



## PROVIDER BULLETIN

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### Provider Inquiries

**Applies to: MO HealthNet Providers**

**Effective date: Immediately**

- **Provider Inquiries**
- **Inquiry Confirmation**
- **MO HealthNet Division (MHD) Response to Email**
- **Helpful Suggestions**
- **Technical Support**
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### PROVIDER INQUIRIES

MO HealthNet providers who have access to [eMOMED](#) may send secure inquiries regarding claims, policy, and eligibility directly to Provider Communications utilizing the *Provider Communications Management* option in [eMOMED](#).

Once the provider has logged into [eMOMED](#), they should select the *Provider Communications Management* option located on the ePROVIDER page. Required fields have an asterisk (\*). Detailed field-by-field instructions for completing this form can be found by selecting the (?) located on the top right corner of this form.

Providers are limited to one inquiry per submission; however, there is no limit on the number of inquiries a provider may submit.

### INQUIRY CONFIRMATION

When a user completes and submits the Provider Inquiry form, the user receives an on-screen acknowledgement showing receipt of the inquiry. The acknowledgement immediately displays a summary of the information keyed on the inquiry form and a reference number for the user to reference at a later date. Once submitted, the information keyed on the Provider Inquiry acknowledgement is locked from editing by any user.

## **MO HEALTHNET DIVISION EMAIL RESPONSE**

The user submitting the inquiry will be notified via email when they have a response available to their inquiry. The email is sent to the email address on the Provider Inquiry form that was originally submitted. The email links the user to [eMOMED](#) which requires the user to log on and choose the 'View Inquiries by Status' option located at the bottom right of the home page. The provider can then view the response.

## **HELPFUL SUGGESTIONS**

- Providers can only submit one inquiry per submission.
- Make sure the inquiry includes all specifics. For instance, if a provider questions why claims are not paying or why claims are being denied, include examples, such as the MO HealthNet ID #, date of service, billed amount, ICN, billing provider's NPI, etc.
- If asking a general question, such as whether or not a code is covered, include specifics such as the participant's MO HealthNet ID #, since certain codes or services may not be covered for all eligible participants.
- Make sure the call-back telephone number on the Provider Inquiry form is a valid phone number and if applicable, an extension number. This field is automatically populated with the telephone number on file for the user. The user has the ability to edit this field.
- Providers may still contact Provider Communications by phone at 573-751-2896.

## **TECHNICAL SUPPORT**

Providers may contact the technical help desk at [help.desk@momed.com](mailto:help.desk@momed.com) or by phone at 573-635-3559 for assistance in establishing the required electronic claims and remittance advice formats, questions regarding user IDs, network communication, HIPAA trading partner agreements, system access problems or any other electronic or technical issue.

## **APPLICABILITY**

The information in this bulletin applies to the MO HealthNet (MHD) fee-for-service program and may apply to the MHD managed care program, as well. MHD's fee-for-service policies set the basic coverage policies for benefits and limitations in the managed care program. The managed care health plans have additional flexibilities in operating their respective programs such as determining which services require prior authorization, and details required for claims submission. Certain services, such as pharmacy, are "carved out" of managed care and will be paid through the fee-for-service program. To ensure your understanding of this bulletin's applicability to each managed care health plan, please contact your health plan directly, or contact [MHD.MCCommunications@dss.mo.gov](mailto:MHD.MCCommunications@dss.mo.gov).

[Provider Bulletins](#) are available on the [MO HealthNet Division \(MHD\) website](#). Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletins page.

Providers and other interested parties are urged to [subscribe](#) to the electronic **MO HealthNet News** mailing list to receive automatic notifications of [provider bulletins](#), [provider hot tips](#), provider manual updates, and other official MO HealthNet communications via email.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- MO HealthNet Managed Care

Before delivering a service, please check the patient's eligibility status by swiping their MO HealthNet card, calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and choosing Option One or using the Participant Eligibility option in [eMOMED](#). Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan.

[MHD Education and Training](#) offers schedules for interactive web based trainings for providers and general and program specific educational resources.

**Provider Communications**  
**573-751-2896**