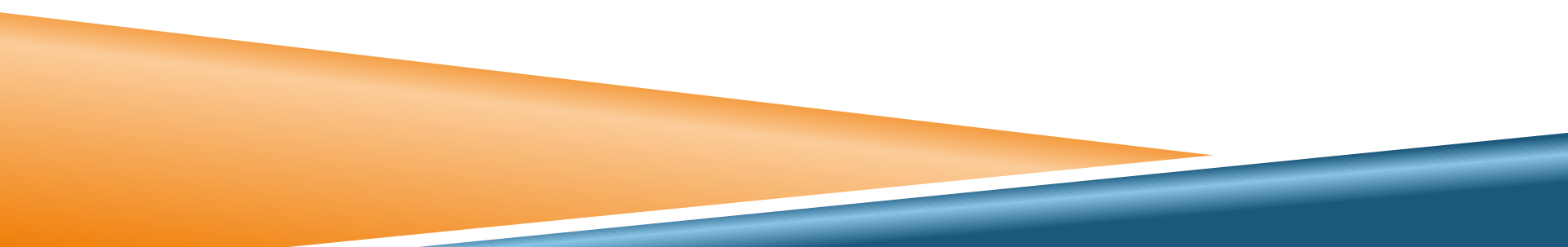


Electronic Visit Verification (EVV)

Terri Woodward, MO HealthNet Division (MHD)

