

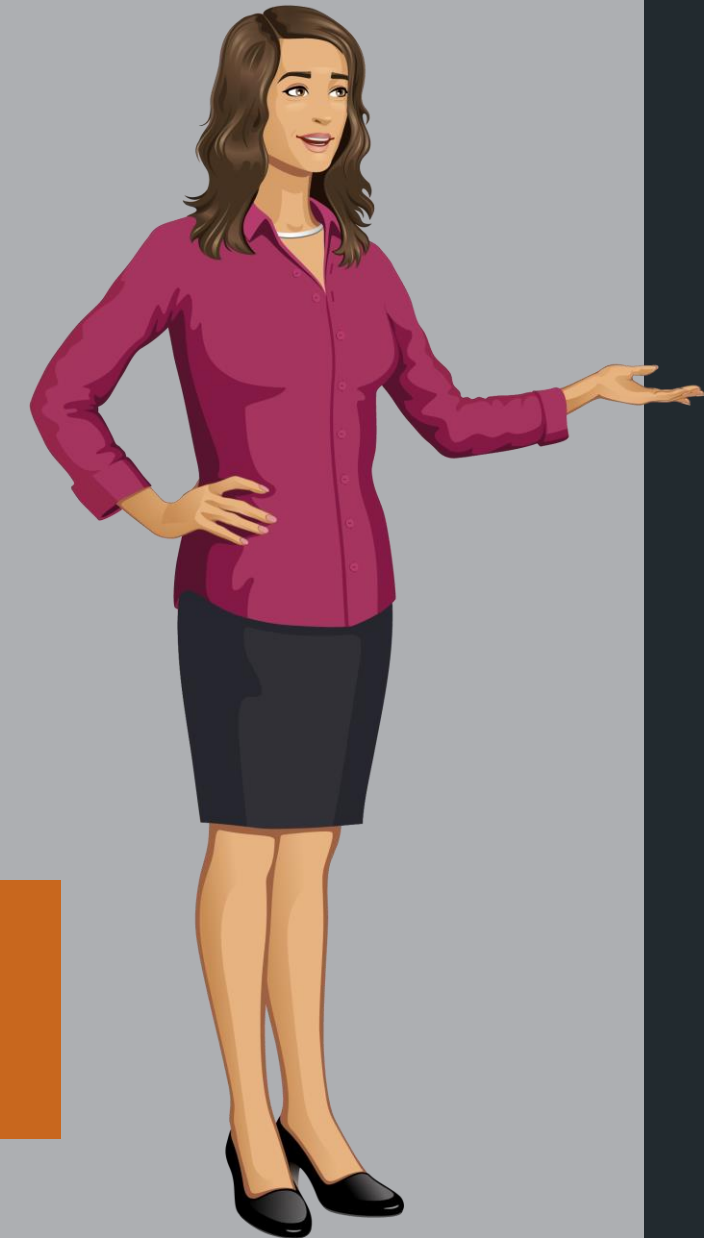


# Optimizing Missouri's Managed Care Plan Benefits for Maternal & Infant Health MO HealthNet 101

MO HealthNet Education and Training – November 13, 2023

Presented by Amanda Fahrendorf





# This Presentation Covers

Fee-For-Service vs. Managed Care

Provider Manual Redesign

Provider Information Page

MO HealthNet for Pregnant Woman

Provider Resources

# Fee-For-Service vs. Managed Care

Missouri's Medicaid program is called MO HealthNet. Depending on how an individual qualifies for MO HealthNet will dictate if services will be provided through the MO HealthNet Fee-For-Service Program or the MO HealthNet Managed Care Program.



## Fee-For-Service Providers



### Serves:

- People with Disabilities
- Seniors
- Blind & Visually Impaired
- Women with Breast or Cervical Cancer

## Managed Care Providers



### Serves:

- Kids
- Pregnant Women & Newborns
- Families

# Managed Care



home state health

- 855-694-4663



Healthy Blue

- 833-388-1407

Show Me Healthy Kids 

- 877-236-1020



UnitedHealthcare

- 866-292-0359

Participants enrolled in MO HealthNet Managed Care receive their services through the health plan's provider network. The health plan network may include providers not enrolled in the Fee-For-Service Program.

Listed here are the different MO HealthNet Managed Care health plans a participant may be enrolled in. Each health plan provides services in every Missouri County. All MO HealthNet Managed Care health plans are required to offer the same services and benefits.

# Paths to the Provider Information Page

The screenshot shows the eMOMED website interface. At the top, there is a navigation bar with 'eMOMED', 'Contact', and 'Troubleshooting' links. Below this is a banner image featuring a group of diverse healthcare professionals and the MoHealthNet logo. The main content area is divided into several sections:

- External Links:** A sidebar menu on the left containing links to the State of Missouri Web site, Department of Social Services, and MO HealthNet Division. Under the MO HealthNet Division, there is a list of links: 'Provider Information', 'Provider Enrollment Application', and 'Participant Information'. A red arrow points to the 'Provider Information' link.
- Welcome:** A central section with an alert: '! Alerts (1) - Click to hide'. Below the alert, it says 'Need help registering? [Click here to watch the video](#)'. A heading reads 'Welcome to the New MO HealthNet Web Portal'. The text describes it as 'The complete source for all MO HealthNet Participant and Provider related services' and 'Find everything you need from one convenient portal!'. There is an image of a healthcare worker.
- Login:** A section on the right with a warning: '! ATTENTION: Each individual eMOMED user should have their own account identified by their SSN.' It includes fields for 'User ID' and 'Password', a 'Login' button, and links for 'Click Here!' and 'Register Now!'.
- ERA Enrollment:** A section at the bottom with the text 'Provider Sign up for Electronic Remittance Advice (ERA) [Click Here!](#)'.

At the bottom of the page, there is a footer with 'eMOMED | Contact | Troubleshooting' and the Missouri Department of Social Services logo.

## MHD Provider Resources

Select “Provider Information” under the “External Links” heading on eMOMED.

eMOMED is the MO HealthNet Portal for claim submission, eligibility, and much more.

Or, visit the MO HealthNet Provider Information page.

Don't forget to bookmark it for the future!



# Provider Information Page

## Information for Providers

[home](#) » [mo healthnet division](#) » [providers](#)

Missouri's Medicaid program is called MO HealthNet. MO HealthNet covers qualified medical expenses for individuals who meet certain eligibility requirements. Depending on the type of coverage they qualify for, participants will get their services through the MO HealthNet Managed Care Program or the MO HealthNet Fee-For-Service Program. Providers may choose to enroll with one or both of these programs:

### ? Frequently Asked Questions

- **Fee-For-Service** – Fee-For-Service Providers must be enrolled in the MO HealthNet program to provide medical services. Those who participate in the MO HealthNet Program agree to accept MO HealthNet payment as reimbursement in full for any services provided to MO HealthNet participants.
- **Managed Care** – Providers who would like to offer services through the MO HealthNet Managed Care Program should contract with a MO HealthNet Managed Care health plan directly. Services are provided in accordance with the terms and conditions of the contract between MO HealthNet and the MO HealthNet Managed Care health plans. Participants enrolled in MO HealthNet Managed Care get their services through the health plan's provider network. The health plan network may include providers not enrolled in the Fee-For-Service Program.

### Choose your category

Please choose a program below for more information about the program you are enrolled with, or the program you would like to enroll with, based on the patients you serve.

