

ELECTRONIC VISIT VERIFICATION (EVV) UPDATES

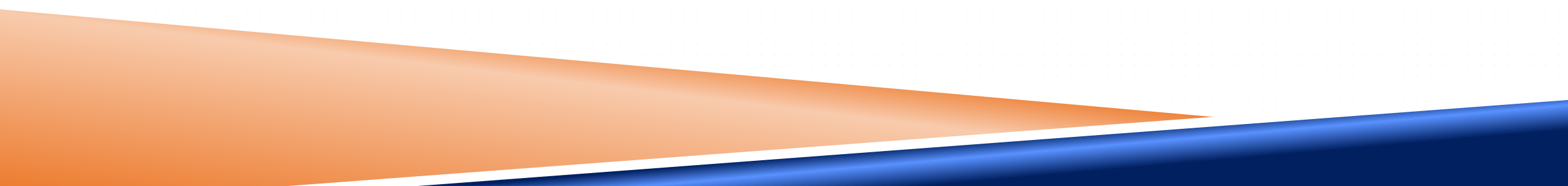
APRIL, 2023

**TERRI WOODWARD
STRATEGIC INITIATIVES MANAGER**

EVV 101

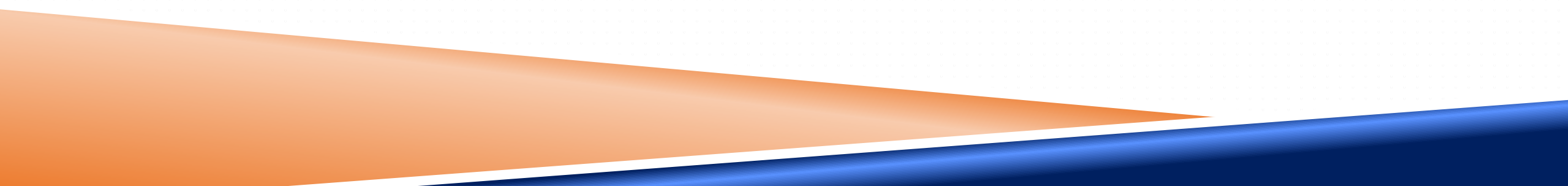
Electronic Visit Verification (EVV) is a method of utilizing technology to capture point of service information related to the delivery of in-home services.

That means no more paper timesheets!



EVV Services Verification

All EVV systems must verify the following:

- **Type** of service performed (includes details specific to tasks for agency model and Consumer Directed Services)
 - **Individual receiving** the service
 - **Date** of the service
 - **Location** of service delivery when the service begins and ends
 - **Individual providing** the service
 - **Time** the service begins and ends
- 

Who is Sandata?

