

# PROVIDER RESOURCE GUIDE

## MO HealthNet: Missouri's Medicaid Program

The MO HealthNet Division provides health care access to low income individuals that are elderly, disabled, members of families with dependent children, children in low-income families, uninsured children, pregnant women, refugees, or children in state custody. Participants are categorized into Medical Eligibility (ME) groups based on their specific factors.

Adult participants in ME categories for Aid to the Blind or pregnant women programs receive a full comprehensive benefit package including: 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.

Services are received through a Fee-For-Service (FFS) or Managed Care delivery system. Providers can determine which program participants are in by calling the Interactive Voice System (IVR) at 573-751-2896 and using option "1" or online at [EMOMED](#).

## MO HealthNet Programs

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

**MO HealthNet for Kids** refers to the statewide program for children in low-income families, uninsured children through 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 Managed Care delivery system, unless they have opted out of Managed Care. Please refer to the [criteria](#) for opting out.

The **Children's Health Insurance Program (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 1-800-392-2161.



**Full Comprehensive Package for MO HealthNet Adults**

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

**Limited Benefit Package for MO HealthNet Adults**

|    |   |
|----|---|
| 01 | Old Age Assistance  |
| 02 | Blind Pension   |
| 04 | Permanently and Totally Disabled                              |
| 05 | MO HealthNet for Families—Adult                               |
| 10 | Refugees other than Cuban, Haitian, Russian Jew, or Ethiopian |
| 11 | MO HealthNet—Old Age Assistance                               |
| 13 | MO HealthNet—Permanently and Totally Disabled                 |
| 14 | Supplemental Nursing Care—Old Age Assistance                  |
| 16 | Supplemental Nursing Care—Permanently and Totally Disabled    |
| 19 | Cuban Refugee   |
| 21 | Haitian Refugee   |
| 24 | Russian Jew Refugee   |
| 26 | Ethiopian Refugee   |
| 55 | Qualified Medicare Beneficiary (QMB)                          |
| 58 | Presumptive Eligibility (Subsidized)                          |
| 59 | Presumptive Eligibility (Non-Subsidized)                      |
| 80 | Extended Women’s Health Services                              |
| 81 | Temporary Assignment Category                                 |
| 82 | Missouri Rx (Medicare Part D wrap-around benefits)            |
| 83 | Breast or Cervical Cancer Control Project—Presumptive         |
| 84 | Breast or Cervical Cancer Control Project—Regular             |
| 85 | Ticket to Work Health Assurance—Premium                       |
| 86 | Ticket to Work Health Assurance—Non-Premium                   |
| 89 | Uninsured Women’s Health Services                             |
| 94 | Show-Me Healthy Babies—Presumptive Eligibility income to 300% |

## Full Comprehensive Package for MO HealthNet Kids

| ME Code                    | Description   |
|----------------------------|---|
| 06                         | MO HealthNet for Families—Child   |
| 07                         | Foster Care—Title IV-E  |
| 08                         | Child Welfare Services—Foster Care                                      |
| 23                         | MO HealthNet for Kids in Vendor Institution                             |
| 28                         | Department of Mental Health—Foster Care                                 |
| 29                         | Division of Youth Services—Foster Care                                  |
| 30                         | Juvenile Courts—Foster Care   |
| 33                         | MO Children with Developmental Disabilities (DMH Match)                 |
| 34                         | MO Children with Developmental Disabilities (DSS Match)                 |
| 36                         | Adoption Subsidy—Federal Financial Participation                        |
| 37                         | Title XIX—Homeless, Dependent, Neglected                                |
| 38                         | Independent Foster Care Children ages 18-25                             |
| 40                         | MO HealthNet—Poverty  |
| 41                         | MO HealthNet for Kids in Vendor Institution—Poverty                     |
| 49                         | Department of Mental Health—Poverty                                     |
| 50                         | Division of Youth Services—Poverty                                      |
| 52                         | Division of Youth Services—General Revenue                              |
| 56                         | Adoption Subsidy—Title IV-E   |
| 57                         | Child Welfare Services—Foster Care—Adoption Subsidy                     |
| 60                         | Newborn   |
| 62                         | MO HealthNet—Health Initiative Fund                                     |
| 64                         | Group Home—Health Initiative Fund (State Placement)                     |
| 65                         | Group Home—Health Initiative Fund (Parent/Guardian Placement)           |
| 66                         | Foster Care—Homeless, Dependent, Neglected (HDN)—Health Initiative Fund |
| 67                         | Department of Mental Health—Foster Care—Health Initiative Fund          |
| 68                         | Division of Youth Foster Care—Health Initiative Fund                    |
| 69                         | Juvenile Courts—Health Initiative Fund                                  |
| 70                         | Juvenile Courts—Poverty   |
| 71                         | MO HealthNet for Kids—148+ to 150% Poverty, Age 1-5                     |
| 72                         | MO HealthNet for Kids—148+ to 150% Poverty, Age 6-18                    |
| 87                         | Presumptive Eligibility Children  |
| 88                         | Voluntary Placement Agreement (Fee-For-Service only)                    |
| CHIP Packages with Premium |   |
| 73                         | Children ages 1-18; family income 150+ to 185%                          |
| 74                         | Children ages 0-18; family income 185+ to 225%                          |
| 75                         | Children ages 0-18; family income 225+ to 300%                          |
| 97                         | Show-Me Healthy Babies—Newborns age 0-1; family income 196+ to 300%     |

