

# PROVIDER RESOURCE GUIDE

## MO HealthNet: Missouri's Medicaid Program

The MO HealthNet Division (MHD) provides health care access to low income individuals that are elderly, disabled, and members of families with dependent children, children in low-income families, uninsured children, pregnant women, refugees or children in state custody.

Services are received through a Fee-For-Service (FFS) or Managed Care (MC) delivery system.



The **MO HealthNet FFS** program serves eligible participants with disabilities, seniors, blind and visually impaired and women with breast or cervical cancer. All MO HealthNet providers may serve MO HealthNet FFS participants. Participants may freely choose which MO HealthNet provider they go to for care under the FFS delivery system.



The **MO HealthNet MC** program serves eligible children, pregnant women, newborns, uninsured women and families in every Missouri county. MO HealthNet MC participants may be seen by any MO HealthNet FFS provider until their enrollment is effective in a MO HealthNet **MC health plan**. MO HealthNet MC participants must select a health plan and a Primary Care Provider (PCP) within the MC health plan. MC providers may refer the participants to other providers based on the care needed.

**MO HealthNet for Kids** refers to the statewide program for children in low-income families, uninsured children through Children's Health Insurance Program (CHIP) and children in the custody of the state. Children receive a full comprehensive package including primary, acute, preventive care, hospital care, dental, prescriptions, and vision. They receive their care through the MC delivery system, unless they have opted out of MC. For information on opting out, refer to the **criteria**.

The **CHIP Premium Group** is health insurance for uninsured children who must be under age 19, have a family income of 150+ to 300% of the federal poverty level, and have no access to affordable health insurance. Questions about premiums should be directed to the Participant Services Unit at (800) 392-2161.

Providers can **determine eligibility** and which program participants are in online at **eMOMED** or by calling the Interactive Voice System (IVR) at 573-751-2896, Option 1.

Review the **Information for Providers** website and **Frequently Asked Questions** for more information on MHD.

To receive **important MO HealthNet updates**, subscribe to **MO HealthNet News**.

# MO HEALTHNET RESOURCES

## Clinical Services

Clinical Services is responsible for clinical policy development for the MHD. For questions about clinical policy providers should contact [MHD.ClinicalServices@dss.mo.gov](mailto:MHD.ClinicalServices@dss.mo.gov) or visit the [Pharmacy and Clinical Services](#) site.

## Cost Recovery/Third Party Liability

Contact the Third Party Liability unit at [TPL.Database@dss.mo.gov](mailto:TPL.Database@dss.mo.gov) or call (573) 751-2005 to report:

- Injuries sustained by MO HealthNet participants
- Questions about the estate of a deceased MO HealthNet participant
- Problems obtaining a response from an insurance carrier
- Unusual situations concerning third party insurance coverage for MO HealthNet participants, or the Health Insurance Premium Payment Program (HIPP)

For more information, visit the [Family MO HealthNet Manual](#), [TPL Information for Providers](#), or take the MHD Education and Training [TPL Course](#).

## Education and Training

Education and Training instructs providers on navigating provider resources, proper billing methods and procedures for claim filing via [eMOMED](#). Contact Education and Training at [MHD.Education@dss.mo.gov](mailto:MHD.Education@dss.mo.gov) or call (573) 751-6683. Visit [Education and Training Resources](#) to register for training and to access additional resources.

## FSD Spend Down Unit

Providers may submit incurred medical expenses on behalf of the participant using the [MO HealthNet Spend Down Provider form](#). Providers should email the form, including any receipts or bills, to [sesd@ip.sp.mo.gov](mailto:sesd@ip.sp.mo.gov) or fax to (855) 600-3754. For questions, contact [Spendedown.Unit@dss.mo.gov](mailto:Spendedown.Unit@dss.mo.gov) or call (855) 600-4412. Visit [Spend Down Pay-In FAQs](#) for more information.

