

# **SECTION 1**

## **MO HealthNet PROGRAM RESOURCES**

**Informational Resources available at [www.dss.mo.gov/mhd](http://www.dss.mo.gov/mhd)**

### **CONTACTING MO HealthNet**

#### **PROVIDER COMMUNICATIONS**

The following phone numbers are available for MO HealthNet (formerly Missouri Medicaid) providers to call with inquiries, concerns or questions regarding proper claim filing, claims resolution and disposition, and participant eligibility questions and verification.

Provider Communications	(573) 751-2896
Interactive Voice Response (IVR)	(573) 635-8908

A function has been added to the (573) 751-2896 Provider Communications Unit telephone number. When you call the number, you no longer get a busy signal but instead you are automatically transferred to the IVR. Anytime during the IVR options, you may select "0" to speak to the next available specialist. Your call will be put into a queue and will be answered in the order it was received. The Provider Communications Unit also processes written inquiries. Written inquiries should be sent to:

Provider Communications Unit  
PO Box 5500  
Jefferson City, Missouri 65102

The (573) 635-8908 number provides an interactive voice response (IVR) system that can address participant eligibility, last two check amounts and claim status inquiries. It also provides access to a MO HealthNet phone specialist. Providers must use a touchtone phone to access the IVR.

#### **INFOCROSSING HEALTHCARE SERVICES, INC. HELP DESK** **(573) 635-3559**

Call this number for assistance in establishing the required electronic claims and remittance advice formats, network communication, HIPAA trading partner agreements and assistance with the Infocrossing Internet billing service.

#### **PROVIDER INQUIRIES BY E-MAIL**

Providers have the ability to send/receive secure E-mail inquiries to MO HealthNet Provider Communications and Technical Help Desk staff. This application is available through the MO HealthNet Web portal page at [www.emomed.com](http://www.emomed.com).

Once you have logged in and are on the Home Page, select the 'contact us' option located at the bottom right of the page to be linked to a Provider Inquiry form. Field-by-field instructions for completing the inquiry form can be obtained by clicking on the 'Help' option at the bottom of the page. An asterisk in a field indicates a required field.

Providers are limited to one inquiry per E-mail.

### Inquiry Type

The Inquiry Type field on the Provider Inquiry form includes a drop-down box prompting providers to choose the type of inquiry being sent; Claims/Policy or Technical Support. This will determine the routing of the E-mail. This is a required field and the user will be required to select the correct inquiry type.

Select Claims/Policy for inquiries, concerns or questions regarding proper claim filing, claims resolution and disposition, benefits and limitations or participant eligibility questions and verification.

Select Technical Support for assistance in establishing the required electronic claims and remittance advice formats, questions regarding user IDs, network communication, HIPAA trading partner agreements, system access problems or any other electronic or technical issue. Refer to MO HealthNet Provider Bulletin, Volume 31 Number 56 Provider E-Mail Inquires dated March 6, 2009.

### Confirmation of E-mail

When a user completes and submits the Provider Inquiry form, the user receives an on-screen acknowledgement showing receipt of the inquiry. The acknowledgement immediately displays a summary of the information keyed on the inquiry form and a reference number for the user to reference at a later date. Once submitted, the information keyed on the Provider Inquiry acknowledgment is locked from editing by any user.

### MO HealthNet E-mail Response

The user submitting the E-mail inquiry will be notified via E-mail when they have a response available to their inquiry. The E-mail is sent to the E-mail address on the Provider Inquiry form that was originally submitted. The E-mail links the user to [www.emomed.com](http://www.emomed.com) which requires the user to log on and choose the "View Inquiries by Status" option located at the bottom right of the home page. The provider can then view the response.

### Helpful Suggestions

- Remember that you can submit only one inquiry per E-mail.
- Make sure the inquiry includes all specifics. For instance, if you question why claims are not paying or why claims are being denied, please include the participant's DCN, the date of service, billed amount, ICN, billing provider's NPI, etc.
- If asking a general question, such as whether or not a code is covered, please include specifics such as the participant's DCN since certain codes or services may or may not be covered for all eligible participants.
- Make sure the call-back telephone number on the Provider Inquiry form is a valid phone number and if applicable, an extension number. This field is automatically populated with the telephone number on file for the provider. The user has the ability to edit this field.

**PROVIDER ENROLLMENT**

Providers can contact Provider Enrollment via E-mail as follows for questions regarding enrollment applications: [providerenrollment@dss.mo.gov](mailto:providerenrollment@dss.mo.gov).

Changes regarding address, ownership, tax identification number, name (provider or practice), or National Provider Identifier (NPI) number must be submitted in writing to:

Provider Enrollment Unit  
MO HealthNet Division  
PO Box 6500  
Jefferson City, Missouri 65102

**THIRD PARTY LIABILITY**

**(573) 751-2005**

Call the Third Party Liability Unit to report injuries sustained by MO HealthNet participants, problems obtaining a response from an insurance carrier, or unusual situations concerning third party insurance coverage for a MO HealthNet participant.

**PROVIDER EDUCATION**

**(573) 751-6683**

Provider Education Unit staff are available to educate providers and other groups on proper billing methods and procedures for MO HealthNet claims. Contact the Unit for training information and scheduling.

**PARTICIPANT SERVICES**

**(800) 392-2161 or (573) 751-6527**

The Participant Services Unit assists participants regarding access to providers, eligibility, covered and non-covered services and unpaid medical bills.