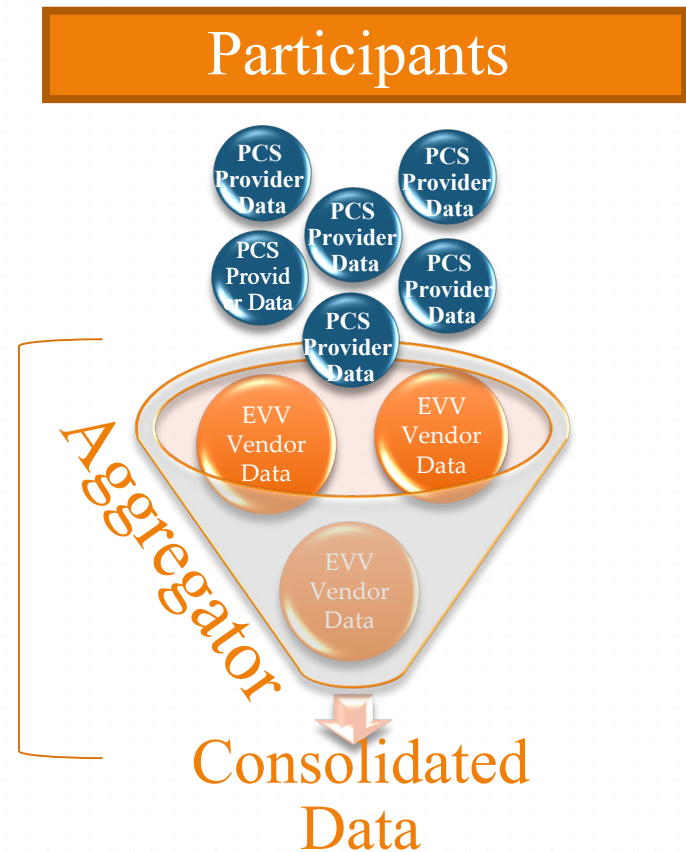
October 2022

21st Century Cures Act

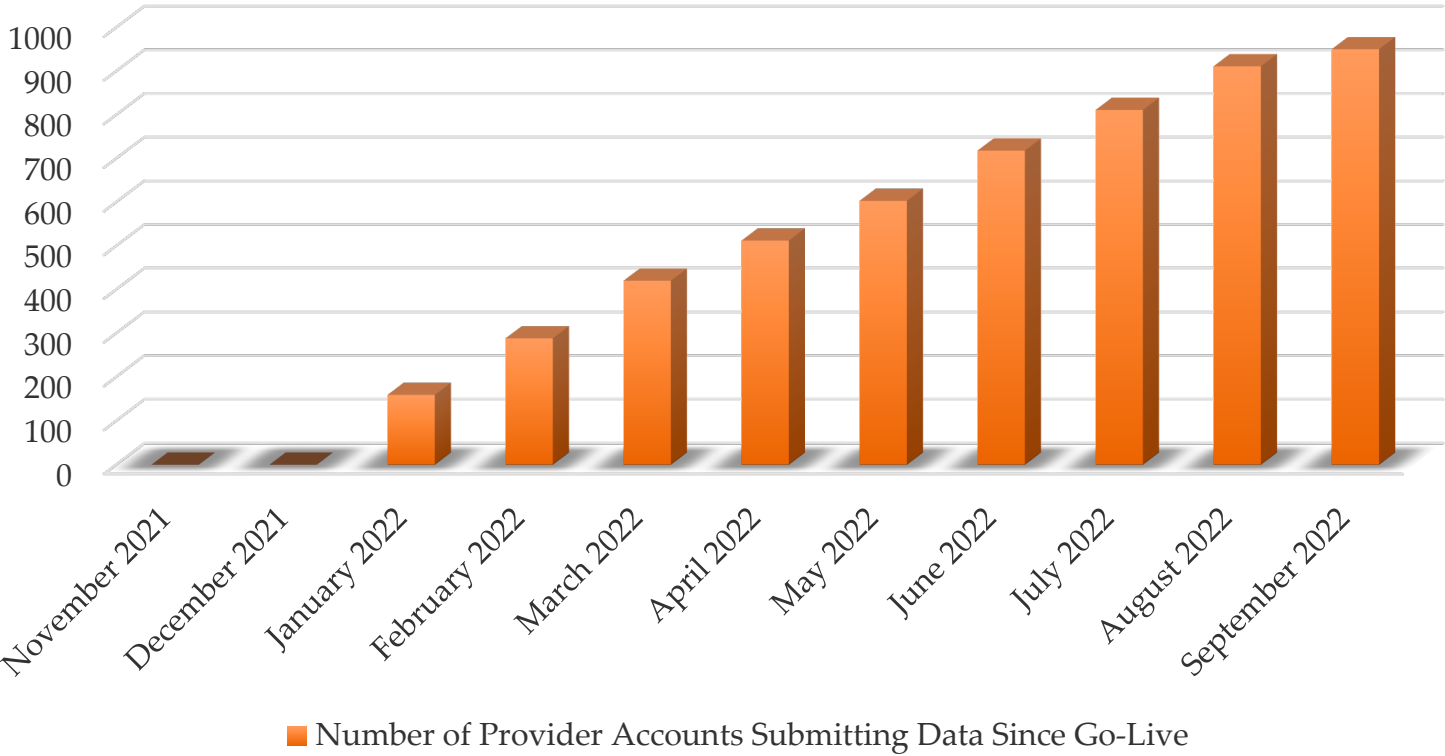
- ❖ Requires all states to use an electronic form of visit verification for all personal care services paid for with Medicaid funds
 - ❖ State regulation for Missouri PCS providers effective January, 2021
 - ❖ Implementation of the Electronic Visit Verification (EVV) Aggregator (EAS) November 8, 2021
 - ❖ ALL PCS providers must be using EVV to collect visit data
- 

What is EAS?

- ❖ Collects visit data from all EVV systems operating in Missouri
- ❖ Visit data is standardized against business rules set in Missouri
- ❖ Data is presented for reporting and analysis



Number of Provider Accounts Submitting Data Since Go-Live



What's Happening Now?

- ❖ Visit data from EAS is being reviewed and analyzed by State staff
 - Outreach to PCS providers
 - Education provided
- ❖ Providers not submitting visit data to EAS referred to MMAC for further evaluation
- ❖ Adverse action applied if no resolution