## Managed Care Plans

Health Plan	Contact Information
 Healthy Blue	1-833-388-1407 <a href="http://www.healthybluemo.com">www.healthybluemo.com</a>
 UnitedHealthcare	1-866-292-0359 <a href="http://www.uhc.com">www.uhc.com</a>
 home state health	1-855-694-4663 <a href="http://www.homestatehealth.com">www.homestatehealth.com</a>
 Show Me Healthy Kids	1-877-236-1020 <a href="https://www.homestatehealth.com/providers/showmehealthykids.html">https://www.homestatehealth.com/providers/showmehealthykids.html</a>

## Managed Care Liaison

If providers are unable to resolve a Managed Care issue directly with a [health plan](#), contact a Managed Care Liaison at [MHD.MCCommunications@dss.mo.gov](mailto:MHD.MCCommunications@dss.mo.gov). For more information on Managed Care Plan, visit [Managed Care Providers](#).

## MO HealthNet Exceptions Unit

The MO HealthNet Exceptions Unit reviews Durable Medical Equipment (DME) or physical therapy requests that aren't normally covered for participants over the age of 21. See Section 20 of the [Provider Manual](#) for additional information. Exception Request Forms can be found at [Provider Forms](#). Requests can be faxed to **(573) 522-3061**. Call the Pharmacy and Medical Pre-Certification Help Desk at **(800) 392-8030** for additional information.

## Participant Services

Participant Services assists participants with provider issues and questions regarding services, coverage, or unpaid bills.

- Contact Participant Services at [Ask.MHD@dss.mo.gov](mailto:Ask.MHD@dss.mo.gov) or by calling **(800) 392-2161**
- MO HealthNet Managed Care participants should contact their [health plan](#) with questions
- For questions about Non-Emergency Medical Transportation (NEMT), participants may call **(866) 269-5927**

## Pharmacy Administration

Pharmacy Administration is responsible for the pharmacy program and policy development for MHD. Contact Pharmacy Administration at [MHD.PharmacyAdmin@dss.mo.gov](mailto:MHD.PharmacyAdmin@dss.mo.gov) or call **(573) 751-6963**. Fax in drug PA requests to **(573) 636-6470**. For more information visit [Pharmacy Program Information](#).

## Pharmacy and Medical Pre-Certification Help Desk

For drug prior authorizations, call the Pharmacy and Medical Pre-Certification Help Desk at **(800) 392-8030 option 3**. For medical pre-certifications and drug PAs, call **(800) 392-8030** or login to [CyberAccess](#). To become a CyberAccess user, contact the Conduent help desk at: **(573) 632-9797** or email [CyberAccesshelpdesk@conduent.com](mailto:CyberAccesshelpdesk@conduent.com).

## Provider Communications

Provider Communications is available to assist providers with questions about proper claim filing, claims resolution or disposition, participant eligibility and verification. Contact Provider Communications via [eMOMED](#) or by calling **(573) 751-2896**.

## Provider Enrollment

**MO HealthNet Fee-For-Service (FFS):** Missouri Medicaid Audit and Compliance (MMAC) is responsible for enrolling MO HealthNet providers. To enroll as a MO HealthNet FFS provider, visit the [MMAC website](#) or email Provider Enrollment at [MMAC.ProviderEnrollment@dss.mo.gov](mailto:MMAC.ProviderEnrollment@dss.mo.gov).

**MO HealthNet Managed Care:** To enroll as a MO HealthNet Managed Care provider, refer to the [Managed Care Provider Toolkit](#) for contact information for each of the health plans.

## Provider Technical Help Desk

The Provider Technical Help Desk can provide technical assistance in establishing the required electronic claims and remittance advice formats, network communication, HIPAA trading partner agreements and eMOMED claim filing service. Contact the Help Desk at **(573) 635-3559**. Visit [eMOMED](#) to register.

## Reporting Fraud

The Missouri Medicaid Audit & Compliance (MMAC) unit investigates allegations of fraud, waste, and abuse. Visit the [MMAC website](#) for more information on [reporting fraud](#)

# MEDICAL ELIGIBILITY (ME) CODES

Adult participants in ME categories for Aid to the Blind or pregnant women programs receive a full comprehensive benefit package which includes: primary, acute and preventive care, hospital care, dental, prescriptions, and vision. All other adult participants receive a limited benefit package of services depending on their ME category.