#### Fee-For-Service Providers



##### Serves:

- People with Disabilities
- Seniors
- Blind & Visually Impaired
- Women with Breast or Cervical Cancer

#### Managed Care Providers



##### Serves:

- Kids
- Pregnant Women & Newborns
- Families

## MO HealthNet Division

[Apply for Healthcare](#)

[General Information](#)

[Join the MO HealthNet Member Forum](#)

[My Healthcare Benefit](#)

[Managed Care Health Plans](#)

[MO HealthNet FFS Provider Search](#)

[MO HealthNet Division Home](#)

[Pharmacy and Clinical Services](#)

[Provider Information](#)

[Waiver Programs](#)

## MO HealthNet Opioid Prescription Intervention (OPI) Program

### Email Updates

Click to sign up for MO HealthNet News.

Subscription Type

Email

Email Address

Once on the Provider Information page, click on the appropriate selection:

- Fee-For-Service Provider
- Managed Care Provider

You can also find the [Provider Information page](#) on the [MHD website](#)



# Managed Care Provider Page


## Managed Care Providers

[home](#) » [mo healthnet division](#) » [providers](#) » managed care providers

If you provide services to kids, pregnant women & newborns, uninsured women, and families who get their health care services through MO HealthNet, you can provide services through the MO HealthNet Managed Care Program.

MO HealthNet Managed Care services are provided in accordance with the terms and conditions of the contract between MO HealthNet and the Managed Care health plans. Managed Care participants get their services through the health plan's provider network. A participant cannot be billed for the difference between the MO HealthNet payment and the provider's billed charges, sometimes called "budget billing."


If you would like to contract with a Managed Care health plans you should contact the health plan directly. You will need to sign a contract with them to be considered in network for that health plan. Providers are not currently required to enroll with MO HealthNet to serve members through the Managed Care health plans but are encouraged to do so.

Listed below are the different MO HealthNet Managed Care health plans participants can choose from. Each health plan provides services in every Missouri County. All MO HealthNet Managed Care health plans are required to offer the same **services and benefits** .




? Frequently Asked Questions

  
home state health.

1-855-694-HOME (4663)  
Email  
Home State Health website 


 HealthyBlue

833-388-1407  
Healthy Blue website 

 UnitedHealthcare

1-866-292-0359  
• Provider Relations email  
• Network Mgmt email

Show Me Healthy Kids 

1-877-236-1020  
Email  
Show Me Healthy Kids 

## MO HealthNet Division

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[MO HealthNet Division Home](#)

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[Waiver Programs](#)

## MO HealthNet Opioid Prescription Intervention (OPI) Program

### Email Updates

Click to sign up for MO HealthNet News.

Subscription Type

Email 

Email Address

Submit

[Contact Us](#)

This page provides access to the [MHD Managed Care Provider Toolkit](#), contact information for the Managed Care health plans, and more.

The [Managed Care Providers page](#) is located on the [MHD website](#).

Providers should contact the Managed Care health plans directly regarding billing and coverage information for participants enrolled in a Managed Care plan.



# Fee-For-Service Provider Page

## Fee-For-Service Providers

[home](#) » [mo healthnet division](#) » [providers](#) » [fee for service providers](#)

If you provide services to people with disabilities, seniors, blind & visually impaired, or women with breast or cervical cancer who get their health care services through MO HealthNet, you can provide services through the Fee-For-Service Program. Providers must be enrolled in the MO HealthNet program to provide medical services through the Fee-For-Service Program.

If you participate in the MO HealthNet program, you agree to accept MO HealthNet payment as reimbursement in full for any services provided to MO HealthNet participants. A participant cannot be billed for the difference between the MO HealthNet payment and the provider's billed charges, sometimes called "budget or balance billing."



### ? Frequently Asked Questions

### Policies & Procedures

- [Provider Bulletins](#)
- [Provider Hot Tips](#)
- [Provider Manuals](#)
- [Out-of-state non-bordering services](#)

### Billing

- [Apply for EMOMED](#)
- [EMOMED](#)
- [CYBERACCESS](#)
- [GEMT Uncompensated Cost Reimbursement Program](#), updated 10/21/19
- [Claims processing and payment schedule](#)
- [Diagnosis Codes Exempt from Inpatient Certification](#), updated 11/22/22
- [HIPAA - EDI companion guide](#)
- [Radiology benefit management information](#)
- [Remittance Advice Remark Codes and Claim Adjustment Reason Codes](#)
- [School District Administrative Claiming \(SDAC\)](#)

### Fee Schedules & Rate Lists

- [Fee Schedules](#)
- [IRHC Medicare/Medicaid Interim Rate list](#)
- [Nursing Facility Rate list](#)
- [Outpatient Hospital Radiology Fee Schedules:](#)
  - [2021](#)
  - [2020](#)
  - [2019](#)
  - [2018](#)
- [Outpatient Hospital Surgical Procedural Fee Schedules:](#)
  - [Effective 01/01/19](#) (updated 11/30/18)
- [Outpatient Hospital Lab Fee Schedules:](#)
  - [Effective 01/01/21](#) (updated 04/08/21)
- [Outpatient Hospital Simplified Fee Schedules:](#)
  - [Effective 7/20/2021](#)
  - [Effective 7/01/2022](#)

## MO HealthNet Division

[Apply for Healthcare](#)

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[MO HealthNet FFS Provider Search](#)

[MO HealthNet Division Home](#)

[Pharmacy and Clinical Services](#)

[Provider Information](#)

[Waiver Programs](#)

## MO HealthNet Opioid Prescription Intervention (OPI) Program

### Email Updates

Click to sign up for MO HealthNet News.

Subscription Type

Email Address

[Contact Us](#)

This page provides access to policy manuals, forms, billing information, fee schedules, rate lists, education and training and more.

The next few slides will cover the information that can be found on this webpage.

The [Fee-For-Service Provider page](#) is located on the [MHD website](#).





# MO HealthNet News

## Stay Informed

- Provider Bulletins
- Email Blasts
- Provider Hot Tips
- Alerts
- Notifications

## Sign up and Stay Connected

## Follow us on Social Media

### Fee-For-Service Providers

home » mo healthnet division » providers » fee for service providers

If you provide services to people with disabilities, seniors, blind & visually impaired, or women with breast or cervical cancer who get their health care services through MO HealthNet, you can provide services through the Fee-For-Service Program. Providers must be enrolled in the MO HealthNet program to provide medical services through the Fee-For-Service Program.

If you participate in the MO HealthNet program, you agree to accept MO HealthNet payment as reimbursement in full for any services provided to MO HealthNet participants. A participant cannot be billed for the difference between the MO HealthNet payment and the provider's billed charges, sometimes called "budget or balance billing."

[Frequently Asked Questions](#)

#### Policies & Procedures

- [Provider Bulletins](#)
- [Provider Hot Tips](#)
- [Provider Manuals](#)
- [Out-of-state non-bordering services](#)

#### Billing

- [Apply for EMOMED](#)
- [EMOMED](#)
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- [Provider Information](#)
- [Waiver Programs](#)

#### MO HealthNet Opioid Prescription Intervention (OPI) Program

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- [Fee Schedules](#)
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  - [2021](#)
  - [2020](#)
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  - [2018](#)
- [Outpatient Hospital Surgical Procedural Fee Schedules:](#)
  - [Effective 01/01/19](#) (updated 11/30/18)
- [Outpatient Hospital Lab Fee Schedules:](#)
  - [Effective 01/01/21](#) (updated 04/08/21)
- [Outpatient Hospital Simplified Fee Schedules:](#)
  - [Effective 7/20/2021](#)
  - [Effective 7/01/2022](#)

#### Contact Us





- Notify providers of new and updated policies
- Clarify existing policies
- Advise of important program information, rate changes and new/updated procedure codes

You can also find [Provider Bulletins](#) on the [MHD website](#)

### Policies & Procedures

- [Provider Bulletins](#)
- [Provider Hot Tips](#)
- [Provider Manuals](#)
- [Out-of-state non-bordering services](#)

# Provider Bulletins

## MO HealthNet Division Provider Bulletins

[home](#) » [mo healthnet division](#) » [providers](#) » [pages](#) » [bulletins](#)

The MO HealthNet Program publishes provider bulletins as necessary to clarify existing program and policy or explain new policy.