PCS Provider Responsibilities

❖ Register EVV Vendor



❖ Register for and Complete Training

- Production Credentials
- Submit Data

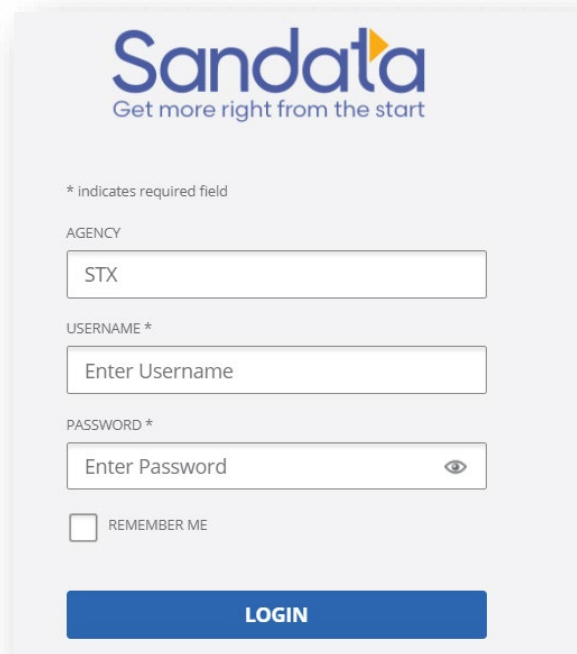


❖ Verify Visit Data is in the Aggregator



Verifying Your Data in EAS

To make sure visit data is accurate, log in to EAS and review participant specific data



The image shows a login form for Sandata. At the top is the Sandata logo with the tagline "Get more right from the start". Below the logo is a note: "* indicates required field". The form contains three input fields: "AGENCY" with the value "STX", "USERNAME *" with the placeholder "Enter Username", and "PASSWORD *" with the placeholder "Enter Password" and a toggle icon. Below the password field is a checkbox labeled "REMEMBER ME". At the bottom is a blue "LOGIN" button.

Sandata
Get more right from the start

* indicates required field

AGENCY
STX

USERNAME *
Enter Username

PASSWORD *
Enter Password

REMEMBER ME

LOGIN

Resources

- ❖ General EVV Information
 - [State EVV Webpage](#)
- ❖ Policy and Program Questions
 - Ask.EVV@dss.mo.gov
- ❖ Technical Questions
 - MOAltEVV@sandata.com
 - 1-833-350-5844
- ❖ Aggregator Login
 - [Sandata](#)
- ❖ Register Your Vendor
 - [Register Vendor](#)
- ❖ Register and Complete Training
 - [Sandata Training](#)
- ❖ Difficulty Logging In
 - [Contact Sandata](#)
- ❖ Struggling with Verifying Visits in the Aggregator
 - [Take Online Training Again](#)
- ❖ Challenges Seeing Visit Data in the Aggregator
 - Contact Your Vendor
- ❖ Your EVV Vendor Cannot Successfully Send Your Data
 - [Select a New Vendor](#)

HCBS Providers Update Meeting

Navigating Provider Resources

October 2022
Education & Training



eMOMED Path to Resources

MoHealthNet

Home Contact Search Center Troubleshooting

MoHealthNet

eProvider ePassport Welcome, Dana Log Out

Home / eProvider

External Links

- State of Missouri Web site
- Department of Social Services
- MO HealthNet Division
 - Provider Information
 - Provider Enrollment
 - Participant Information

eProvider Welcome

Quick link to the Provider Information Page: Provider Information

Submit new claims. View claim status. Void/Replace existing claims.

Manage participants. Submit nursing home claims.

Attachment Management
Submit new stand-alone attachments. View attachment status.

File Management
Send and receive batch files. Print/View/Download Remittance Advice.

Participant Eligibility
Verify participant eligibility.

Payment Information
View the payment information for the two most recent payments.

Prior Authorization Status
Check the prior authorization status for participants.

Available Surveys

Provider Communications Management
Send Your Inquiries...

Provider Enrollment Status
Verify Provider Eligibility.

Participant Annual Review Date
View participant annual review dates.

