submit

### Featured Links

[MO HealthNet News Archives](#)

[Calendar of Events](#)

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

# Provider Bulletins

## 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

[home](#) » [mo healthnet division](#) » [providers](#) » [pages](#) » [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
Aug 05, 2022	<a href="#">Pediatric Vaccine Counseling</a> ,  Vol 45, No. 18
July 29, 2022	<a href="#">Ambulatory Surgical Center Fee Increases</a> ,  Vol 45, No. 17
July 29, 2022	<a href="#">Physician Fee Increases</a> ,  Vol 45, No. 16
July 29, 2022	<a href="#">Rate Update For Dental Services</a> ,  Vol 45, No. 15
July 29, 2022	<a href="#">Rate Update For Audiology Services</a> ,  Vol 45, No. 14
July 29, 2022	<a href="#">Rate Update For Optical Services</a> ,  Vol 45, No. 13

# Provider Hot Tips

Tips to assist providers with:

- Billing questions
- Clarify existing policies and processes
- Provider Resources

## 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](#)

<https://dss.mo.gov/mhd/providers/pages/provtips.htm>

# 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

<https://dss.mo.gov/mhd/providers/pages/provtips.htm>

# Provider Manuals

- Policy
- Benefits and Limitations
- Procedure/Revenue codes
- Billing Instructions



**State of Missouri  
MO HealthNet Manuals**

Your complete source for all MO HealthNet related services and support for the State of MO  
Find everything you need - all from one convenient portal.

To learn more about the functions and features of the Provider Manuals website, [CLICK HERE](#)

**HOME   RESOURCE CENTER   FORMS   QUICK LINKS   ABOUT WIPRO INFOCROSSING**

**AIDS Waiver**  
Adult Day Care Waiver  
Adult Day Health Care - Note: This program ended June 30, 2013  
Aged and Disabled Waiver  
**Ambulance**  
**Ambulatory Surgical Center**  
Behavioral Health Adult Targeted Case Management  
**Behavioral Health Services**  
CSTAR  
Community Psych Rehab Program  
Comprehensive Day Rehab  
DD Waiver Manual  
**Dental**  
**Durable Medical Equipment**  
Environmental Lead Assessment  
**Hearing Aid**  
Home Health  
**Hospice**  
Hospital

Medically Fragile Adult Waiver  
Nurse Midwife  
**Nursing Home**  
**Optical**  
**Personal Care**  
**Pharmacy**  
Physician  
Private Duty Nursing  
Rehabilitation Centers  
**Rural Health Clinic Independent**  
Rural Health Clinic Provider-Based  
School District Administration Claiming  
School District Administrative Claiming Manual - Effective April 1, 2015  
Therapy  
Transplant  
Youth Targeted Case Management

<http://manuals.momed.com/manuals/>

# Provider Manuals

The table of contents is very detailed.

<b>SECTION 1-PARTICIPANT CONDITIONS OF PARTICIPATION .....</b>	<b>16</b>
<b>1.1 INDIVIDUALS ELIGIBLE FOR MO HEALTHNET, MANAGED CARE OR STATE FUNDED BENEFITS .....</b>	<b>16</b>
1.1.A DESCRIPTION OF ELIGIBILITY CATEGORIES .....	16
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1.1.A(4) Voluntary Placement Agreement for Children .....	19
1.1.A(5) State Funded MO HealthNet .....	19
1.1.A(6) MO Rx .....	20
1.1.A(7) Women's Health Services .....	20
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<b>1.2 MO HEALTHNET AND MO HEALTHNET MANAGED CARE ID CARD .....</b>	<b>21</b>
1.2.A FORMAT OF MO HEALTHNET ID CARD .....	22
1.2.B ACCESS TO ELIGIBILITY INFORMATION .....	23
1.2.C IDENTIFICATION OF PARTICIPANTS BY ELIGIBILITY CODES .....	23
1.2.C(1) MO HealthNet Participants .....	23
1.2.C(2) MO HealthNet Managed Care Participants .....	23
1.2.C(3) TEMP .....	23
1.2.C(4) Temporary Medical Eligibility for Reinstated TANF Individuals .....	24
1.2.C(5) Presumptive Eligibility for Children .....	24
1.2.C(6) Breast or Cervical Cancer Treatment Presumptive Eligibility .....	24
1.2.C(7) Voluntary Placement .....	24



