

CONTACTING EDUCATION & TRAINING

The MO HealthNet Division (MHD) Education and Training provides interactive web based trainings to providers. The trainings are limited to two hours in length. Providers should enroll in training sessions applicable to their provider type, when applicable.

Training topics include:

- Navigating MHD provider resources on the [MHD webpage](#) and [eMOMED](#)
- Electronic claim filing on eMOMED
 - Claim form(s) applicable to the program
 - Third Party Liability
 - Crossover Claims, if applicable to the program
- Program Benefits and Limitations and Documentation
- Program or policy specific training (by request)

To register for an upcoming training, visit our [Provider Training Calendar](#). To review all of our available general and program specific resources, visit our [Education and Training Resources page](#).

Requests for provider training may be directed to MHD Education and Training by calling (573) 751-6683 or by email at MHD.Education@dss.mo.gov. Training requests should include the provider's name, National Provider Identifier (NPI), the reason for the request and the type of training needed.

Inquiries regarding FFS claim filing or denials, Remittance Advices, and all eligibility questions, to include managed care, should be directed to the Provider Communications Unit at (573) 751-2896 or the Provider Communications Management option on [eMOMED](#).

Below is a list of programs and the representative who will provide education and training, as well as assistance with complex billing and policy issues.

To contact Lee, Jackie, Daniel or Amanda, email MHD.Education@dss.mo.gov		
Lee Gerloff	Jackie Bollinger	Daniel Rush
Dental Durable Medical Equipment (DME) Hearing Aid/Audiology Hospice Non-Emergency Transportation (NEMT) Skilled Nursing Facility <ul style="list-style-type: none"> • Nurse Assistant Training 	Ambulance Ambulatory Surgical Center Biopsychosocial Treatment of Obesity Chiropractic Complementary and Alternative Therapies for Chronic Pain Diabetes Prevention Program Environmental Lead Assessment Hospital (Inpatient/Outpatient) <ul style="list-style-type: none"> • Certified Registered Nurse Optical Physicians (Program) <ul style="list-style-type: none"> • Nurse Practitioner • Diabetes Self-Management Training • Federally Qualified Health Center (FQHC) • Podiatry • Local Public Health Agency • Case Management • Independent Laboratory Services • Independent Radiology Services • Anesthetists (CRNA Services) • EPSDT/HCY Screenings • Vaccines for Children VFC Nurse Midwife Rural Health Clinic (RHC) Transplant	Behavioral Health Services <ul style="list-style-type: none"> • Applied Behavior Analysis (ABA) Comprehensive Day Rehab Department of Health & Senior Services (DHSS)/ Division of Senior Disability Service (DSDS) <ul style="list-style-type: none"> • Aids Waiver • Adult Day Care Waiver • Aged and Disabled Waiver • Medically Fragile Adult Waiver Department of Mental Health <ul style="list-style-type: none"> • CSTAR • CPR • Youth Targeted Case Management Division of Developmental Disabilities – DD Waiver Home Health Personal Care <ul style="list-style-type: none"> • Consumer Directed Services Private Duty Nursing Rehabilitation Centers School Based IEP Services Therapy <ul style="list-style-type: none"> • Speech • Occupational • Physical
Amanda Fahrendorf Education and Collaboration Manager - Oversees the training resources for all programs, creates and presents additional trainings, handles special assignments related to Education and Training and serves as the expert for any complicated Medicaid inquiries referred to the Education and Training Unit.		
Julie Pace & Kathy Simmons Managed Care Liaisons – MHD.MCcommunications@dss.mo.gov Provides assistance when a provider is unable to resolve Managed Care issues directly with the health plan		