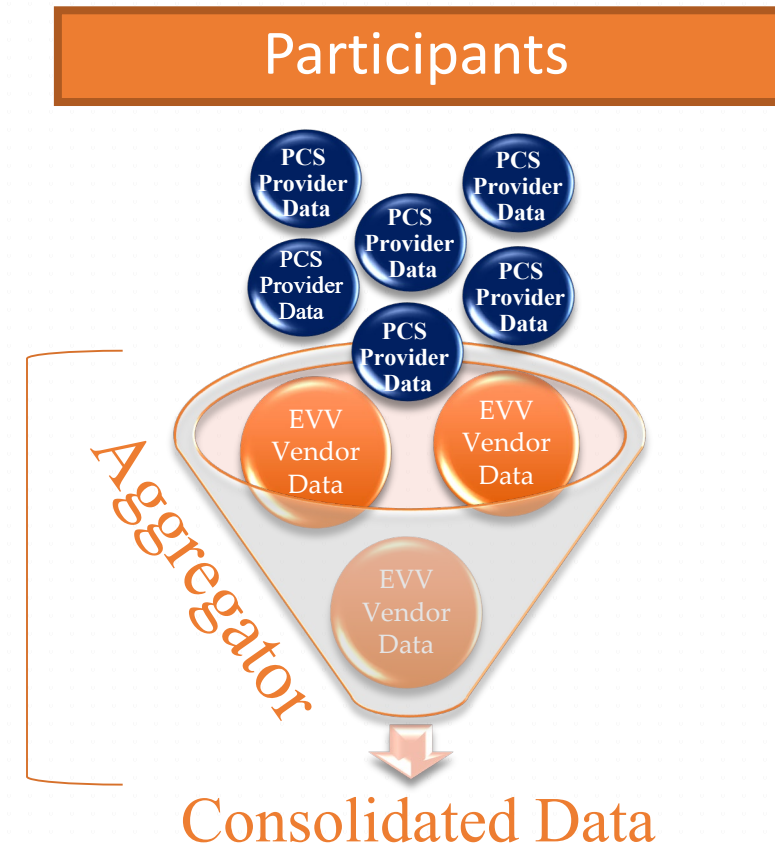


Missouri partnered with Sandata Technologies, LLC. to provide a vendor-neutral EVV Aggregator Solution (EAS). MO Department of Social Services (DSS) chose an open model for EVV which allows providers to use an EVV system of their choice.

What is the EVV Aggregator Solution (EAS)?

The **EVV Aggregator Solution (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 by providers and State staff



IMPORTANT DATES

- 21st Century Cures Act signed
 - 12/13/2016
- MO State Regulation
 - 01/01/2021
- EAS Go-Live
 - 11/08/2021
- Monitoring for compliance
 - NOW!!!!!!

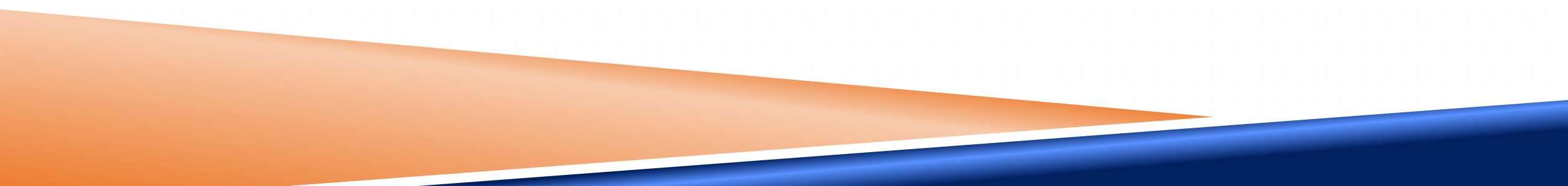


EVV Status Update

- Number of HCBS providers who have registered their EVV vendor with Sandata
 - 1,493
- Number of HCBS providers who are actively submitting visit data to EAS
 - 925

Accuracy of Visit Data

If the data isn't correct or is incomplete, it is not compliant!

- ❖ Must submit DCN and date of birth
 - ❖ Must use FCSR to identify caregivers
 - ❖ Must submit to correct account based on type of service being provided
 - ❖ Must include documentation for manual or adjusted visits
- 

CONSEQUENCES

Providers who fail to meet all requirements of the EVV program or submit requested information to Sandata will be subject to having one or more administrative sanctions listed in [13 CSR 70-3.030\(4\)](#) imposed by the Missouri Medicaid Audit & Compliance (MMAC) Unit, up to and including termination from the Missouri Medicaid program.



What Should Providers Be Doing?

- Register your EVV Vendor
- Register for and complete training
- Verify data is in EAS



Resources

Helpful Contacts

Policy and Program Questions:

Ask.EVV@dss.mo.gov

Technical Questions:

MOAltEVV@sandata.com

1-833-350-5844

MMAC:

MMAC.MO.GOV

Difficulty Logging In:

MOAltEVV@Sandata.com

Helpful Links

[DSS EVV Information](#)

[Register Your EVV Vendor](#)

[Register and Complete Training](#)

[Certified EVV Vendor List](#)

[EAS Aggregator Login](#)

HCBS Providers Update Meeting

Navigating Provider Resources

**April 2023
Education & Training**

eMOMED Path to Resources

The screenshot displays the eMOMED web application interface. At the top, there is a navigation bar with links: Home, Contact, Search Center, and Troubleshooting. Below this is a banner image featuring a diverse group of healthcare professionals and the MoHealthNet logo. The main content area is titled 'eProvider Welcome' and includes a sidebar with 'External Links' and 'eProvider News'. An orange callout box with the text 'Quick link to the Provider Information Page: Provider Information' and an arrow points to the 'Provider Information' link in the 'External Links' section. The main content area also features several tiles for various functions: Attachment Management, File Management, Participant Eligibility, Payment Information, Prior Authorization Status, Available Surveys, Provider Communications Management, and Provider Enrollment Status. The footer includes a navigation bar with links: Home, Contact, Search Center, and Troubleshooting, and the Missouri Department of Social Services logo.