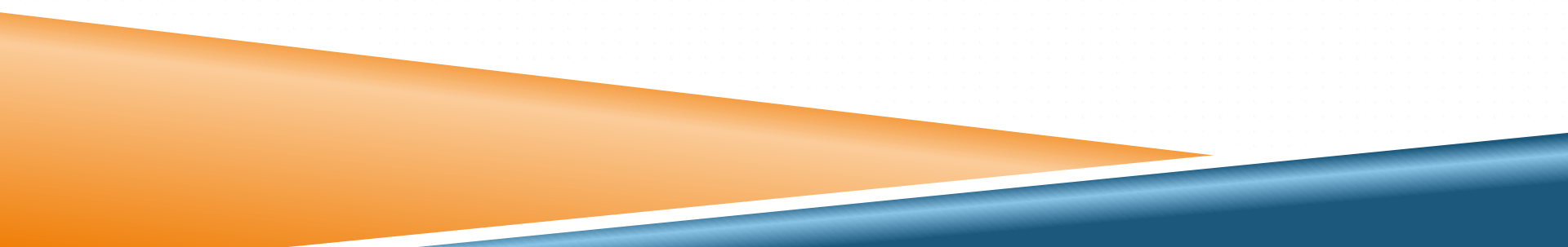
# General vs. Program Specific Sections

## **General Sections:**

Universal Sections published in each manual – Written broadly to encompass all providers  
(Sections: 01-10NA and 16, 17, and 20-23)

## **Program Specific Sections:**

Specific to each MO HealthNet Program  
(Sections: 12-15 and 18, and 19)



# Provider Manual Resource

## Provider Manual by Section

Each [Provider Manual](#) has General Sections and Program Specific Sections. The General Sections are consistent throughout all Provider Manuals. These sections are written very broadly to encompass many program types. The Program Specific Sections will include important information pertinent to the program/provider type.

Section	Description
General Section 1	Participant Conditions of Participation
General Section 2	Provider Conditions of Participation
General Section 3	Stakeholder Services
General Section 4	Timely Filing
General Section 5	Third Party Liability
General Section 6	Adjustments
General Section 7	Medical Necessity
General Section 8	Prior Authorization
General Section 9	Healthy Children and Youth Program
General Section 10	Family Planning
General Section 11	MO HealthNet Managed Care Program Delivery System
<b>Program Specific Section 12</b>	<b>Reimbursement Methodology</b>
<b>Program Specific Section 13</b>	<b>Benefits and Limitations</b>
<b>Program Specific Section 14</b>	<b>Special Documentation Requirements</b>
<b>Program Specific Section 15</b>	<b>Billing Instructions</b>
General Section 16	Medicare/Medicaid Crossover Claims
General Section 17	Claims Disposition
<b>Program Specific Section 18</b>	<b>Diagnosis Codes</b>
<b>Program Specific Section 19</b>	<b>Procedure Codes (Includes: HCPC, CDT, and Revenue Codes)</b>
General Section 20	Exception Process
General Section 21	Advance Health Care Directives
General Section 22	Non-Emergency Medical Transportation
General Section 23	Claim Attachment Submission and Processing

# 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: “Surplus, Spenddown, Dentures, D0120...”*

# Billing

- Apply for EMOMED
- EMOMED
- CYBERACCESS
- GEMT (Ground Emergency Medical Transportation) Uncompensated Cost Reimbursement Program, updated 10/21/19
- Claims processing and payment schedule
- Exempt Diagnosis Table, updated 10/01/20

## Billing

---

- Apply for EMOMED
- EMOMED
- CYBERACCESS 
- GEMT Uncompensated Cost Reimbursement Program, updated 10/21/19
- Claims processing and payment schedule
- Exempt Diagnosis Table , updated 10/01/20
- HIPAA - EDI companion guide
- Radiology benefit management information
- Remittance Advice Remark Codes and Claim Adjustment Reason Codes
- SDAC and IEP Direct Services Cost Settlement
- Telemedicine