03/25/2015
Removing a User's Access to an NPI

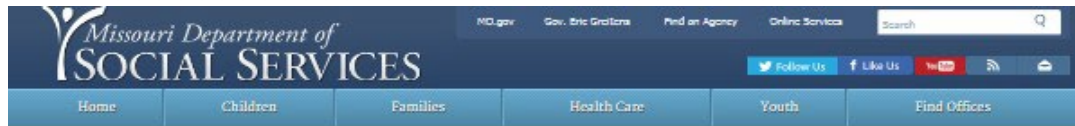
03/24/2015
Requesting & Allowing NPI Access

03/24/2015
eMOMED Training and Assistance Utilities

Home | Contact | Search Center | Troubleshooting

Missouri Department of SOCIAL SERVICES

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
- Uninsured Women
- Families

MO HealthNet Division

Who Is Covered

Managed Care Program

Fee-For-Service Program

Waiver Programs

Clinical Services

Information for Providers

General Information

MO HealthNet Division Home



Message for Providers

Email Updates

Click to sign up for MO HealthNet News.

Subscription Type

Email

Email Address

Submit

Fee-For-Service vs. Managed Care –
Click on appropriate selection

<https://dss.mo.gov/mhd/providers/>

Fee-For-Service Provider Information 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](#)
- [Exempt Diagnosis Table](#), updated 10/01/20
- [HIPAA - EDI companion guide](#)
- [Radiology benefit management information](#)
- [Remittance Advice Remark Codes and Claim Adjustment Reason Codes](#)
- [SDAC and IEP Direct Services Cost Settlement](#)
- [Telemedicine](#)

Provider Forms

- [MO HealthNet forms](#)
- [Nursing Facility Cost Report](#)
- [EBPT Invoice Form](#)

General Information

- [Electronic Health Records incentive program](#)
- [Electronic Visit Verification Program](#)
- [MO HealthNet Provider COVID-19 Updates](#)
- [MO HealthNet provider search](#)
- [System maintenance Schedule](#)
- [Curing hep C in Missouri](#)
- [Other links of interest](#)
- [Nursing Home Reimbursement Resources](#)

Fee Schedules & Rate Lists

- [Fee Schedules](#)
- [IRHC Medicare/Medicaid Interim Rate list](#)
- [Nursing Facility Rate list](#)
- [Outpatient Hospital Radiology Fee Schedule 2021](#), [Previous Versions \(2020\)](#), [\(2019\)](#), [\(2018\)](#)
- [Outpatient Hospital Surgical Procedural Fee schedule, effective 01-01-19](#), updated 11/30/18
- [Outpatient Hospital Lab Fee schedule, effective 01/01/21](#), updated 01/08/21
- [Outpatient Hospital Simplified Fee Schedule effective July 20, 2021](#)
- [Outpatient Hospital Simplified Fee Schedule effective July 1, 2022](#)

Education and Training

- [Benefit Tables](#) (formerly Benefit Matrix) This shows the various benefits for each MO HealthNet program, and if they have cost sharing or co-pays.
- [Provider Resource Guide](#) This guide provides descriptions of medical eligibility code, shows limited and comprehensive benefits and provides abundant MO HealthNet contact information.
- [Education and Training Resources](#) Offers provider webinar and workshop schedules, educational power point resources and audio visual training.
- [Contact Education and Training](#), updated 08/10/2022

Provider Enrollment

- [Civil rights](#) compliance information
- [Enrollment guide](#) information and requirements for new applicants and existing providers
- [Missouri Medicaid Audit & Compliance \(MMAC\)](#)
- [Provider enrollment application](#)

MO HealthNet Division

[Apply for Healthcare](#)

[My Healthcare Benefit](#)

[Managed Care Health Plans](#)

[Waiver Programs](#)

[Pharmacy and Clinical Services](#)

[Provider Information](#)

[General Information](#)

[MO HealthNet FFS Provider Search](#)

[MO HealthNet Division Home](#)

MO HealthNet Opioid Prescription Intervention (OPI) Program

Email Updates

Click to sign up for MO HealthNet News.

Subscription Type

Email

Email Address

Contact Us

Provider Communications:

(573) 751-2896

For questions about claim filing, claims resolution and disposition, and participant verification.

Education & Training:

(573) 751-6683 or [Email](#)

For education about proper billing methods, claim filing, and training information.

To contract with the [health plans](#), contact them directly.

Managed Care Provider Communications:

[Email](#) for questions about claims, policy and general questions.