### Bulletin Indices

- [Bulletin Index By Topic/Subject](#)
- [Archived Bulletins](#)

Issue Date	Provider Bulletin Description
Mar 16, 2023	<a href="#">RESIDENTIAL TREATMENT AND TREATMENT FOSTER CARE</a> , Vol 45, No. 39
Feb 27, 2023	<a href="#">2023 CODE ON DENTAL PROCEDURES AND NOMENCLATURE (CDT) ADDITIONS/CHANGES</a> , Vol 45, No. 38
Feb 9, 2023	<a href="#">2023 HEALTHCARE COMMON PROCEDURE CODING SYSTEM (HCPCS)</a> , Vol 45, No. 37
Jan 05, 2023	<a href="#">DENTAL PROGRAM</a> , Vol 45, No. 36
Jan 05, 2023	<a href="#">NON-EMERGENCY MEDICAL TRANSPORTATION</a> , Vol 45, No. 35
Dec 29, 2022	<a href="#">Prior Authorization Process – Residential Treatment and Treatment Foster Care</a> , Vol 45, No. 34
Dec 28, 2022	<a href="#">Residential Billing Update - Above Level 4</a> , Vol 45, No. 33
Dec 22, 2022	<a href="#">Womens Health Services Program</a> , Vol 45, No. 32
Nov 30, 2022	<a href="#">HIPAA X12 835 Remittance Advice Transactions</a> , Vol 45, No. 31



## Tips to assist providers with:

- Billing questions
- Clarifying existing policies and processes
- Provider resources and trainings

You can also find [Provider Hot Tips](#) on the [MHD website](#)

### Policies & Procedures

- [Provider Bulletins](#)
- [Provider Hot Tips](#)
- [Provider Manuals](#)
- [Out-of-state non-bordering services](#)

# Provider Hot Tips

## 2023 MO HealthNet Provider Hot Tips

[home](#) » [mo healthnet division](#) » [providers](#) » [pages](#) » [provtips](#)

The MO HealthNet Division publishes Hot Tips to supply information to clarify and assist in receiving timely reimbursement for services provided and claims disposition.

MO HealthNet has developed an index for historical and ongoing Hot Tips and a COVID-19 index for associated Hot Tips. The non-COVID-19 index location has not moved; it is also located below for quick reference. Please share these Hot Tips with your billing staff.

### Hot Tip Index

- [Hot Tip Index By Topic/Subject](#)

### 2023 Provider Tips Index

- [Nursing Home Coverage for Participants within the Adult Expansion Group \(E2\) and Managed Care](#)
- [Maternity Stays and Post-Discharge Home Visits](#)
- [How to File a Claim with MHD as the Tertiary Payer](#)
- [Maternal Depression Screening](#)
- [Bright Futures](#)
- [Case Management for Pregnant Women](#)
- [How to File a Claim with MHD as the Tertiary Payer](#)
- [Maternal infant Health Prenatal Vitamins](#)

## Nursing Home Coverage for Participants within the Adult Expansion Group (E2) and Managed Care

March 13, 2023


# Provider Manual Redesign



MHD began the re-design of the Provider Manuals in 2022.

The objective of this redesign was to update outdated language and content and make them easier to navigate.

## Policies & Procedures

- Provider Bulletins
- Provider Hot Tips
- **Provider Manuals**
- Out-of-state non-bordering services 

# Provider Manuals have a New Look!

## Section 1: Participant Conditions of Participation

### 1.1 Individuals Eligible for MO HealthNet, Managed Care or State Funded Benefits

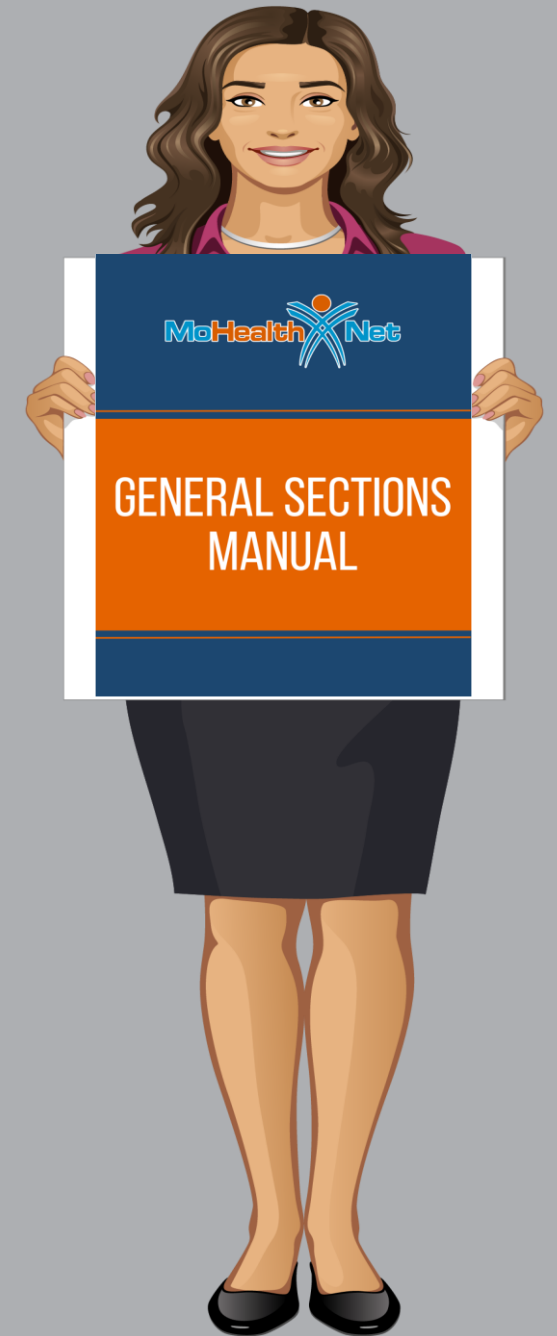
MO HealthNet benefits are available to individuals who are determined eligible by the Family Support Division (FSD) office. Each eligibility group or category of assistance has its own eligibility determination criteria that must be met. Some eligibility groups or categories of assistance are subject to Date Specific Eligibility and some are not.

Fee-For-Service (FFS) Providers must be enrolled in the MO HealthNet program to provide medical services. Those who participate in the MO HealthNet Program agree to accept MO HealthNet payment as reimbursement in full for any services provided to MO HealthNet participants. FFS providers serve people with disabilities, seniors, blind and visually impaired and women with breast or cervical cancer.

Managed Care Providers who would like to offer services through the MO HealthNet Managed Care (MC) Program should contract with a MO HealthNet Managed Care health plan directly. Services are provided in accordance with the terms and conditions of the contract between MO HealthNet and the MO HealthNet Managed Care health plans. Participants enrolled in MO HealthNet Managed Care get their services through the health plan's provider network. The health plan network may include providers not enrolled in the Fee-For-Service Program. MC providers serve kids, pregnant women and newborns and families.