# Billing

- HIPAA (Health Insurance Portability and Accountability Act) - EDI (Electronic Data Exchange) companion guide
- Radiology benefit management information
- Remittance Advice Remark Codes and Claim Adjustment Reason Codes \*
- SDAC (School District Administrative Claiming) and IEP (Individualized Education Plan) Direct Services Cost Settlement
- Telemedicine

## Billing

---

- Apply for EMOMED
- EMOMED
- CYBERACCESS 
- GEMT Uncompensated Cost Reimbursement Program, updated 10/21/19
- Claims processing and payment schedule
- Exempt Diagnosis Table , updated 10/01/20
- HIPAA - EDI companion guide
- Radiology benefit management information
- Remittance Advice Remark Codes and Claim Adjustment Reason Codes
- SDAC and IEP Direct Services Cost Settlement
- Telemedicine

# 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

**CyberAccess**

**Protect your patients by following a few simple rules**

**Log In**  
User Name:   
Password:   
[Forget Your Password?](#)

- Always choose passwords that are difficult for others to guess. You can change your password on the "My Account" screen after you log in.
- Never give your user name and password to others because it could be used without your knowledge.
- Never leave patient information unprotected on the computer screen while you step away.
- Place all printed documents containing patient information in secure storage or shred them daily to prevent accidental disclosure.
- Obey the golden rule: always handle information about your patients with the same care that you expect from your own physician.

NOTE: Any unauthorized use or access to the pages, or the computer systems on which the pages and information to be displayed reside, is strictly prohibited and may be a criminal violation. Your use of this Web site is governed by and conditioned on your acceptance of the terms of use referenced herein and such other terms and conditions as may be contained in this Web site. Your use of this Web site constitutes your agreement to the terms of use and all such additional terms and conditions.

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Version: 10.7

**For technical support with CyberAccess please call 1-888-581-9797**

[FREQUENTLY ASKED QUESTIONS](#) [SYSTEM REQUIREMENTS](#)  
[CYBERACCESS FLYER](#)

<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 International Classification of Diseases (ICD) diagnosis codes and Current Procedural Terminology (CPT) procedure codes.
- Requests for precertification must meet medical criteria established by the MO HealthNet Division in order to be approved.

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

# CyberAccess

Pre-certification is available for the following services:

- Radiology
- Durable Medical Equipment (DME)
- Optical
- Inpatient
- Drug Prior Authorization (PA)
- Clinical Edit Override (EO)

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

# Claims Processing and Payment Schedule

## MO HEALTHNET CLAIMS PROCESSING SCHEDULE FOR FISCAL YEAR 2023

FINANCIAL CYCLE DATE	PROVIDER CHECK DATE	BEGINNING CLAIM CAPTURE CURRENT CYCLE	ENDING CLAIM CAPTURE <sub>1</sub>
Friday 06/24/2022	Thursday 07/07/2022	Wednesday 06/08/2022	Friday 06/24/2022
Friday 07/08/2022	Friday 07/22/2022	Saturday 06/25/2022	Friday 07/08/2022
Friday 07/22/2022	Friday 08/05/2022	Saturday 07/09/2022	Friday 07/22/2022
Friday 08/12/2022	Friday 08/19/2022	Saturday 07/23/2022	Friday 08/12/2022
Friday 08/26/2022	Friday 09/09/2022	Saturday 08/13/2022	Friday 08/26/2022
Friday 09/09/2022	Friday 09/23/2022	Saturday 08/27/2022	Friday 09/09/2022
Friday 09/23/2022	Friday 10/07/2022	Saturday 09/10/2022	Friday 09/23/2022
Friday 10/07/2022	Wednesday 10/19/2022	Saturday 09/24/2022	Friday 10/07/2022
Friday 10/21/2022	Friday 11/04/2022	Saturday 10/08/2022	Friday 10/21/2022
Friday 11/11/2022	Friday 11/18/2022	Saturday 10/22/2022	Friday 11/11/2022
Friday 11/25/2022	Friday 12/09/2022	Saturday 11/12/2022	Friday 11/25/2022
Friday 12/09/2022	Friday 12/23/2022	Saturday 11/26/2022	Friday 12/09/2022
Friday 12/23/2022	Friday 01/06/2023	Saturday 12/10/2022	Friday 12/23/2022
Friday 01/06/2023	Wednesday 01/18/2023	Saturday 12/24/2022	Friday 01/06/2023
Friday 01/20/2023	Friday 02/03/2023	Saturday 01/07/2023	Friday 01/20/2023
Friday 02/03/2023	Friday 02/17/2023	Saturday 01/21/2023	Friday 02/03/2023
Friday 02/24/2023	Friday 03/03/2023	Saturday 02/04/2023	Friday 02/24/2023
Friday 03/10/2023	Friday 03/24/2023	Saturday 02/25/2023	Friday 03/10/2023
Friday 03/24/2023	Thursday 04/06/2023	Saturday 03/11/2023	Friday 03/24/2023
Friday 04/07/2023	Wednesday 04/19/2023	Saturday 03/25/2023	Friday 04/07/2023
Friday 04/21/2023	Friday 05/05/2023	Saturday 04/08/2023	Friday 04/21/2023
Friday 05/12/2023	Friday 05/19/2023	Saturday 04/22/2023	Friday 05/12/2023
Friday 05/26/2023	Friday 06/09/2023	Saturday 05/13/2023	Friday 05/26/2023
Friday 06/09/2023	Friday 06/23/2023	Saturday 05/27/2023	Wednesday 06/07/2023