MO HealthNet News

Stay Informed

- Provider Bulletins
- Email Blasts
- Hot Tips
- Alerts
- Notifications
- Follow us on social media

Sign Up and Stay Connected



Email Updates

Click to sign up for MO HealthNet News.

Subscription Type

Email

Email Address

Submit

Featured Links

[MO HealthNet News Archives](#)

[Calendar of Events](#)

<https://dss.mo.gov/mhd/providers/>

Provider Bulletins



Provider Bulletins

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

PROVIDER BULLETIN

Volume 45 Number 04

<http://dss.mo.gov/mhd/>

July 1, 2022

PERSONAL CARE AND PRIVATE DUTY NURSING SCHOOL-BASED INDIVIDUALIZED EDUCATION PLAN (IEP) DIRECT SERVICES

Applies to: School-Based IEP Direct Services Providers

Effective date: July 1, 2022

- Maximum Allowable Rate Increase

MAXIMUM ALLOWABLE RATE INCREASE

Effective for dates of service on or after July 1, 2022 the MO HealthNet Fee-For-Service maximum allowable rates are increased for the following School-Based IEP direct services: Private Duty Nursing and Personal Care.

Provider Hot Tips

Tips to assist providers with:

- Billing questions
- Clarify existing policies and processes
- Provider Resources

2022 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 Indices

- [Hot Tip Index By Topic/Subject](#) 
- [COVID-19 Hot Tip Index](#) 

2022 Provider Tips Index

- [COVID Testing and Specimen Collection Codes](#)
- [Enrolling Pharmacists](#)
- [Chiropractic Medicine](#)
- [At-Home COVID Test Coverage](#)
- [COVID-19 Outpatient Inhaler Treatment](#)
- [Telehealth Services](#)
- [Biopsychosocial Treatment of Obesity Policy Clarification](#)

<https://dss.mo.gov/mhd/providers/pages/provtips.htm>

Provider Hot Tips

Hot Tip Indices

- Hot Tip Index By Topic/Subject 
- COVID-19 Hot Tip Index 



See Index to find the pertinent Hot Tip

2022 Provider Tips Index

- COVID Testing and Specimen Collection Codes
- Enrolling Pharmacists
- Chiropractic Medicine
- At-Home COVID Test Coverage
- COVID-19 Outpatient Inhaler Treatment
- Telehealth Services
- Biopsychosocial Treatment of Obesity Policy Clarification
- COVID-19 Oral Antiviral Treatment
- DME Walker Criteria

Provider Manuals

- Policy
- Benefits and Limitations
- Procedure/Revenue codes
- Billing Instructions

**State of Missouri
MO HealthNet Manuals**

Your complete source for all MO HealthNet related services and support for the State of MO
Find everything you need - all from one convenient portal.

To learn more about the functions and features of the Provider Manuals website, [CLICK HERE](#)

HOME RESOURCE CENTER FORMS QUICK LINKS ABOUT WIPRO INFOCROSSING

AIDS Waiver
Adult Day Care Waiver
Adult Day Health Care - Note: This program ended June 30,2013
Aged and Disabled Waiver
Ambulance
Ambulatory Surgical Center
Behavioral Health Adult Targeted Case Management
Behavioral Health Services
CSTAR
Community Psych Rehab Program
Comprehensive Day Rehab
DD Waiver Manual
Dental
Durable Medical Equipment
Environmental Lead Assessment
Hearing Aid
Home Health
Hospice
Hospital

Medically Fragile Adult Waiver
Nurse Midwife
Nursing Home
Optical
Personal Care
Pharmacy
Physician
Private Duty Nursing
Rehabilitation Centers
Rural Health Clinic Independent
Rural Health Clinic Provider-Based
School District Administration Claiming
School District Administrative Claiming Manual - Effective April 1, 2015
Therapy
Transplant
Youth Targeted Case Management