# MO HealthNet Resources

To receive important MO HealthNet updates, please subscribe to MO HealthNet News at [www.dss.mo.gov/mhd](http://www.dss.mo.gov/mhd)

## Provider Communications

This unit is available for providers with questions about proper claim filing, claims resolution or disposition, and participant eligibility and verification. Contact Provider Communications at: **(573) 751-2896**

## Provider Education

This unit educates providers on proper billing methods and procedures for claims. The unit also provides training on these issues and more.

- Contact Provider Education at **(573) 751-6683** or email [mhd.provtrain@dss.mo.gov](mailto:mhd.provtrain@dss.mo.gov)
- Visit the [provider training information page](#) online.
- Access the [Provider Manuals](#).

## Provider Enrollment

**MO HealthNet Fee-For-Service (FFS):** to enroll as a MO HealthNet FFS provider, 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, contact the health plans directly. Their contact information is listed in the [provider toolkit](#).

## Provider Help Desk

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

## Pharmacy & Clinical Services

This unit is responsible for program and clinical policy development for MO HealthNet.

- Contact the Pharmacy Help Desk at **(573) 751-6963** for questions on pharmacy claims.
- Email [clinical.services@dss.mo.gov](mailto:clinical.services@dss.mo.gov) if you have questions about clinical policy.
- For drug prior authorizations, call **(800) 392-8030**. Fax in drug PA requests to **(573) 636-6470**.
- Check for frequently updated [pharmacy program information](#).

## MO HealthNet Exceptions

For Durable Medical Equipment (DME) or physical therapy exceptions, call **(800) 392-8030**. Exception requests can be faxed to: **(573) 522-3061**.

## Participant Services

This unit helps participants with provider issues and questions services, coverage, or unpaid bills.

- To contact Participant Services call **(800) 392-2161** or email [Ask.MHD@dss.mo.gov](mailto:Ask.MHD@dss.mo.gov).
- MO HealthNet Managed Care participants should contact their health plan for questions.
- For questions about spend down, call **(877) 888-2811**.
- For questions about Non-Emergency Medical Transportation (NEMT), participants may call the reservation line at **(866) 269-5927**

## Medical Pre-Certifications

For medical pre-certifications, 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)

## Third Party Liability

Contact the Third Party Liability unit at **(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).

## Reporting Fraud

The Missouri Medicaid Audit & Compliance (MMAC) unit investigates allegations of fraud, waste, and abuse. Contact MMAC at **(573) 751-3399** or you can visit them online at: <http://mmac.mo.gov>.

## FSD Spend Down Unit

Providers may submit incurred medical expenses on behalf of the participant using the [spend down provider form](#). Scroll down to the "Spend Down" section where the provider forms are located.

Providers should send the form to [sesd@ip.sp.mo.gov](mailto:sesd@ip.sp.mo.gov) or fax to **(855) 600-3754** and include any receipts or bills. For questions, contact **(855) 600-4412** or email [SpendDown.Unit@dss.mo.gov](mailto:SpendDown.Unit@dss.mo.gov).