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 Explanation of Benefits (EOBs) will no longer appear on the Remittance Advice (RA).
- Instead, HIPAA compliant Remittance Advice Remark (RARC) and Claim Adjustment Reason Codes (CARC) are used.
- Explanations of RARC and CARC 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](http://www.wpc-edi.com/reference) or [www.x12.org/codes](http://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](mailto:admin@wpc-edi.com) .

Name	ID	Scope Statement	Maintained by
<a href="#">Claim Adjustment Group Codes</a>	974	These codes categorize a payment adjustment.	CMG01
<a href="#">Claim Adjustment Reason Codes</a>	139	These codes describe why a claim or service line was paid differently than it was billed.	CMG03
<a href="#">Claim Status Category Codes</a>	507	These codes organize the Claim Status Codes (ECL 139) into logical groupings.	CMG03
<a href="#">Claim Status Codes</a>	508	These codes convey the status of an entire claim or a specific service line.	CMG03

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



# Provider Forms

## MO HealthNet Forms:

- [Certificate of Medical Necessity](#)
- [Diabetic Supplies Prior Authorization](#)
- [Exception Request Form](#)
- [Insurance Resource Report Form](#)
- [Prior Authorization Request Form](#)
- [Provider Spend Down Form](#)
- [Sterilization Consent Form](#)
- [Temp Eligibility Determination](#)

# MHD Fee Schedule

Professional and Technical Component

Independent Lab - Professional Component

Independent Lab - Technical Component

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 ☐

99211 Go

MHD Price File Key

Modifier Information

General Fee Schedule Information

## Fee Schedule Search

### Medical Services

ProcCode	M1	M2	PA1	PA2	PA3	PI	EffDate	RelVal	Spec Fee	Qty
99211						3	07/01/2019	0.00	\$15.31	1
99211	EP					3	07/01/2019	0.00	\$17.28	1
99211	GE					3	07/01/2019	0.00	\$14.78	1
99211	GE	EP				3	07/01/2019	0.00	\$17.28	1
99211	GT					3	07/01/2019	0.00	\$14.78	1
99211	GT	EP				3	07/01/2019	0.00	\$17.65	1
99211	X4		J			3	07/01/2019	0.00	\$13.55	1
99211	YG					9	10/16/2003	0.00	\$0.00	1









Note: Should you have landed here as a result of a search engine or other link, be advised that these files contain material that is copyrighted by the American Medical Association. You are forbidden to download the materials unless you read, agree to and abide by the provisions of the copyright statement.

- MHD Price File Key – gives additional information regarding codes in each column
- Modifier Information: pricing, active/inactive, routing, etc.

# Other Fee Schedules

## Fee Schedules & Rate Lists

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- Fee Schedules
- IRHC Medicare/Medicaid Interim Rate list
- Nursing Facility Rate list
- Outpatient Hospital Radiology Fee Schedule 2021  - Previous Versions (2020 ) , (2019 ) , (2018 )
- Outpatient Hospital Surgical Procedural Fee schedule, effective 01-01-19 , updated 11/30/18
- Outpatient Hospital Lab Fee schedule, effective 01/01/21 , updated 04/08/21
- Outpatient Hospital Simplified Fee Schedule effective July 20, 2021 
- Outpatient Hospital Simplified Fee Schedule effective July 1, 2022 









# Benefit Tables

This shows the various benefits for each MO HealthNet program.