<http://manuals.momed.com/manuals/>

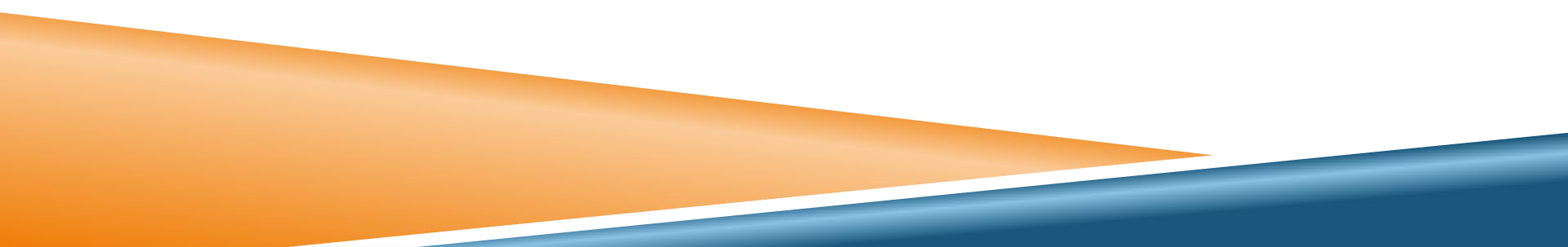
General vs. Program Specific Sections

General Sections:

Universal Sections published in each manual – Written broadly to encompass all providers
(Sections: 01-10NA and 16, 17, and 20-23)

Program Specific Sections:

Specific to each MO HealthNet Program
(Sections: 12-15 and 18, and 19)



Provider Manual Resource

Provider Manual by Section

Each [Provider Manual](#) has General Sections and Program Specific Sections. The General Sections are consistent throughout all Provider Manuals. These sections are written very broadly to encompass many program types. The Program Specific Sections will include important information pertinent to the program/provider type.

Section	Description
General Section 1	Participant Conditions of Participation
General Section 2	Provider Conditions of Participation
General Section 3	Stakeholder Services
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	Healthy Children and Youth Program
General Section 10	Family Planning
General Section 11	MO HealthNet Managed Care Program Delivery System
Program Specific Section 12	Reimbursement Methodology
Program Specific Section 13	Benefits and Limitations
Program Specific Section 14	Special Documentation Requirements
Program Specific Section 15	Billing Instructions
General Section 16	Medicare/Medicaid Crossover Claims
General Section 17	Claims Disposition
Program Specific Section 18	Diagnosis Codes
Program Specific Section 19	Procedure Codes (Includes: HCPC, CDT, and Revenue Codes)
General Section 20	Exception Process
General Section 21	Advance Health Care Directives
General Section 22	Non-Emergency Medical Transportation
General Section 23	Claim Attachment Submission and Processing

Searching the Provider Manual

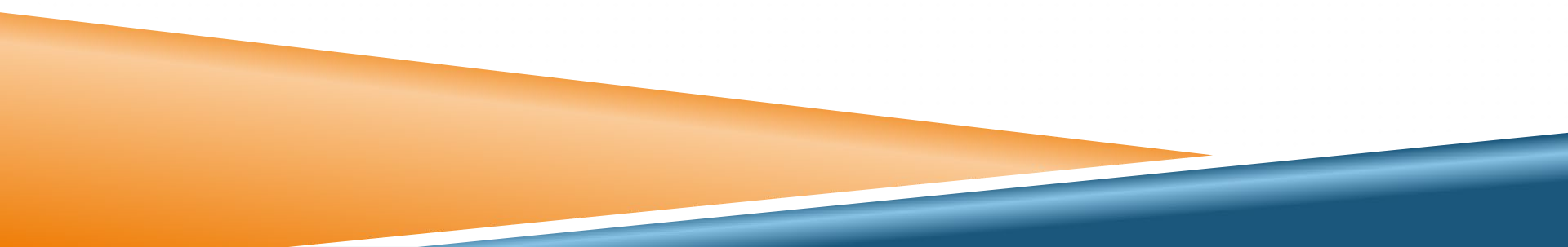
How to search the manual?

Use **control “F”** search function to find information in the manuals.

- Start with the section you think the information is in.
example “Section 13”
- Then search by Key words.
examples: “Reassessments, Spenddown, Nurse Visit, T1019...”

