

PROVIDER BULLETIN

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ELIMINATION OF PROVIDER PAPER REMITTANCE ADVICES

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Missouri has continued to experience very significant revenue shortages resulting in the need for additional cost savings. Because of the closing and consolidation of mail operations, the MO HealthNet Division will no longer mail provider paper remittance advices (RA's), saving the state an approximate \$83,300 per year in postage and handling for those paper checks and remittance advices still currently being mailed.

Elimination of Paper Remittance Advices

Effective November 1, 2010, all MO HealthNet provider remittance advices must be retrieved through electronic media. Paper RA's will no longer be mailed. The last paper RA will be for the October 22, 2010 financial cycle.

While some providers utilize an electronic HIPAA 835 transaction to receive their RA, others use the MO HealthNet Web portal at www.emomed.com to retrieve their RA. Whether or not you currently use the MO HealthNet Web portal to retrieve your RA, all current and aged RA's are available. In order to access the MO HealthNet Web portal, you are required to complete an online application to obtain a user ID and password. Once obtained, you can begin the process immediately to retrieve your current or aged RA's.

How to Apply for Internet Access to Retrieve RA's

Paper RA's will no longer be mailed effective November 1, 2010. If you are interested in utilizing the Internet to retrieve your RA through the MO HealthNet Web portal at www.emomed.com and you are not a current user, you must apply online via the [Application for MO HealthNet Internet Access Account](#) link. The application process only takes a few minutes and provides you with a real-time confirmation response, your user ID and password. Once you receive your user ID and password, you can begin using the www.emomed.com

Web site. RA's currently are available for all providers and you can begin this process immediately and retrieve current RA's as well as aged RA's.

Information on Electronic Remittance Advices

To retrieve your RA from the MO HealthNet Web portal at www.emomed.com, scroll to the 'Receive Provider Files' box and then choose 'Printable Remittance Advice (RA)'. From that point, select the date of the RA you wish to obtain.

RA's are available the Monday following the weekend claim processing cycle. You have access to RA's for 62 days (the equivalent of the last four cycles). You can view and print the RA from the desktop or download the RA into your provider or biller's operating system for retrieval at a later date.

Aged Remittance Advice Request

To retrieve an aged RA from the MO HealthNet Web portal, scroll to and select the 'Request Aged RA's' link from the home page. Follow the procedures shown or access the 'Help' feature for more information. Aged RA's are limited to the last three (3) preceding calendar years. Aged RA requests are available between 8 AM and 5 PM (CDT).

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**