#### Description of Eligibility Categories

The following table includes a description and applicable Medical Eligibility (ME) codes for all categories of assistance:



# Redesign Changes

## Old Table of Contents:

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<b>1.1 INDIVIDUALS ELIGIBLE FOR MO HEALTHNET, MANAGED CARE OR STATE FUNDED BENEFITS .....</b>	<b>15</b>
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1.1.A(2) MO HealthNet for Kids .....	16
1.1.A(3) Temporary MO HealthNet During Pregnancy (TEMP).....	18
1.1.A(4) Voluntary Placement Agreement for Children .....	18
1.1.A(5) State Funded MO HealthNet .....	18
1.1.A(6) MO Rx .....	19
1.1.A(7) Women’s Health Services .....	19
1.1.A(8) ME Codes Not in Use .....	20
<b>1.2 MO HEALTHNET AND MO HEALTHNET MANAGED CARE ID CARD.....</b>	<b>20</b>
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1.2.C(3) TEMP .....	22
1.2.C(4) Temporary Medical Eligibility for Reinstated TANF Individuals .....	23
1.2.C(5) Presumptive Eligibility for Children .....	23
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# Navigation has been simplified

## New Table of Contents:

<b>Table of Contents</b>	
<b><u>Section 1: Participant Conditions of Participation .....</u></b>	<b>4</b>
1.1 Individuals Eligible for MO HealthNet, Managed Care or State Funded Benefits .....	4
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1.3 MO HealthNet, State Funded Medical Assistance and MO HealthNet Managed Care Application Process .....	10
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# Redesign Changes

## Old Table:

### 1.1.A(1) MO HealthNet

ME CODE	DESCRIPTION
01, 04, 11, 12, 13, 14, 15, 16	Elderly, blind and disabled individuals who meet the MO HealthNet eligibility criteria in the community or a vendor facility; or receive a Missouri State Supplemental Conversion or Supplemental Nursing Care check.
03	Individuals who receive a Supplemental Aid to the Blind check or a Missouri State Supplemental check based on blindness.
55	Individuals who qualify to have their Medicare Part B Premiums paid by the state. These individuals are eligible for reimbursement of their Medicare deductible coinsurance and copay amounts only for Medicare covered services.
18, 43, 44, 45, 61	Pregnant women who meet eligibility factors for the MO HealthNet for Pregnant Women Program.
10, 19, 21, 24, 26	Individuals eligible for MO HealthNet under the Refugee Act of 1980 or the Refugee Education Assistance Act of 1980.

## Tables are cleaner

## New Table:

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
18	MO HealthNet for Pregnant Women	95	Show-Me Healthy Babies Pregnant Women income above 201% and up to 305%
43	Pregnant Woman—60 Day Assistance (MO HealthNet for Families criteria)	96	SMHB Ineligible non-citizen with income 0 to 305% FPL
44	Pregnant Woman—60 Day Assistance—Poverty	98	SMHB Post-Partum
Limited Benefit Package for MO HealthNet Adults			
ME Code	Description	ME Code	Description
01	Old Age Assistance	58	Presumptive Eligibility (Subsidized)
02	Blind Pension	59	Presumptive Eligibility (Non-Subsidized)
04	Permanently and Totally Disabled	80	Extended Women’s Health Services
05	MO HealthNet for Families—Adult	81	Temporary Assignment Category
E2	Adult Expansion Group	82	Missouri Rx (Medicare Part D wrap-around benefits)
11	MO HealthNet—Old Age Assistance	83	Breast or Cervical Cancer Control Project—Presumptive
13	MO HealthNet—Permanently and Totally Disabled	84	Breast or Cervical Cancer Control Project—Regular
14	Supplemental Nursing Care—Old Age Assistance	85	Ticket to Work Health Assurance—Premium
16	Supplemental Nursing Care—Permanently and Totally Disabled	86	Ticket to Work Health Assurance—Non-Premium
55	Qualified Medicare Beneficiary (QMB)	89	Uninsured Women’s Health Services

# Redesign Changes

Lots of hyperlinks have been added for convenience.



**Forms**

**Statutes**

**Regulations**

**Websites**

**Policies**

**Emails**



# Provider Forms

## Old Forms Page:

### Forms

[Accident Report \[TPL-2P\]](#)  
[Acknowledgment of Receipt of Hysterectomy Information](#)  
[Addendum to the Plan of Treatment/Medical Update](#)  
[Authorization by Clinic Members](#)  
[BCCT MO HealthNet Application](#)  
[Behavioral Health Services Request for Precertification](#)  
[Certificate of Medical Necessity](#)  
[Certification of Medical Necessity for Abortion](#)  
[Change of Hospice Computer-Generated Letter](#)  
[Claim Attachment Remittance Advice](#)  
[CMS-1500](#)  
[Compound Prior Authorization](#)  
[Continuous Glucose Monitoring Device Tubeless Insulin Pump Prior Authorization](#)  
[Dental Claim Form, 2019 version \(effective on/after November 1, 2020\)](#)  
[Department of Health & Senior Services/Division of Senior and Disability Services - Regional Managers Map](#)  
[Diabetic Supplies Prior Authorization](#)  
[Dialysis Facility Manual](#)  
[Ancillary Services Form](#)  
[Mileage Reimbursement Trip Log & Invoice Form](#)  
[Missouri Contact Information for Logisticare](#)  
[MO Healthnet Division Standing Order Form for Regularly Scheduled Appointments](#)  
[Division of Mental Retardation and Developmental Disabilities Regional Centers](#)  
[Drug Prior Authorization \(Fillable PDF\)](#)  
[Electronic Funds Transfer \(EFT\) - Paper](#)  
[Exception Request](#)  
[Exception Request](#)

## New Forms page – Several updated

## New Forms Page:



### Forms

- Accident Report
- Acknowledgement of Receipt of Hysterectomy Information
- AIDS Waiver Program Addendum to MMAC Provider Agreement for Personal Care or Private Duty Nursing Services
- Applied Behavioral Analysis Request for Precertification
- Authorization by Clinic/Group Members for Direct Deposit, Address or Payment Change
- Breast and Cervical Cancer Treatment MO HealthNet Application
- Behavioral Health Services Request for Precertification
- Bone Marrow/Stem Cell Transplant Request
- Certificate of Medical Necessity
- Certificate of Medical Necessity for Abortion
- Claim Form: ☐ Dental ☐
- Claim Form: Health Insurance (CMS-1500 ☐ )
- Claim Form: Hospital (UB-04) ☐
- Durable Medical Equipment Non-Bordering State Provider Enrollment Request
- Estate Notice
- Handicapping Labio-Lingual Deviation Index Score Sheet
- Health Insurance Premium Payment Program Application (HIPP-1)
- Health Insurance Premium Payment Program Application (HIPP-A)
- Healthy Children & Youth Lead Risk Assessment Guide
- Insurance Resource Report TPL-4
- Level One Nursing Facility Pre-Admission Screening for Mental Illness/Mental Retardation or Related Condition
- Long Term Care Pharmacy Dispensing Fee Provider Specialty Application ☐
- Managed Care Provider Request for Information
- Medical Referral of Restricted Participant PI-118
- Medically Fragile Adult Waiver Addendum to MMAC Provider Agreement for Home Health, Personal Care or Private Duty Nursing Services
- Medically Fragile Adult Waiver Provider Monitoring Log
- Medically Fragile Adult Waiver Private Duty Nursing Acceptance
- Missouri Medicaid Audit & Compliance Electronic Funds Transfer Authorization Agreement
- Notification of Termination of Hospice Benefits
- Personal Care Program Addendum to MMAC Provider Agreement for Personal Care Services
- Personal Funds Account Balance Report
- Physician Certification of Need for Personal Care Services
- Physician Certification of Terminal Illness
- Prior Authorization Request
- Prior Authorization Request: Invasive Ventilation
- Prior Authorization Supporting Documents Cover Sheet for Durable Medical Equipment