Section 13 – Benefits & Limitations

Section 13 of the [Provider Manual](#) covers:

- Service Definitions
 - Personal Care Tasks
 - Service Limitations
 - Administrative requirements and Training
 - Adequately Documenting and Maintaining Participant and Personnel Records
 - Provider Reassessments & Requirements
- 

Section 19 – Procedure Codes

Section 19 of the [Provider Manual](#) lists the appropriate procedure codes for billing HCBS services.

<u>PROC CODE</u>	<u>DESCRIPTION</u>	<u>SERVICE UNIT</u>
T1019	Personal Care	15-min unit
T1001	Authorized Nurse Visit	per visit
T1019TF	Advanced Personal Care	15-min. unit
T1019U3	Personal Care in RCF/ALF	15-min. unit
T1019U3TF	Advanced Personal Care in RCF/ALF	15-min. unit
T1001U3	Authorized Nurse Visit in RCF/ALF	per visit
T1028TS	Participant Reassessments	One per year*

Claims Processing and Payment Schedule

MO HEALTHNET CLAIMS PROCESSING SCHEDULE FOR FISCAL YEAR 2023

FINANCIAL CYCLE DATE	PROVIDER CHECK DATE	BEGINNING CLAIM CAPTURE CURRENT CYCLE	ENDING CLAIM CAPTURE ₁
Friday 06/24/2022	Thursday 07/07/2022	Wednesday 06/08/2022	Friday 06/24/2022
Friday 07/08/2022	Friday 07/22/2022	Saturday 06/25/2022	Friday 07/08/2022
Friday 07/22/2022	Friday 08/05/2022	Saturday 07/09/2022	Friday 07/22/2022
Friday 08/12/2022	Friday 08/19/2022	Saturday 07/23/2022	Friday 08/12/2022
Friday 08/26/2022	Friday 09/09/2022	Saturday 08/13/2022	Friday 08/26/2022
Friday 09/09/2022	Friday 09/23/2022	Saturday 08/27/2022	Friday 09/09/2022
Friday 09/23/2022	Friday 10/07/2022	Saturday 09/10/2022	Friday 09/23/2022
Friday 10/07/2022	Wednesday 10/19/2022	Saturday 09/24/2022	Friday 10/07/2022
Friday 10/21/2022	Friday 11/04/2022	Saturday 10/08/2022	Friday 10/21/2022
Friday 11/11/2022	Friday 11/18/2022	Saturday 10/22/2022	Friday 11/11/2022
Friday 11/25/2022	Friday 12/09/2022	Saturday 11/12/2022	Friday 11/25/2022
Friday 12/09/2022	Friday 12/23/2022	Saturday 11/26/2022	Friday 12/09/2022
Friday 12/23/2022	Friday 01/06/2023	Saturday 12/10/2022	Friday 12/23/2022
Friday 01/06/2023	Wednesday 01/18/2023	Saturday 12/24/2022	Friday 01/06/2023
Friday 01/20/2023	Friday 02/03/2023	Saturday 01/07/2023	Friday 01/20/2023
Friday 02/03/2023	Friday 02/17/2023	Saturday 01/21/2023	Friday 02/03/2023
Friday 02/24/2023	Friday 03/03/2023	Saturday 02/04/2023	Friday 02/24/2023
Friday 03/10/2023	Friday 03/24/2023	Saturday 02/25/2023	Friday 03/10/2023
Friday 03/24/2023	Thursday 04/06/2023	Saturday 03/11/2023	Friday 03/24/2023
Friday 04/07/2023	Wednesday 04/19/2023	Saturday 03/25/2023	Friday 04/07/2023
Friday 04/21/2023	Friday 05/05/2023	Saturday 04/08/2023	Friday 04/21/2023
Friday 05/12/2023	Friday 05/19/2023	Saturday 04/22/2023	Friday 05/12/2023
Friday 05/26/2023	Friday 06/09/2023	Saturday 05/13/2023	Friday 05/26/2023
Friday 06/09/2023	Friday 06/23/2023	Saturday 05/27/2023	Wednesday 06/07/2023

Note 1: Ending Claim Capture date - Closeout is 5:00 p.m. on the date shown

<http://manuals.momed.com/ClaimsProcessingSchedule.html>

Provider Resource Guide

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 150 to 300% poverty, are uninsured, and have no access to affordable health insurance. These children receive the full comprehensive package; however, they are not eligible for non-emergency medical transportation.