## 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_Physical_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
12/22/2021	Non-Emergency Medical Transportation (NEMT) 

Dental	
Coverage Group/ME Codes	Covered
MO HealthNet for Adults 05, 10,19, 21, 24, 26, E2	Limited*
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	Limited*
BCCCP 83, 84	Limited*
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	Limited**
Presumptive Eligibility for Children 87	Yes
Qualified Medicare Beneficiary (QMB) 55	No
Missouri RX Plan (MORx) 82	No
Notes: *Children under 21 years of age and participants in category of assistance for pregnant women, the blind or vendor nursing facility residents are eligible for the complete dental benefit. MO HealthNet considers additional dental services for adults with certain pre-existing medical conditions. Such services require a written referral from the participant's physician that must state the absence of the dental treatment would adversely affect a specific pre-existing medical condition. For additional information, please see your provider manual, Section 13.1. **Limited coverage for ambulatory prenatal care.	
<a href="#">Dental Manual</a> <a href="#">Provider Bulletins</a> <a href="#">Please check fee schedule; certain restrictions apply.</a>	

<https://dss.mo.gov/mhd/providers/education/coverage.htm>

# Provider Resource Guide

## Provider Resource Guide

This guide provides descriptions of medical eligibility codes, shows limited and comprehensive benefits and provides abundant MO HealthNet contact information.

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

<https://dss.mo.gov/mhd/providers/pdf/provider-resource-guide-081022.pdf>

# 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.



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)



# Provider Resource Guide

## MO HealthNet Resources

### MO HealthNet News

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

### Provider Communications

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

### Education and Training

The Education and Training Unit educates providers on proper billing methods and procedures for claim filing. The unit also provides training on billing via eMOMED. Contact Education and Training at **(573) 751-6683** or email [mhd.provtrain@dss.mo.gov](mailto:mhd.provtrain@dss.mo.gov). You may also want to visit the [Training Information and Resources page](#).

### Provider Enrollment

**MO HealthNet Fee-For-Service (FFS):** Missouri Medicaid Audit and Compliance (MMAC) is responsible for enrolling MO HealthNet providers. To enroll as a MO HealthNet FFS provider, visit <https://mmac.mo.gov/> or email Provider Enrollment at: [mmac.providerenrollment@dss.mo.gov](mailto:mmac.providerenrollment@dss.mo.gov).

**MO HealthNet Managed Care:** To enroll as a MO HealthNet Managed Care provider, refer to the [Managed Care Provider Toolkit](#) for contact information for each of the health plans.

### 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 claim filing service. Contact the Help Desk at **(573) 635-3559** or visit [eMOMED](#) to register.

### Managed Care Liaison

If you are unable to resolve a Managed Care issue directly with a [health plan](#), you may contact a Managed Care Liaison at [MHD.MCCommunications@dss.mo.gov](mailto:MHD.MCCommunications@dss.mo.gov).

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

# Education & Training Resources

## Education and Training Resources

[home](#) » [mo healthnet division](#) » [providers](#) » [education](#)

### Provider Trainings

The MO HealthNet Division (MHD) Education and Training Unit provides interactive web based trainings to providers. The trainings are limited to two hours in length. Providers should enroll in training sessions applicable to their provider type, when applicable. **When registering for a group, each attendee must register individually.**

#### Training Topics:

- Navigating MHD provider resources on the MHD webpage and eMOMED.com
- Electronic Claim Filing on eMOMED.com
  - Claim form(s) applicable to the program
  - Third Party Liability
  - Crossover Claims, if applicable to the program
- Program Benefits and Limitations and Documentation

**Once Registered:** When logging in for a registered webinar, providers should enter their full name. If using a speakerphone, mute the phone to ensure there is minimal background noise. If you have specific questions that you would like to have addressed during your training, email them to **MHD.PROVTRAIN@dss.mo.gov** and include the name and date of the webinar you are attending.