<https://mydss.mo.gov/mhd/forms>

# General Sections Manual

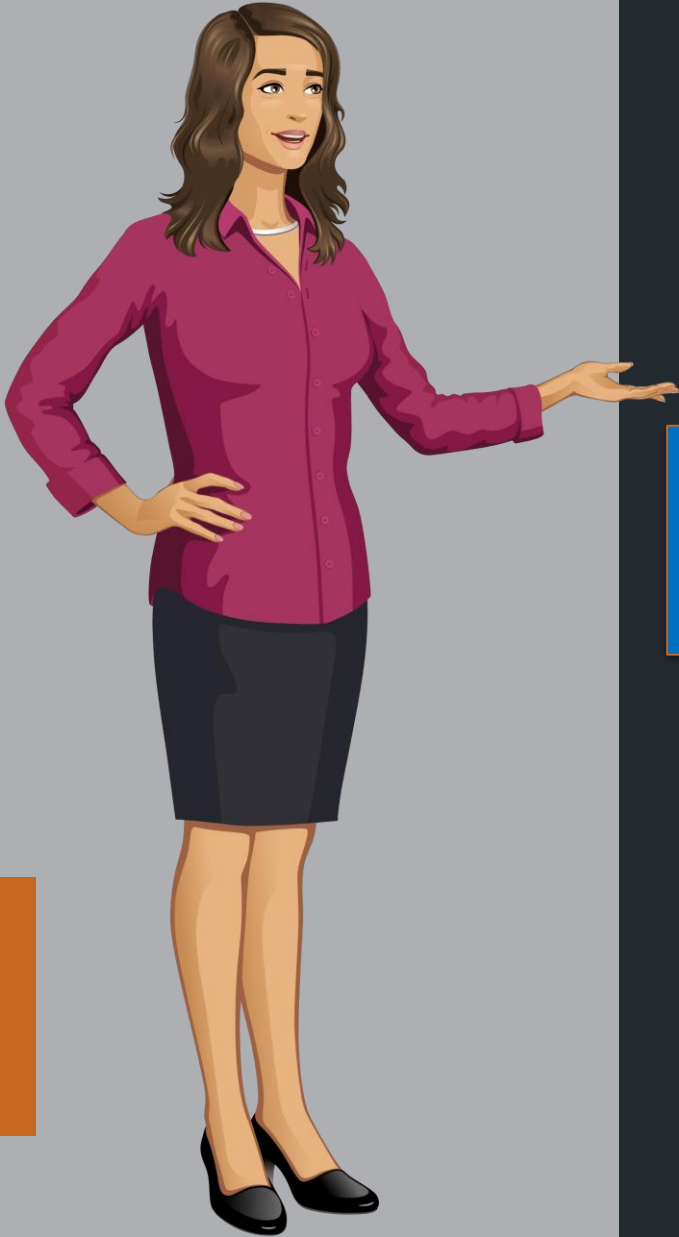
In the previous Provider Manuals, each program specific Provider Manual contained General Sections that were relevant to ALL programs.

These sections were Sections 1 through 11, Sections 16 and 17 and Sections 20 through 23.

Now, these sections are included in one manual, separate from the program specific Provider Manuals. This new manual is called the **General Sections Manual**.

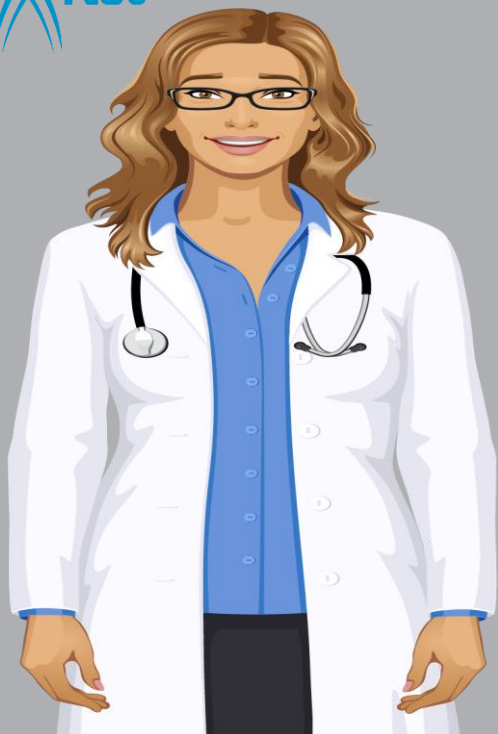


# General Sections Manual



The new **General Sections Manual** contains...

- **General Section 1** – Participant Conditions of Participation
- **General Section 2** – Provider Conditions of Participation
- **General Section 3** – Provider Resources
- **General Section 4** – Timely Filing
- **General Section 5** – Third Party Liability
- **General Section 6** – Adjustments
- **General Section 7** – Medical Necessity
- **General Section 8** – Prior Authorization
- **General Section 9** – MO HealthNet Managed Care Program
- **General Section 10** – Claims Disposition
- **General Section 11** – Claim Attachment Submission and Processing



# Program Specific Provider Manuals

The sections in each Provider Manual are now specific to a program.

And we have seven **new** program Provider Manuals!



# Provider Manuals

- AIDS Waiver
- Adult Day Care Waiver
- Aged & Disabled Waiver
- Ambulance
- Ambulatory Surgical Center
- Behavioral Health Adult Targeted Case Management (TCM)
- Behavioral Health Services
- Comprehensive Substance Treatment & Rehabilitation Services (CSTAR)
- Community Psychiatric Rehabilitation
- **Comprehensive Community Support Rehabilitation Services (pending)**
- Comprehensive Day Rehabilitation
- Development Disabilities (DD) Waiver
- Dental
- Durable Medical Equipment
- Environmental Lead Assessment
- **Exceptions**
- **General Sections**
- **Healthy Children & Youth**
- Hearing Aid
- Home Health
- Hospice
- Hospital
- **Independent Living Waiver (pending)**
- Medically Fragile Adult Waiver
- **Medicare/Medicaid Claims Processing**
- Nurse Midwife
- Nursing Home
- Optical
- **Program of All-Inclusive Care for the Elderly (PACE)**
- Personal Care
- Pharmacy
- Physician
- Private Duty Nursing
- **Psychiatric Residential Treatment Facility (pending)**
- Rehabilitation Centers
- Rural Health Clinics
- School District Administrative Claiming
- School-Based Individualized Education Plan (IEP) Direct Services Cost Settlement
- School-Based IEP Specialized Transportation
- TCM for Individuals with DD
- Therapy
- Transplant
- Youth TCM



# Section Numbers

The way you reference sections in MHD Provider Manuals will change.

Instead of referencing “Section 13 Benefits and Limitations” for every manual, this reference will be different depending on the manual.

For example, in the Dental Provider Manual, Benefits and Limitations is Section 2, in the Behavioral Health Services Provider Manual, it is Section 1.

# Archives

Archive manuals **prior** to September 1, 2023 will remain on the current archive page, on Wipro's site.

Manuals archived **after** September 1, 2023 will be archived on the MHD website.

## Fee-For-Service Providers

home » mo healthnet division » providers » fee for service providers

If you provide services to people with disabilities, seniors, blind & visually impaired, or women with breast or cervical cancer who get their health care services through MO HealthNet, you can provide services through the Fee-For-Service Program. Providers must be enrolled in the MO HealthNet program to provide medical services through the Fee-For-Service Program.

If you participate in the MO HealthNet program, you agree to accept MO HealthNet payment as reimbursement in full for any services provided to MO HealthNet participants. A participant cannot be billed for the difference between the MO HealthNet payment and the provider's billed charges, sometimes called "budget or balance billing."

