

## PROVIDER BULLETIN

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### **FSD ANNOUNCES SPEND DOWN UNITS TO REVIEW AND ENTER SPEND DOWN CHARGES**

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#### **FSD SPEND DOWN UNIT LIST BY REGION**

The Family Support Division (FSD) of the Department of Social Services determines individuals eligible for MO HealthNet benefits.

FSD has created five regional Spend Down Units (SDU), whose primary job is to review expenses submitted to meet spend down; determine MO HealthNet coverage dates; and authorize coverage. The eligibility specialists (ES) in these units are trained to review submitted expenses to determine if the expenses meet state and federal guidelines. The Spend Down Unit eligibility specialists will not be:

- Processing applications, or
- Making interim changes to cases.

Spend down charges should be emailed directly to the SDU designated email addresses. These email addresses will be monitored.

See the MO HealthNet Spend Down Unit List by Region, located at <http://dss.mo.gov/fsd/massist.htm> for a list of counties each SDU serves. Charges must be sent to the SDU that serves the MO HealthNet participant's residence county, with the exception of charges incurred by a participant of Missouri Kidney Program (MOKP), which go to [NorthMOKP@ip.sp.mo.gov](mailto:NorthMOKP@ip.sp.mo.gov).

When emailing documentation of incurred medical expenses:

- Send the documents as a pdf. attachment to an encrypted email with the file named as follows: date of email, last name, first name, and DCN of the participant.  
**EXAMPLE:** 01-10-13, Smith, Jane 0012345678
- Combine documents for multiple dates of service for the same participant in one email attachment.
- Do not combine documentation for multiple participants in one email attachment.
- Do not submit the same documentation multiple times unless instructed to resend the documentation by the SDU.

**ENTER SPEND DOWN CHARGES**

- Do not submit inquiries or any documents that are not related to documentation of incurred medical expenses to meet spend down. This includes MO HealthNet applications, review forms, change of address, claims, etc.

The encryption of emails instructions can be located on the DSS web site at <http://dss.mo.gov/encrypt.htm>.

**ACCEPTABLE DOCUMENTATION**

Acceptable documentation of incurred medical expenses is an official bill, invoice, or completed MO HealthNet Spend Down Provider form, located at <http://dss.mo.gov/fsd/massist.htm>, which includes:

- Patient name
- Date of service
- Type of service
- Amount owed/paid by any other third party and name of the third party
- Amount of the bill or invoice that patient will personally be responsible to pay

Prescription receipts or printouts from a pharmacy must show:

- Patient name
- Fill date of medication received by patient
- Amount owed by any other insurance and name of other insurance
- Amount of the bill or invoice patient will personally have to pay or has already paid

When documentation that is not acceptable is received directly from a provider by the SDU, providers may receive a form letter indicating the reason the documentation was not accepted, and/or additional information that is required.

**CONTACT INFORMATION**

For inquiries regarding MO HealthNet for Aged Blind and Disabled spend down policy or assistance with completion of the MO HealthNet Spend Down Provider form, contact the FSD INFO Center at 855-373-4636.

For inquiries regarding proper claim filing instructions, claims resolution and disposition, and participant eligibility file problems, contact the MO HealthNet Provider Communications Unit at 573-751-2896.

For inquiries on charges that providers have submitted to the SDU, email the SDU or call the office number on the [MO HEALTHNET SPEND DOWN UNIT LIST BY REGION](#). Questions or concerns relating to incurred medical expenses submitted for a participant to meet spend down must be directed to the SDU. Unresolved issues should be referred to the appropriate FSD Regional Administrator for the SDU.

The SDU designated email addresses and telephone numbers are a service for providers. Participant inquiries should be directed to the FSD INFO Center at 855-373-4636.

**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.mo.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 573-751-2896 and using Option One for the red or white card.

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