MoHealthNet

Home Contact Search Center Troubleshooting

MoHealthNet

eProvider ePassport Welcome, Daina 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 News

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

eProvider Welcome

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.

Home | Contact | Search Center | Troubleshooting

Missouri Department of SOCIAL SERVICES

Provider Information Page

Missouri Department of
SOCIAL SERVICES

MD.gov Gov. Eric Greitens Find an Agency Online Services Search

Follow Us Like Us YouTube RSS

HomeChildrenFamiliesHealth CareYouthFind Offices

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:

- 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.

?

Frequently Asked Questions

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](#)
- [Provider Manual by Section](#) Provides a resource list of General and Program Sections of the Provider Manual

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 \(SDAC\)](#)
- [Telemedicine](#)

Provider Forms

- [MO HealthNet forms](#)
- [EBPT Invoice Form](#)
- [Provider Update Request](#)
- [HCBS Ownership & Structure Change Request](#)

General Information

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

Fee Schedules & Rate Lists

- [Fee Schedules](#)
- [BRHC 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](#)

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.
- [Benefit Tables \(Formerly Benefit Matrix\)](#) This shows the various benefits for each MO HealthNet programs, and if they have cost sharing or co-pays.

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

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

Email Updates

Click to sign up for MO HealthNet News.

Subscription Type

Email

Email Address

[Submit](#)

Contact Us

Provider Communications:

(573) 751-2896
For questions about claim filing, claims resolution and disposition, and participant verification.

Education & Training:

(573) 751-6583 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.

<https://dss.mo.gov/mhd/providers/fee-for-service-providers.htm>

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

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

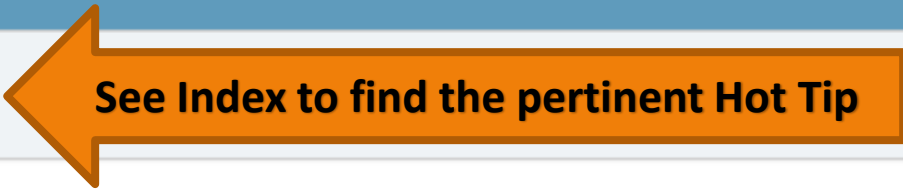
- [COVID Testing and Specimen Collection Codes](#)
- [Enrolling Pharmacists](#)
- [Chiropractic Medicine](#)
- [At-Home COVID Test Coverage](#)
- [COVID-19 Outpatient Inhaler Treatment](#)
- [Telehealth Services](#)
- [Biopsychosocial Treatment of Obesity Policy Clarification](#)

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

Provider Hot Tips

Hot Tip Index

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



See Index to find the pertinent Hot Tip

2023 Provider Tips Index

- [Bring Smiles Back to Missouri: Become a Medicaid Provider](#)
- [Screening Adolescents for Depression](#)
- [Outpatient Hospital Services](#)
- [Behavioral Health Services Request for Precertification](#)
- [Dental – Credentialing, Policy and Claims Processing Webinars](#)
- [COVID-19: Registered Behavior Technician](#)
- [Extended/Uninsured Women's Health Services COVID-19 Testing](#)
- [COVID-19: Private Duty Nursing](#)
- [COVID-19: Home Health](#)

