PROVIDER BULLETIN

MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS) DATA CENTER AND COMPUTER HARDWARE REPLACEMENT

CONTENTS

- MMIS Data Center and Computer Hardware Replacement information.
- eMOMED New User/User Profile Change Freeze: Friday, December 15, 2017, through Monday, January 1, 2018.
- MMIS Claims Submission, Interactive Voice Response (IVR) System, and Eligibility Status Verification Freeze.

The MO HealthNet Division (MHD) works collaboratively with other agencies to ensure the efficient and accurate processing of enrolled providers' service claims. MHD is also obligated to protect the health information of Medicaid participants.

The goal of MHD is to operate an MMIS composed of the latest hardware and software hosted in a modern data center providing a secure, well-managed, and scalable environment ensuring business continuity and timely disaster recovery. As part of our ongoing efforts to ensure data security and efficient claims processing, MHD is planning an upgrade to the MMIS and migration to a new data center.

This upgrade will impact all users of eMOMED (MO HealthNet's claims submission website) and the Interactive Voice Response (IVR) system.

To ensure the least possible disruption to providers, system operations, stakeholder services, and healthcare services provided to program participants, all hardware, software, and system application modifications will be implemented together as a single project over the weekend starting Friday, December 29, 2017, with the result being the successful upgrade of all MMIS processing functions. Listed below are the approximate dates and timeframes in which certain functions of the MMIS systems will not be available. Additional information will be sent once the timeframes are finalized.

EMOMED NEW USER/USER PROFILE CHANGE FREEZE: FRIDAY, DECEMBER 15, 2017, THROUGH MONDAY, JANUARY 1, 2018

- The eMOMED new user/user profile freeze is being requested to ensure all user information is migrated to the upgraded system.
- During the freeze, users **will** be able to:
  - o Access the system normally, submit data, retrieve files, and verify eligibility.
  - o X12 partners can contact the helpdesk to update their account as normal.

- During the freeze, users **will not** be able to:
  - o Initiate, change, or reset eMOMED passwords by self-service.
    - They can contact helpdesk to update their passwords. Providers will be notified using the eNEWS & Alerts functions on eMOMED about the procedures and contact information to perform these requests.
  - o Establish a new user account on eMOMED.

MMIS CLAIMS SUBMISSION, IVR, AND ELIGIBILITY STATUS FREEZE: SATURDAY, DECEMBER 30, 2017, THROUGH MONDAY, JANUARY 1, 2018

- This data freeze is to establish a cutoff period for acceptance of claims, data files and form submissions through eMOMED or other mechanisms currently used by providers or their representatives. These submission avenues will include ESB, NDM, VPN and sFTP. This will ensure all claims received prior to this point are fully adjudicated prior to the final shutdown of all MMIS processing before the upgrade is implemented.
- Pharmacy claims, X270 Eligibility Status, and X276 Claim Status will not be accepted from Midnight Saturday, December 30, 2017, until implementation is complete. This is anticipated to be no later than Monday, January 1, 2018, at 6:00 AM.
- Non-pharmacy claims will not be accepted from 9:00 AM Saturday, December 30, 2017, until implementation is complete. This is anticipated to be no later than Monday, January 1, 2018 at 6:00 AM.
- eMOMED and the IVR will not be available from 9:00 AM Saturday, December 30, 2017, through 6:00 AM Monday, January 1, 2018.
- Users will not be able to exchange files with the system through any interfaces – eMOMED, ESB, SFTP, VPN, Direct Connect(NDM), etc. from 9:00 AM Saturday, December 30, 2017, through 6:00 AM Monday, January 1, 2018.

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/ 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.

The information contained in this bulletin applies to coverage for:

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

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 MO HealthNet card or by calling the Provider Communications 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