

# Provider Compliance – Forms

- All MO HealthNet providers are required to keep their enrollment information current.

## 13 CSR 65-2 Title XIX Provider Enrollment

***11. The provider shall advise MMAC, in writing on enrollment forms specified by MMAC, of any changes affecting the provider's enrollment records within ninety (90) days of the change, with the exception of change of ownership or control of any provider which must be reported within thirty (30) days.***



# Provider Compliance – Forms

- You are **required** to report changes to your enrollment within 90 days of changes including but not limited to:
  - address (including suite number)
  - phone numbers
  - e-mail addresses
- We will not accept photos of documents taken with a cell phone or camera – examples: PNG and JPEG files.
- Forms must be completed **in full** and **signed**. **All pages of the request must be submitted.**
- All forms must have correct legal and DBA name on them.
- Keep in mind: changes in address will require a site visit before they are approved. Most visits will be conducted virtually.

# Provider Compliance – Forms

- Changes of ownership (CHOWs) are to be reported to MMAC within 30 days of the change on a change request form.
- Providers purchasing or selling must not list identifying participant information in their purchase agreements.
- New owners do not purchase participants from the previous provider; participants are given the choice to stay with the new provider or find care elsewhere with the help of DHSS.
- CDS participant EINs go with the consumer/participant if they choose another agency. **These EINs belong to the consumer.**

# Banking Changes



- PAY TO ADDRESS: *Is it current?*
- Do not close your old bank account until you receive our payment into the new one.
- We will attempt to validate the form with an authorized individual. If we cannot reach you using information on file with us (*remember it is supposed to be kept current*) then we will reject the request.
- Account change is not immediate. It takes 10 days from date of keying.

# E-mails and Phone Calls

- Leave the following information for a faster response:
  - Your name
  - Your business name
  - Your call back number
  - Your NPI
  - Your question/concern/what you are calling about
- Know your Department:
  - Enrollment & changes to enrollment – **MMAC Provider Contracts**
  - Revalidation – **MMAC Provider Revalidations**
  - Participant issues – **DHSS/Dept. of Senior and Disability Services**
  - Billing Questions – **MO HealthNet**
  - CDS Audits and Reports – **MMAC Provider Review**

# Contact Information

- **MMMAC Provider Contracts:** [mmac.ihscontracts@dss.mo.gov](mailto:mmac.ihscontracts@dss.mo.gov)  
Phone: 573-751-3399  
Fax: 573-634-3559
- **Cindy W:** *new CDS and IHS proposals, Host/presenter for manager testing and CDS Orientations.*  
  
***LINDA J:** data entry for new CDS/IHS enrollments and CHOWs. Processes participation agreements (PA) for new CDS/IHS and CHOW providers.*
- **Pam H:** *changes of structure and ownership, voluntary terminations and assists with new incoming CDS/IHS proposals.*
- **Kelcy W:** *new ADC, ALF, RCF, Reassessment applications, change requests, and all changes to banking for all enrolled MO Medicaid providers.*
- **LAMIS A:** *MMAC compliance site visits for all MO HealthNet providers that require a site visit.*

# HCBS Revalidations

- Make sure you are looking at the requirements page for the updated list of documents required to revalidate.  
<https://mmac.mo.gov/revalidation-requirements/>
- Revalidations will be rejected if they do not have the required documents uploaded.
- If you have an address change, a phone number change, a designated manager change etc. you need to report it to us by change request also. Please make a note in Section 8 that you have submitted information with your revalidation also.