

PROVIDER BULLETIN

Volume 31 Number 56

<http://www.dss.mo.gov/mhd>

March 06, 2009

PROVIDER E-MAIL INQUIRIES

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PROVIDER INQUIRIES BY E-MAIL

Providers now have the ability to send/receive secure E-mail inquiries to MO HealthNet Provider Communications and Technical Help Desk staff. This application is available through the MO HealthNet Web portal page at www.emomed.com.

Once you have logged in and are on the Home Page, select the 'contact us' option located at the bottom right of the page to be linked to a Provider Inquiry form. Field-by-field instructions for completing the inquiry form can be obtained by clicking on the 'Help' option at the bottom of the page. An asterisk in a field indicates a required field.

Providers are limited to one inquiry per E-mail.

INQUIRY TYPE

The Inquiry Type field on the Provider Inquiry form includes a drop-down box prompting providers to choose the type of inquiry being sent; Claims/Policy or Technical Support. This will determine the routing of the E-mail. This is a required field and the user will be required to select the correct inquiry type.

Select Claims/Policy for inquiries, concerns or questions regarding proper claim filing, claims resolution and disposition, benefits and limitations or participant eligibility questions and verification.

Select Technical Support 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.

CONFIRMATION OF E-MAIL

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 E-MAIL RESPONSE

The user submitting the E-mail inquiry will be notified via E-mail when they have a response available to their inquiry. The E-mail is sent to the E-mail address on the Provider Inquiry form that was originally submitted. The E-mail links the user to www.emomed.com 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

- Remember that you can submit only one inquiry per E-mail.
- Make sure the inquiry includes all specifics. For instance, if you question why claims are not paying or why claims are being denied, please include examples, such as the DCN, 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, please include specifics such as the participant's DCN 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.

Provider Bulletins are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

MO HealthNet News: Providers and other interested parties are urged to go to the MHD Web site at <http://dss.missouri.gov/mhd/global/pages/mednewssubscribe.htm> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

MO HealthNet Managed Care: The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Services not included in MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the red MO HealthNet card or by calling the Interactive Voice Response (IVR) System at 573-635-8908 and using Option One for the red or white card.

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