Questions about premiums should be directed to the Participant Services Unit at 1-800-392-2161.



September 2017

Full Comprehensive Package for MO HealthNet Adults

ME Code	Description
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)

Provider Resource Guide

MO HealthNet Resources

MO HealthNet News

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, participant eligibility and verification. Contact Provider Communications at: **(573) 751-2896**. You may also send inquiries to Provider Communication via eMOMED.

Education and Training

The Education and Training Unit educates providers on proper billing methods and procedures for claim filing. The unit also provides training on billing via eMOMED. Contact Education and Training at **(573) 751-6683** or email mhd.provtrain@dss.mo.gov. You may also want to visit the [Training Information and Resources page](#).

Provider Enrollment

MO HealthNet Fee-For-Service (FFS): Missouri Medicaid Audit and Compliance (MMAC) is responsible for enrolling MO HealthNet providers. To enroll as a MO HealthNet FFS provider, visit <https://mmac.mo.gov/> or email Provider Enrollment at: mmac.providerenrollment@dss.mo.gov.

MO HealthNet Managed Care: To enroll as a MO HealthNet Managed Care provider, refer to the [Managed Care Provider Toolkit](#) for contact information for each of the health plans.

Provider Technical Help Desk

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

Managed Care Liaison

If you are unable to resolve a Managed Care issue directly with a [health plan](#), you may contact a Managed Care Liaison at MHD.MCCommunications@dss.mo.gov.

<https://dss.mo.gov/mhd/providers/pdf/Provider-Resource-Guide.pdf>

Education & Training Resources

Education and Training Resources

Offers the provider training calendar, educational PowerPoints and other valuable provider resources.

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 and include the name and date of the webinar you are attending.

Provider Training Calendar

- [3rd Quarter Resources, Policy & Billing Webinars](#)
- [Telemedicine Overview & Billing Webinars](#)

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 or by calling 573-751-6683.

Educational PowerPoints and Resources

- Behavioral Health Resources
- Dental Resources
- Durable Medical Equipment Resources
- 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 (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](#)

Audio/Visual Training

- [Audio/Visual Training](#)

Archived Educational PowerPoint Resources

<https://dss.mo.gov/mhd/providers/education/>

Education & Training Resources

Visit our Provider Training Calendar for upcoming trainings and to register.

MO HealthNet Provider Trainings

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

MO HealthNet Provider Training

Today ◀ ▶ October 2022 ▼ Print Week Month Agenda ▼

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	Oct 1
2	3	4 9am Ambulance 9am Inpatient/Outp 1pm Applied Behav	5 9am Medical Clinics	6	7	8
9	10 9am Dental	11 9am Telemedicine	12	13	14	15
16	17 1pm Behavioral He	18	19	20	21	22
23	24	25	26	27	28	29
30	31	Nov 1	2 12:30pm Durable M	3	4	5

<https://dss.mo.gov/mhd/providers/education/>

Contacting Education & Training

- Requests for provider training may be directed to the Education and Training representatives by calling (573) 751-6683 or by email: mhd.provtrain@dss.mo.gov.
- Education and Training representatives offer training and education on billing and procedures for **fee-for-service** MO HealthNet claims.
- The request should include the Provider's Name, National Provider Identifier (NPI), the reason for the request and the type of training needed.
- Inquiries regarding **fee-for-service** claim filing or denials, Remittance Advices and all eligibility questions, should be directed to the Provider Communications Unit at (573) 751-2896 or on [eMOMED](#).

Helpful Links

Provider Manual Webpage:

<http://manuals.momed.com/manuals>

Provider Bulletin Webpage:

<http://dss.mo.gov/mhd/providers/pages/bulletins.htm>

Hot Tips Webpage:

<http://dss.mo.gov/mhd/providers/pages/provtips.htm>