#### Provider Training Calendar

- 4th Quarter Provider Trainings by Program

**To cancel:** If you have scheduled a training session and are unable to participate, contact Education and Training by emailing **MHD.ProvTrain@dss.mo.gov** or by calling 573-751-5683.

#### Educational PowerPoints and Resources

- Behavioral Health Resources
- Dental Resources
- Durable Medical Equipment Resources
- General Resources
- Pharmacy Resources
- Physician and Clinic Resources
- Private Duty Nursing Resources
- Telemedicine Resources

Training calendar

Provider Resource Materials

<https://dss.mo.gov/mhd/providers/education/>

# Education & Training Resources

## MO HealthNet Provider Trainings

[home](#) » [mo healthnet division](#) » [providers](#) » training

### MO HealthNet Provider Training

Today ◀ ▶ October 2022 ▼ Print Week Month Agenda ▼

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	Oct 1
2	3	4	5	6	7	8
		9am Ambulance 9am Inpatient/Outp 1pm Applied Behav	9am Medical Clinics			
9	10	11	12	13	14	15
		9am Dental	9am Telemedicine			
16	17	18	19	20	21	22
		1pm Behavioral He				
23	24	25				
30	31	Nov 1	12pm			

**Visit our Provider Training Calendar for upcoming trainings and to register.**

<https://dss.mo.gov/mhd/providers/education/>

# Education & Training Resources

Series of PowerPoints and resources available, examples:

- [Adding an NPI as a Provider Employee](#)
- [PI-118 Form](#)
- [Sterilization Consent Form](#)
- [Medicare Part B Crossover Claim Filing](#)
- [Determining Eligibility](#)

<https://dss.mo.gov/mhd/providers/education/>

# Determining Eligibility PowerPoint

## Step-by-Step explanation of eMOMED eligibility screen

### Eligibility / Benefit Information 1 of 8

Eligibility / Benefit Code	Service Type	Plan Code	Time Period Qualifier	Monetary Amt	Insurance Type	Medicare Nbr	Date Qualifier	From Date Thru Date
1 - Active Coverage	30 - Health Benefit Plan Coverage	11	34 - Month		MC - MO HealthNet	291		04/12/2018 04/12/2018

### Eligibility / Benefit Information 2 of 8

Eligibility / Benefit Code	Service Type	Plan Code	Time Period Qualifier	Monetary Amt	Insurance Type	Medicare Nbr	Date Qualifier	From Date Thru Date
1 - Active Coverage	1 - Medical Care	11	34 - Month		MC - MO HealthNet	291		04/12/2018 04/12/2018
	35 - Dental Care							
	47 - Hospital							
	48 - Hospital - Inpatient							
	50 - Hospital - Outpatient							
	86 - Emergency Services							

**1 – Active**  
**6 – Inactive**  
**B – Co-Payment**  
**D – Benefit Description**  
**F – Limitations**  
**L – Primary Care Provider**  
**M – Services Restricted to Following Provider**  
**R – Other or Additional Payer**  
**U – Contact Following Entity for Eligibility or Benefit Information.**  
**Y – Spenddown**

[www.dss.mo.gov/mhd/providers/index/htm](http://www.dss.mo.gov/mhd/providers/index/htm)