### Frequently Asked Questions

#### Policies & Procedures

- [Provider Bulletins](#)
- [Provider Hot Tips](#)
- [Provider Manuals](#)
- [Provider Manual by Section](#) Provides a resource list of General and Program Sections of

#### Fee Schedules & Rate Lists

- [Fee Schedules](#)
- [IRHC Medicare/Medicaid Interim Rat](#)
- [Nursing Facility Rate list](#)
- [Outpatient Hospital Radiology Fee Schedules](#)



# Provider Manuals

If you see something that is outdated, not consistent, etc., please send us an email at [Ask.MHD@dss.mo.gov](mailto:Ask.MHD@dss.mo.gov) so that we can make the Provider Manuals the best that they can be.





# Education and Training Resources

Visit our [Education and Training Resources page](#)

View our [Training Calendar](#) and register for a Provider Training

## Education and Training Resources

[home](#) » [mo healthnet division](#) » [providers](#) » [education](#)

### Provider Trainings

The MO HealthNet Division (MHD) Education and Training Unit 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. **When registering for a group, each attendee must register individually.**

#### Training Topics:

- Navigating MHD provider resources on the MHD webpage and eMOMED.com
- Electronic Claim Filing on eMOMED.com
  - Claim form(s) applicable to the program
  - Third Party Liability
  - Crossover Claims, if applicable to the program
- Program Benefits and Limitations and Documentation

**Once Registered:** When logging in for a registered webinar, providers should enter their full name. If using a speakerphone, mute the phone to ensure there is minimal background noise. If you have specific questions that you would like to have addressed during your training, email them to [MHD.PROVTRAIN@dss.mo.gov](mailto:MHD.PROVTRAIN@dss.mo.gov) and include the name and date of the webinar you are attending.

### Provider Training Calendar

- [1st Quarter 2023 Provider Trainings by Program](#)
- [2nd Quarter 2023 Provider Trainings by Program](#)
- Nursing Home Coverage for Participants within the Adult Expansion Group (E2) and Managed Care
  - [March 23, 2023 10:30AM to 11:30AM](#)
  - [April 11, 2023 9:00AM to 10:00AM](#)
- [Schedule for Provider Training Presented by Relias](#)

**To cancel:** If you have scheduled a training session and are unable to participate, contact Education and Training by emailing [MHD.ProvTrain@dss.mo.gov](mailto:MHD.ProvTrain@dss.mo.gov) or by calling 573-751-6683.

## MO HealthNet Provider Trainings

[home](#) » [mo healthnet division](#) » [providers](#) » [training](#)

### MO HealthNet Provider Training

Today ← ▶ April 2023 Print Week Month Agenda

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28 12pm Maternal Hea	29	30	31	Apr 1
2	3	4 3am Inpatient/Out	5 3am Medical Clinics	6	7	8
9	10	11 3am Nursing Home 1pm Applied Behav	12	13	14	15
16	17	18	19	20	21	22
23	24	25 1pm Speech, Physi	26	27	28	29
30	May 1	2 3am Dental Billing 3am Inpatient/Out	3 10am Medical Clinic	4	5	6

Events shown in time zone: Central Time - Chicago



# Education and Training Resources

Visit our Provider Specific Resource Materials

And our General Resources for all Providers

## Educational PowerPoints and Resources

- Behavioral Health Resources
- Dental Resources
- Durable Medical Equipment Resources
- Home Health/Home and Community Based Services
- General Resources
- Pharmacy Resources
- Physician and Clinic Resources
- Private Duty Nursing Resources
- Telemedicine Resources

## Home State Health & Show Me Healthy Kids (SMHK)

- Provider Resources [↗](#)
- SMHK Member Resources [↗](#)
- Show Me Healthy Kids

## Show-Me Healthy Kids (SMHK) Trainings

- Care Management Overview [↗](#)
- Division of Youth Services Provider Resources [↗](#)
- Family First Prevention Services Act (FFPSA) [↗](#)
- Fee-for-Service (FFS) Billing and Technical Assistance [↗](#)
- Member Eligibility and Enrollment [↗](#)
- Provider Enrollment Guide [↗](#)
- Provider Resource Guide for Residential and Treatment Foster Home [↗](#)
- SMHK FAQ Guide [↗](#)
- SMHK Overview and Services [↗](#)
- Trauma Informed Resources [↗](#)

## General Resources for All Providers

- General Provider Resource Overview [↗](#)
  - Navigating Provider Resources [↗](#)
  - Eligibility and Spend Down Overview [↗](#)
  - eMOMED Overview [↗](#)
- Provider Manual by section [↗](#)
- Adult Expansion Group Billing PowerPoint [↗](#) 11/2021
- Care Management in Managed Care [↗](#)

## Claim Filing Samples

- Inpatient Medicare Part A Crossover Claim Filing on eProvider [↗](#) updated: 03/13/12, file size: 3.36MB\*
- Medicare Part B Crossover Claim Filing [↗](#) updated: 06/05/12, file size: 5.13MB\*
- Medicare Part B of A Crossover Claim Filing [↗](#) updated: 03/13/12, file size: 5.31MB\*
- Medicare Part C ~ QMB claim filing [↗](#)
- Medicare Part C NON ~ QMB claim filing [↗](#)

## Third Party Liability

- Third Party Liability Information for Providers [↗](#)
- Third Party Liability Course [↗](#)

## Program Specific Resources

- Behavioral Health
- Dental
- Durable Medical Equipment
- Home Health/Home and Community Based Services
- Pharmacy
- Physician and Clinic
- Private Duty Nursing
- Telemedicine

# Provider Resource Guide

The Provider Resource Guide provides an overview of MO HealthNet Programs, provides MO HealthNet contact information, shows limited and comprehensive benefits and descriptions of Medical Eligibility (ME) codes.

## 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.

- Serves:**
- People with Disabilities
  - Seniors
  - Blind & Visually Impaired
  - Women with Breast or Cervical Cancer

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 [spsd@lp.sp.mo.gov](mailto:spsd@lp.sp.mo.gov) or fax to (855) 600-3754. For questions, contact [Spenddown.Unit@dss.mo.gov](mailto:Spenddown.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.healthybluemmo.com">www.healthybluemmo.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>

### 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](#).

## 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	26	Ethiopian Refugee
02	Blind Pension	55	Qualified Medicare Beneficiary (QMB)
04	Permanently and Totally Disabled	58	Presumptive Eligibility (Subsidized)
05	MO HealthNet for Families—Adult	59	Presumptive Eligibility (Non-Subsidized)
E2	Adult Expansion Group	80	Extended Women's Health Services
10	Refugees other than Cuban, Haitian, Russian Jew, or Ethiopian	81	Temporary Assignment Category
11	MO HealthNet—Old Age Assistance	82	Missouri Rx (Medicare Part D wrap-around benefits)
13	MO HealthNet—Permanently and Totally Disabled	83	Breast or Cervical Cancer Control Project—Presumptive
14	Supplemental Nursing Care—Old Age Assistance	84	Breast or Cervical Cancer Control Project—Regular
16	Supplemental Nursing Care—Permanently and Totally Disabled	85	Ticket to Work Health Assurance—Premium
19	Cuban Refugee	86	Ticket to Work Health Assurance—Non-Premium
21	Haitian Refugee	89	Uninsured Women's Health Services
24	Russian Jew Refugee	94	Show-Me Healthy Babies—Presumptive Eligibility income to 300%

# Benefit Tables

Choose [Benefit Tables](#) on the [Provider Information page](#)

Choose the specific program to view the various benefits

View the programs Coverage Groups and Medical Eligibility (ME) Codes

## Education and Training

- **Education and Training Resources** Offers provider webinar schedules and general and program specific educational resources.
- **Contact Education and Training** Provides the Education Specialist assigned to each program and how to request training.
- **Provider Resource Guide** Provides descriptions of medical eligibility (ME) codes, shows limited and comprehensive benefits and provides MO HealthNet contact information.
- **Provider Manual by Section** Provides a resource list of General and Program Sections of the Provider Manual
- **Benefit Tables** (formerly Benefit Matrix) This shows the various benefits for each MO HealthNet programs, and if they have cost sharing or co-pays.

