

PHARMACY PROVIDER RESOURCE GUIDE

Pharmacy Administration

Pharmacy Administration is responsible for the pharmacy program and policy development for the MO HealthNet Division (MHD). Contact Pharmacy Administration at MHD.PharmacyAdmin@dss.mo.gov or call (573) 751-6963. Fax in drug prior authorization (PA) requests to (573) 636-6470. For more information, visit [Pharmacy Program Information](#).

Call the **Pharmacy Administration Unit** at **573-751-6963 option 3** for:

- Claim billing questions
- Claim reversals*
- Compound claims
- Hospice override
- Medicare Part C overrides for nebulized medications, diabetic supplies, and transplant medications
- Participant no longer incarcerated
- Reimbursement issue
- Technical difficulties

For non-urgent questions and backdated prior authorization requests, email

MHD.PharmacyAdmin@dss.mo.gov

Pharmacy Administration prefers an email to MHD.PharmacyAdmin@dss.mo.gov on claim denials from a previous date of service.

***IMPORTANT:** If a provider requests the MHD reverse a claim on behalf of the provider, the reversal will take an overnight update to process. If a provider cannot reverse a claim through their point-of-sale system, it may be reversed in [eMOMED](#) in real-time.

Pharmacy and Medical Pre-Certification Help Desk

Call the Pharmacy and Medical Pre-Certification Help Desk at **(800) 392-8030 option 3** about a specific claim/participant and for:

- Clinical Edits
- Dose optimization
- DUR rejections
- Preferred Drug List
- Prior authorizations
- Refill Too Soon on dose increase, vacation override, and lost/stolen override**

****IMPORTANT:** MO HealthNet will not override a Refill Too Soon rejection for pharmacy error; the pharmacy will have to make it right with the participant.

Providers may also use [CyberAccess](#) to determine if a drug is a preferred agent or requires prior authorization, electronically initiate a prior authorization review, and review a participant's MHD paid claim history. To become a CyberAccess user, contact the CyberAccess Helpdesk at (888) 581-9797 or (573) 632-9797 or email CyberaccessHelpdesk@Conduent.com.

MO HealthNet News

Providers can stay up to date with policies and processes by visiting the following:

- To receive important MO HealthNet updates, subscribe to [MO HealthNet News](#).
- [Provider Bulletins](#)
- [Provider Hot Tips](#)
- [Provider Resource Guide](#)
- Review trainings offered to all providers by visiting the [Provider Training Calendar](#)
- Visit the [MO HealthNet Education and Training Resources](#)

Claim Denial Determination

To help determine why a claim might deny, review the following guidance:

- [Current Prior Authorization Criteria](#)
- [Preferred Drug List \(PDL\) Searchable Database](#)

MO HealthNet Pharmacy Policy Information

- [MO HealthNet Pharmacy Provider Manual](#)
- [MO HealthNet Frequently Updated Pharmacy Documents](#)
- [Albuterol Limit Clinical Update](#)
- [Gabapentin](#)

Public Testimony on MO HealthNet's Pharmacy Policy

To offer public testimony on MO HealthNet pharmacy policies, visit the following:

- The MO HealthNet [Pharmacy Advisory Committees](#) consist of clinicians who are active in their respective professions and donate their time and expertise on a voluntary basis. The goals of the groups are to improve the quality of MO HealthNet services and to ensure appropriate, evidence-based, rational, and cost-effective delivery for MO HealthNet participants. Advisory Group members assess utilization, quality, clinical appropriateness, and cost of healthcare services, including new technology and products, by evaluating the Division's coverage recommendations for program initiatives.
- Review the [MO HealthNet Drug Prior Authorization Committee Meeting Information](#)

Participant Eligibility

Providers can determine eligibility and which program participants are in online at [eMOMED](#) or by calling the Interactive Voice System (IVR) at **573-751-2896, Option 1**. Visit [eMOMED to apply](#).

Cost Recovery/Third-Party Liability

Contact the Third Party Liability (TPL) unit at TPL.Database@dss.mo.gov or call **(573) 751-2005** to report: Missing or incorrect TPL information to MO HealthNet or TPL that is no longer in effect.

For more information, visit the [Family MO HealthNet Manual](#), [TPL Information for Providers](#), or take the MHD Education and Training [TPL Course](#).

Participant Services

Participants may call Pharmacy Administration at **573-751-6963 option 3** for questions regarding their MO HealthNet pharmacy benefit. All other participant questions regarding medical coverage, Medicare, Qualified Medicare Beneficiary (QMB), private insurance, and premium collections inquiries should be directed to the Participant Services unit at **800-392-2161**.

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 the [MMAC website](#) or email Provider Enrollment at MMAC.ProviderEnrollment@dss.mo.gov.

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**. Visit [eMOMED](#) to apply.

Reporting Fraud

The Missouri Medicaid Audit & Compliance (MMAC) unit investigates fraud, waste, and abuse. Visit the [MMAC website](#) for more information on [reporting fraud](#).