<https://dss.mo.gov/mhd/providers/education/files/determining-eligibility.ppsx>

# Resources

# Resources and Contact Information

<p><b>eMOMED Technical Help Desk</b> <b>(573) 635-3559</b> <a href="mailto:internethelpdesk@momed.com">internethelpdesk@momed.com</a> Technical Support and assistance for issues with <a href="#">eMOMED</a> Establish required electronic claims and RA formats, network communications, HIPAA trading partner agreements</p>	<p><b>Provider Communications Unit</b> <b>(573) 751-2896</b> <b>PO Box 5500, Jefferson City MO 65102</b> 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><b>Pharmacy &amp; Medical Pre-Certification Help Desk</b> <b>(800) 392-8030</b> 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: <a href="https://portal.healthhelp.com/mohealthnet">https://portal.healthhelp.com/mohealthnet</a></p>	<p><b>Clinical Services</b> <b>(573) 751-6963</b> <a href="mailto:MHD.Clinical.Services@dss.mo.gov">MHD.Clinical.Services@dss.mo.gov</a> Policy development, benefit design, coverage decisions, provider and program policy inquiries</p>
<p><b>MHD Education &amp; Training</b> <b>(573) 751-6683</b> <a href="mailto:MHD.ProvTrain@dss.mo.gov">MHD.ProvTrain@dss.mo.gov</a> Inquiries regarding education and training for providers and participants</p>	<p><b>MHD Services &amp; Programs</b> <a href="mailto:Ask.MHD@dss.mo.gov">Ask.MHD@dss.mo.gov</a> All other inquiries regarding programs and policies. Provide NPI, name and contact information and complete details regarding inquiry.</p>
<p><b>Participant Resources</b> <a href="http://www.mydss.mo.gov">www.mydss.mo.gov</a> <b>(855) 373-9994</b> Questions regarding MHD eligibility benefits and application process</p>	<p><b>Family Support Division Info Center</b> <b>(855) FSD-INFO (600-4412)</b></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](mailto:cyberaccesshelpdesk@xerox.com)





# Provider Enrollment

- Located within the Missouri 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](mailto: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](mailto: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
<b>Ambulance</b> <b>Dental</b> <b>Hearing Aid/Audiology</b> <b>Hospice</b> <b>Non-Emergency Transportation (NEMT)</b> <b>Skilled Nursing Facility</b> <ul style="list-style-type: none"> <li>Nurse Assistant Training</li> </ul> <b>Lead Education &amp; Training Representative -</b> 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.	<b>Ambulatory Surgical Center</b> <b>Biopsychosocial Treatment of Obesity</b> <b>Chiropractic</b> <b>Complementary and Alternative Therapies for Chronic Pain</b> <b>Diabetes Prevention Program</b> <b>Environmental Lead Assessment</b> <b>Hospital (Inpatient/Outpatient)</b> <ul style="list-style-type: none"> <li>Certified Registered Nurse</li> </ul> <b>Physicians (Program)</b> <ul style="list-style-type: none"> <li>Nurse Practitioner</li> <li>Diabetes Self-Management Training</li> <li>Federally Qualified Health Center (FQHC)</li> <li>Podiatry</li> <li>Local Public Health Agency</li> <li>Case Management</li> <li>Independent Laboratory Services</li> <li>Independent Radiology Services</li> <li>Anesthetists (CRNA Services)</li> <li>EPSDT/HCY Screenings</li> <li>Vaccines for Children VFC</li> </ul> <b>Nurse Midwife</b> <b>Rural Health Clinic (RHC)</b> <b>Transplant</b>	<b>Behavioral Health Services</b> <ul style="list-style-type: none"> <li>Applied Behavior Analysis (ABA)</li> </ul> <b>Comprehensive Day Rehab</b> <b>Department of Health &amp; Senior Services (DHSS)/ Division of Senior Disability Service (DSDS)</b> <ul style="list-style-type: none"> <li>Aids Waiver</li> <li>Adult Day Care Waiver</li> <li>Aged and Disabled Waiver</li> <li>Medically Fragile Adult Waiver</li> </ul> <b>Department of Mental Health</b> <ul style="list-style-type: none"> <li>CSTAR</li> <li>CPR</li> <li>Youth Targeted Case Management</li> </ul> <b>Division of Developmental Disabilities – DD Waiver</b> <b>Durable Medical Equipment (DME)</b> <b>Home Health</b> <b>Optical</b> <b>Personal Care</b> <ul style="list-style-type: none"> <li>Consumer Directed Services</li> </ul> <b>Private Duty Nursing</b> <b>Rehabilitation Centers</b> <b>School Based IEP Services</b> <b>Therapy</b> <ul style="list-style-type: none"> <li>Speech</li> <li>Occupational</li> <li>Physical</li> </ul>
<b>Julie Pace &amp; Kathy Simmons</b> <b>Managed Care Liaisons – <a href="mailto:MHD.MCCommunications@dss.mo.gov">MHD.MCCommunications@dss.mo.gov</a></b>		
 home state health.  HealthyBlue  UnitedHealthcare  Show Me Healthy Kids		

Updated August 2022

<https://dss.mo.gov/mhd/providers/education/contact-constituent-education-08102022.pdf>

# 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>

