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.
<table>
<thead>
<tr>
<th>ME Code</th>
<th>Description</th>
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<tbody>
<tr>
<td>03</td>
<td>Aid to the Blind</td>
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<tr>
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<td>MO HealthNet Aid to the Blind</td>
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### Limited Benefit Package for MO HealthNet Adults

<table>
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<tbody>
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<td>10</td>
<td>Refugees other than Cuban, Haitian, Russian Jew, or Ethiopian</td>
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<td>11</td>
<td>MO HealthNet—Old Age Assistance</td>
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<td>Supplemental Nursing Care—Old Age Assistance</td>
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<td>Supplemental Nursing Care—Permanently and Totally Disabled</td>
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<td>Cuban Refugee</td>
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<td>Haitian Refugee</td>
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<td>Ethiopian Refugee</td>
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<tr>
<td>55</td>
<td>Qualified Medicare Beneficiary (QMB)</td>
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<td>58</td>
<td>Presumptive Eligibility (Subsidized)</td>
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<tr>
<td>ME Code</td>
<td>Description</td>
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</tr>
<tr>
<td>06</td>
<td>MO HealthNet for Families—Child</td>
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<td>Foster Care—Title IV-E</td>
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<td>Division of Youth Foster Care—Health Initiative Fund</td>
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<td>MO HealthNet for Kids—148+ to 150% Poverty, Age 6-18</td>
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<td>Presumptive Eligibility Children</td>
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**CHIP Packages with Premium**

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<td>Children ages 0-18; family income 185+ to 225%</td>
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<tr>
<td>75</td>
<td>Children ages 0-18; family income 225+ to 300%</td>
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</table>
MO HealthNet Resources

To receive important MO HealthNet updates, please subscribe to MO HealthNet News at 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. You can also send inquiries to Provider Communication via eMOMED.

Constituent Education (formerly Provider Education)
This unit educates providers on proper billing methods and procedures for claims. The unit also provides training on billing on eMOMED and more.

- Contact Constituent Education at (573) 751-6683 or email 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

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.

Managed Care Liaisons
You may contact a Managed Care Liaison for concerns related to Managed Care claims. MHD.MCCOMMUNICATIONS@dss.mo.gov

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 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.
- 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
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 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.

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