## MO HealthNet Benefit Tables

Master list of covered services

[Copy Requirements and Exemptions](#)

Issue Date	Service
12/22/2021	Ambulance (emergency only)
12/22/2021	Ambulatory Surgical Center
12/22/2021	Behavioral Health Services
12/22/2021	Dental
12/22/2021	Durable Medical Equipment (DME)
12/22/2021	Habilitative Occupational_Physical_and_Speech Therapies
12/22/2021	Hearing Aid
12/22/2021	Home Health
12/22/2021	Hospice
12/22/2021	Hospital
12/22/2021	Long Term Care
12/22/2021	Non-Emergency Medical Transportation (NEMT)
12/22/2021	Optical
12/22/2021	Personal Care
12/22/2021	Pharmacy
12/22/2021	Physicians and Clinics
12/22/2021	Private Duty Nursing
12/22/2021	Therapies - Occupational, Physical, and Speech

## Dental

Coverage Group/ME Codes	Covered
MO HealthNet for Adults 05, 10,19, 21, 24, 26, E2	Limited*
MO HealthNet for Pregnant Women 18, 43, 44, 61, 95, 96, 98	Yes
MO HealthNet for Kids 06, 07, 08, 29, 30, 36, 37, 38, 40, 50, 52, 56, 57, 60, 62, 64, 65, 66, 68, 70	Yes
CHIP Kids 71, 72, 73, 74, 75, 97	Yes
Uninsured Women's Health Services 80, 89	No
Traditional Medicaid 01, 04, 11, 13, 14, 16, 85, 86	Limited*
BCCCP 83, 84	Limited*
Blind Programs 02, 03, 12, 15	Yes
Children's Programs 23, 28, 33, 34, 41, 49, 67, 88	Yes
Temporary Women's Assistance for Pregnant Women 58, 59, 94	Limited**
Presumptive Eligibility for Children 87	Yes
Qualified Medicare Beneficiary (QMB) 55	No
Missouri RX Plan (MORx) 82	No

Notes: \*Children under 21 years of age and participants in category of assistance for pregnant women, the blind or vendor nursing facility residents are eligible for the complete dental benefit. MO HealthNet considers additional dental services for adults with certain pre-existing medical conditions. Such services require a written referral from the participant's physician that must state the absence of the dental treatment would adversely affect a specific pre-existing medical condition. For additional information, please see your provider manual, Section 13.1. \*\*Limited coverage for ambulatory prenatal care.



# MO HealthNet Postpartum Benefits

Previously, pregnant and postpartum women receiving benefits through MO HealthNet for Pregnant Women were eligible for pregnancy-related coverage throughout the pregnancy and for 60 days following the end of the pregnancy.

- Beginning July 7th, 2023, MO HealthNet coverage for these women will include full Medicaid benefits for the duration of the pregnancy and for one year following the end of the pregnancy.
- The MO HealthNet Division (MHD) must receive Centers for Medicare & Medicaid Services (CMS) approval of the MHD State Plan Amendment (SPA) for the change in postpartum eligibility.
- The Family Support Division (FSD) will not close coverage for eligible women as they resume annual renewals until MHD receives CMS approval of the SPA.

Provider Bulletin- [MO HealthNet Postpartum Benefits](#)



# MO HealthNet Pregnancy Coverage

MO HealthNet covers additional benefits while a participant is pregnant. These extra benefits are available for one year following the end of the pregnancy.

## Benefit Highlights

- Comprehensive Dental (including dentures)
- Hearing Aids
- Optical- Additional Exams covered
- Non-Emergency-Transportation (NEMT)



# Dental Benefit

## Comprehensive Dental:

There are 2 different types of dental benefits offered by MO HealthNet. There is an Adult Limited Benefit and there is a Comprehensive Dental Benefit. Pregnant participants qualify for a comprehensive dental benefit up to 12 months postpartum. Below are some of benefits available.

- Periodic exams
- Imaging
- Preventative
- Sealants
- Fillings

## Prophylaxis

- Crowns
- Root Canals
- Extractions
- Dentures

Refer to the Dental Manual for additional benefits and limitations.



# Optical and Hearing Aids

Optical exams and materials are covered by MO HealthNet. Adult coverage normally limits exams to every 24 months.

- During pregnancy MO HealthNet covers additional optical exams.
- All participants eligible for optical benefits are eligible for materials every 24 months or more if medically necessary.

Hearing aids are considered a limited benefit and are not normally covered for adults.

- Pregnant participants are eligible for hearing aids and related services during the pregnancy and 12 months postpartum.

Refer to the [Optical Manual](#) and the [Hearing Aid Manual](#) for additional benefits and limitations.





# Non – Emergency Medical Transportation (NEMT)

Non - Emergency Medical Transportation (NEMT) provides free transportation for Medicaid eligible participants to and from scheduled MO HealthNet covered services such as medical and behavioral health appointments.

Medical Transportation Management (MTM) is the NEMT broker for Fee-For-Service and Managed Care participants.

This benefit is not limited to pregnant participants but, it's important to mention as we know transportation can be a barrier to care.

## Schedule a Ride:

### Fee-For-Service Participants

- MTM at (866) 269-5927
- <https://mtm.mtmlink.net/>

### Healthy Blue

- MTM at 888-597-1193 (TTY 711)
- <https://mtm.mtmlink.net/>

### Home State Health / Show Me Healthy Kids (SMHK)

- MTM at their 24/7 line 1-866-455-2097
- Home State Health at 1-855-694-HOME (4663) (TTY: 711) (Monday - Friday 8am to 5pm)
- <https://mtm.mtmlink.net/>

### United Health Care

- 1-844-529-1801, TTY 711 7 a.m. – 6 p.m. ET, Monday – Saturday.
- <https://mtm.mtmlink.net/>

Refer to the [NEMT Manual](#) for additional benefits and limitations

# Resources & Contact Information



## Technical Help Desk

Technical support and assistance for issues with eMOMED

Establishes required electronic claims and RA formats, network communication and HIPAA trading partner agreements

(573) 635-3559  
[internethelpdesk@momed.com](mailto:internethelpdesk@momed.com)

## Participant Resources

Questions regarding MHD eligibility benefits and application process.

(855) 373-9994

[www.mydss.mo.gov](http://www.mydss.mo.gov)

Family Support Division Information Center

(855) FSD-INFO

(855) 600-4412

## Provider Communications

### Provider's Initial Contact

Contact with inquiries, concerns or questions regarding proper claim filing, claims resolution and disposition, and participant eligibility questions and verification.