## Full Comprehensive Package for MO HealthNet Adults

ME Code	Description	ME Code	Description
03	Aid to the Blind	45	Pregnant Woman—Poverty
12	MO HealthNet Aid to the Blind	61	MO HealthNet for Pregnant Women—Health Initiative Fund
15	Supplemental Nursing Care—Aid to the Blind	95	Show-Me Healthy Babies Pregnant Women income above 196% and up to 300%
18	MO HealthNet for Pregnant Women	96	SMHB Unborn Child income 0 to 300%
43	Pregnant Woman—60 Day Assistance (MO HealthNet for Families criteria)	98	SMHB Post-Partum
44	Pregnant Woman—60 Day Assistance—Poverty		

## Limited Benefit Package for MO HealthNet Adults

ME Code	Description	ME Code	Description
01	Old Age Assistance	59	Presumptive Eligibility (Non-Subsidized)
02	Blind Pension	80	Extended Women’s Health Services
04	Permanently and Totally Disabled	81	Temporary Assignment Category
05	MO HealthNet for Families—Adult	82	Missouri Rx (Medicare Part D wrap-around benefits)
E2	Adult Expansion Group	83	Breast or Cervical Cancer Control Project—Presumptive
11	MO HealthNet—Old Age Assistance	84	Breast or Cervical Cancer Control Project—Regular
13	MO HealthNet—Permanently and Totally Disabled	85	Ticket to Work Health Assurance—Premium
14	Supplemental Nursing Care—Old Age Assistance	86	Ticket to Work Health Assurance—Non-Premium
16	Supplemental Nursing Care—Permanently and Totally Disabled	89	Uninsured Women’s Health Services
55	Qualified Medicare Beneficiary (QMB)	94	Show-Me Healthy Babies—Presumptive Eligibility income to 300%
58	Presumptive Eligibility (Subsidized)		

## Full Comprehensive Package for MO HealthNet Kids

ME Code	Description	ME Code	Description
06	MO HealthNet for Families—Child	57	Child Welfare Services—Foster Care—Adoption Subsidy
07	Foster Care—Title IV-E	60	Newborn
08	Child Welfare Services—Foster Care	62	MO HealthNet—Health Initiative Fund
23	MO HealthNet for Kids in Vendor Institution	64	Group Home—Health Initiative Fund (State Placement)
28	Department of Mental Health—Foster Care	65	Group Home—Health Initiative Fund (Parent/Guardian Placement)
29	Division of Youth Services—Foster Care	66	Foster Care—Homeless, Dependent, Neglected (HDN)—Health Initiative Fund
30	Juvenile Courts—Foster Care	67	Department of Mental Health—Foster Care—Health Initiative Fund
33	MO Children with Developmental Disabilities (DMH Match)	68	Division of Youth Foster Care—Health Initiative Fund
34	MO Children with Developmental Disabilities (DSS Match)	69	Juvenile Courts—Health Initiative Fund
36	Adoption Subsidy—Federal Financial Participation	70	Juvenile Courts—Poverty
37	Title XIX—Homeless, Dependent, Neglected	71	MO HealthNet for Kids—148+ to 150% Poverty, Age 1-5
38	Independent Foster Care Children ages 18-26	72	MO HealthNet for Kids—148+ to 150% Poverty, Age 6-18
40	MO HealthNet—Poverty	87	Presumptive Eligibility Children
41	MO HealthNet for Kids in Vendor Institution—Poverty	88	Voluntary Placement Agreement (Fee-For-Service only)
49	Department of Mental Health—Poverty	97	Show-Me Healthy Babies—Newborns age 0-1; family income 196+ to 300%
50	Division of Youth Services—Poverty	0F	Foster Care – IMD Placement
52	Division of Youth Services—General Revenue	5A	Adoption Sub-Guardianship IMD Placement
56	Adoption Subsidy—Title IV-E	9S	SMHB Newborns >= 186% FPL

### CHIP Packages

ME Code	Description	ME Code	Description
73	Children ages 1-18; family income 150+ to 185% (with premium)	75	Children ages 0-18; family income 225+ to 300% (with premium)
74	Children ages 0-18; family income 185+ to 225% (with premium)	4M	MO HealthNet for Kids (CHIPS Fund) (with no premium)