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

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/>

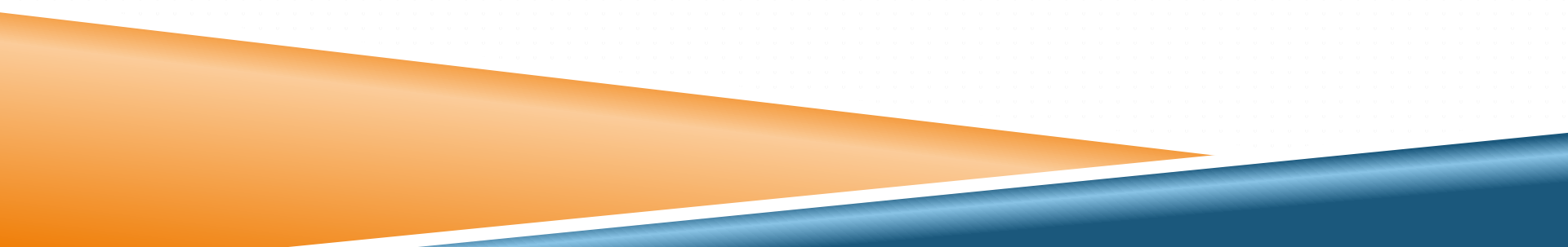
General vs. Program Specific Sections

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

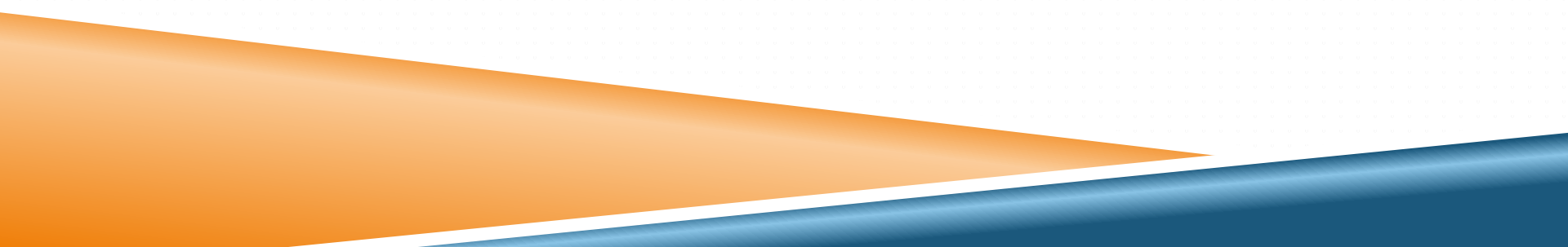
How to search the manual?

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>

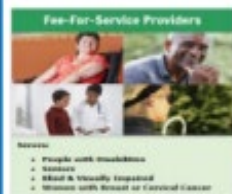
Provider Resource Guide

PROVIDER RESOURCE GUIDE

MO HealthNet: Missouri's Medicaid Program

The MO HealthNet Division (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.



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](#).

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 190% 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%

Provider Resource Guide

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 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 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 or call (573) 751-6663. 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 send@sp.sd.mo.gov or fax to (855) 600-3754. For questions, contact 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 www.healthybluemo.com
 UnitedHealthcare	1-866-292-0359 www.uhc.com
 home state health	1-855-694-4663 www.homestatehealth.com

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. For more information on Managed Care Plan, visit [Managed Care Providers](#).

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

- **2nd Quarter 2023 Provider Trainings by Program** 
- **Nursing Home Coverage for Participants within the Adult Expansion Group (E2) and Managed Care**
 - **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 or by calling 573-751-6683.

Educational PowerPoints and Resources

Resources specific to each program, as well as General Resources applicable to all programs, can be found at the links below.

General Resources for All Providers

- **General Provider Resource Overview** 
- **Navigating Provider Resources** 
- **Eligibility and Spend Down Overview** 
- **eMOMED Overview** 

<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 ◀ ▶ March 2023 ▼

Print Week Month Agenda ▼

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28 12pm Effective Ben 1pm IEP School Ba	Mar 1	2	3	4
5	6	7 9am Durable Medic 9am Inpatient/Outj	8 10am Medical Clinic	9	10	11
12	13	14 9am Dental Billing 1pm Home Health '	15	16	17	18
19	20	21 9am Nursing Home 1pm Behavioral He	22	23 10:30am Nursing Hc	24	25
26	27	28 12pm Maternal Hoz	29	30	31	Apr 1

Events shown in time zone: Central Time - Chicago

+ Google Calendar

<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>