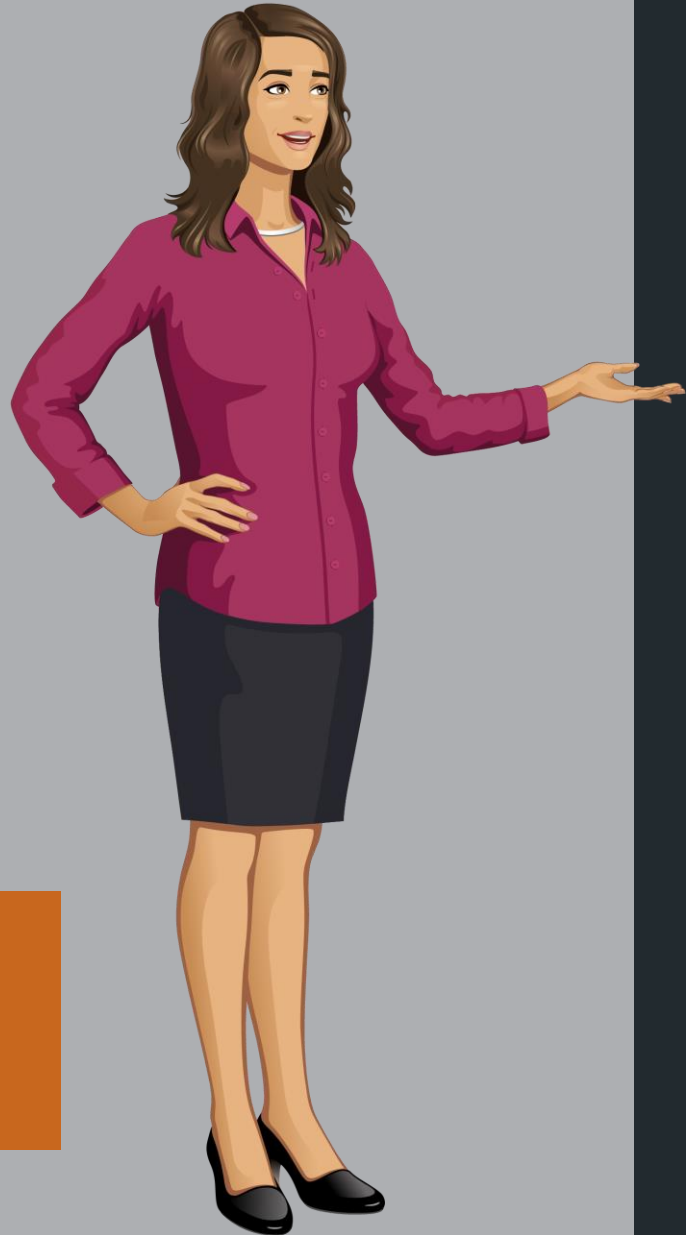
(573) 751-2896

Provider Communications Unit

PO Box 5500

Jefferson City, MO 65102-2500

# Resources & Contact Information



## CyberAccess

Account setup or technical questions

(888) 581-9797

(573) 632-9797

[cyberaccesshelpdesk@xerox.com](mailto:cyberaccesshelpdesk@xerox.com)

CyberAccess

CyberAccess Helpful Tips

## Clinical Services

Policy development, benefit design, coverage decisions, provider and program policy inquiries

(573) 751-6963

[MHD.clinical.services@dss.mo.gov](mailto:MHD.clinical.services@dss.mo.gov)

## MHD Services and Programs

Inquiries regarding programs and policy that cannot be answered by any other contact

[Ask.MHD@dss.mo.gov](mailto:Ask.MHD@dss.mo.gov)

Provide NPI, name and contact information and complete details regarding inquiry

## MHD Education and Training

Instructs providers on navigating provider resources, proper billing methods and procedures for claim filing via eMOMED.

[MHD.Education@dss.mo.gov](mailto:MHD.Education@dss.mo.gov)

(573) 751-6683

# Resources & Contact Information

## Pharmacy & Medical Pre-Certification Help Desk

Pharmacy Clinical Authorizations, Edit Overrides, Medical Pre-Certifications (outpatient, diagnostic, non-emergency MRI, MRA, CT, CTA, PET scans and cardiac imaging)

(800) 392-8030

Pre-Certification for certain radiological procedures listed at:

<https://portal.healthhelp.com/mohealthnet>

## Provider Enrollment

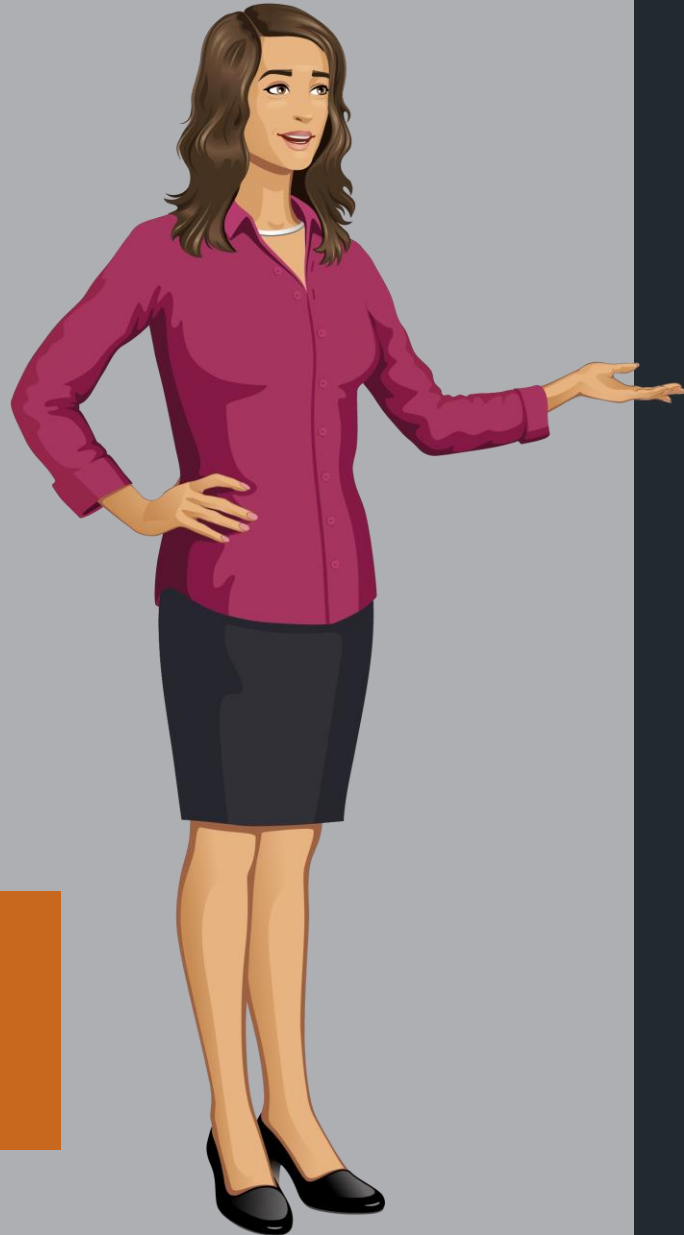
Located within the MO Medicaid Audit and Compliance (MMAC) Unit

Inquiries regarding enrollment applications, changes to Provider Master File (addresses, tax identification, ownership, individual's name, practice name, National Provider Identification (NPI) number)

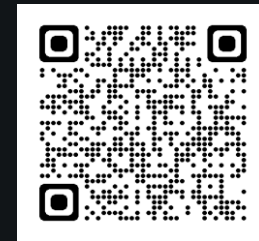
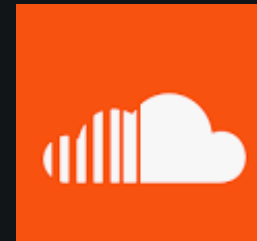
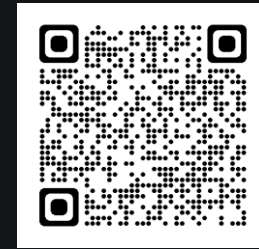
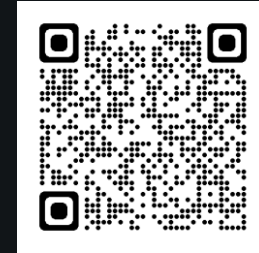
(573) 751-3399

[mmac.providerenrollment@dss.mo.gov](mailto:mmac.providerenrollment@dss.mo.gov)

Send written inquiries to:  
Missouri Medicaid Audit and Compliance  
P. O. Box 6500  
Jefferson City, Missouri 65102



# Connect With Us





**Questions?**