**MO HEALTHNET PHARMACY AND MEDICAL PRE-CERTIFICATION HELP DESK**

**(800) 392-8030**

Providers can call this toll free number to: request a pre-certification for a radiological procedure (CAT scan and MRI); to initiate an emergency request for an essential medical service or an item of equipment that would not normally be covered under the MO HealthNet program; to request information on Medicare Part D; or, to request a drug prior authorization. The MO HealthNet fax line for non-emergency service or equipment exception requests only is (573) 522-3061; the fax line to obtain a drug prior authorization is (573) 636-6470. Do **not** use either of these numbers for requests for pre-certifications of MRI and CAT scan procedures.

Effective July 17, 2006, MHD implemented pre-certification for certain radiological procedures (CT and MRI). In order for providers to be reimbursed for these services, the participant must meet certain medical criteria and the physician must obtain the pre-certification for the procedure unless performed in an inpatient hospital or emergency room setting. Approved pre-certification requests are given a 14 day approval period.

The list of medical imaging procedures and durable medical equipment and supplies that currently require pre-certification along with the related medical criteria can be referenced at the MO HealthNet Web site

[www.dss.mo.gov/mhd/cs/medprecert/pages/medprecert.htm](http://www.dss.mo.gov/mhd/cs/medprecert/pages/medprecert.htm).

Before initiating a request, providers are encouraged to sign up for the MO HealthNet web tool – CyberAccess – which automates the pre-certification process. To become a CyberAccess user, contact the ACS Heritage help desk at 1-888-581-9797 or 573-632-9797, or send an e-mail to [MoHealthNetCyberAccess@heritage-info.com](mailto:MoHealthNetCyberAccess@heritage-info.com). The CyberAccess tool allows each request for pre-certification to automatically reference the individual participant's claim history, including ICD-9 diagnosis codes and CPT procedure codes. Requests for pre-certification will also be taken by the MO HealthNet call center at 800-392-8030 option 2. Requests must meet medical criteria established by MHD in order to be approved.

## **HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) INFORMATION**

Billing providers who want to exchange electronic information transactions with MO HealthNet can access the *HIPAA-EDI Companion Guide* online by going to the MO HealthNet Division Web page at [www.dss.mo.gov/mhd](http://www.dss.mo.gov/mhd) and clicking on the “Providers” link at the top of the page. On the Provider Participation page, click on the HIPAA-EDI Companion Guide link in the column on the left hand side of the page. This will take you directly to the EDI Companion Guide and X12N Version 4010A1 Companion Guide links.

For information on the MO HealthNet Trading Partner Agreement, click on the link to Section 1- Getting Started, then select Trading Partner Registration.

All questions concerning the Trading Partner Agreement or provider testing schedules are to be directed to the Infocrossing Healthcare Services Help Desk, (573) 635-3559.

## **INTERACTIVE VOICE RESPONSE (IVR) (573) 635-8908**

The Provider Communications Unit Interactive Voice Response (IVR) system, (573) 635-8908, requires a touchtone phone. The ten-digit National Provider Identifier number **must** be entered each time any of the IVR options are accessed. Callers are limited to ten inquiries per call on any of the options except option "0". Providers whose numbers are inactive may utilize the IVR only for dates of service during their active status.

Option 0     Provides access to a MO HealthNet phone specialist.

If all the specialists are busy with other calls, the caller is put into a queue until the next specialist is available. Calls are taken in the order in which they are received. Callers selecting this option are limited to three inquiries per call. Limiting the number of inquiries to three allows communications specialists to respond to more provider calls.

Option 1     Participant Eligibility     Participant eligibility **must** be verified **each** time a participant presents and should be verified **prior** to the service. Eligibility information can be obtained by a participant's MO HealthNet number (DCN), social security number and date of birth, or if a newborn, using the mother's MO HealthNet number and the baby's date of birth. Callers cannot inquire on dates that exceed one year prior to the current date. Callers will be given a confirmation number and this number should be kept as proof of the information received.

Option 2     Last Two Check Amounts  
Using this option, the caller will be given the last two Remittance Advice (RA) dates, RA numbers, and check amounts.

Option 3     Claim Status  
After entering the participant's MO HealthNet number (DCN) and the date of service, the caller will be provided the status of the most current claim in the system containing the date of service entered. The caller will be told whether the claim is paid, denied, approved to pay or is being processed. In addition, the system will give the amount paid, the RA date and the Internal Control Number (ICN).

## **INTERNET SERVICES FOR MO HealthNet PROVIDERS**

The MO HealthNet Division, in cooperation with Infocrossing Healthcare Services, has an Internet service for MO HealthNet providers. MO HealthNet providers have the ability to:

- Submit claims and receive claim confirmation files;
- Verify participant eligibility;
- Obtain remittance advices (RAs);
- Submit adjustments;
- Submit attachments;
- View claim, attachment and prior authorization (PA) status; and
- View and download public files.

The Web site address for this service is [www.emomed.com](http://www.emomed.com). Without proper authorization, providers are unable to access the site. Only providers who are approved to be electronic billers can enroll and utilize the Web site services. To participate in the service, the provider must apply online at [www.dss.mo.gov/mhd/providers/index.htm](http://www.dss.mo.gov/mhd/providers/index.htm).

Each user is required to complete this online application in order to obtain a user ID and password. The application process only takes a few minutes and provides the applicant with a real-time confirmation response, user ID and password. Once the user ID and password have been received, the user can begin using the [www.emomed.com](http://www.emomed.com) Web site. The password can be changed to one of the user's own choice.

Questions regarding the completion of the online Internet application should be directed to the Infocrossing Healthcare Services Help Desk, (573) 635-3559. *An authorization is required for each individual person within a provider's office or a billing service who will be accessing the Internet site.*

This Web site, [www.emomed.com](http://www.emomed.com), allows for the submission of the following HIPAA compliant transactions:

837 Institutional Claims	Batched or Individual
837 Professional Claims	Batched or Individual
837 Dental Claims	Batched or Individual
270 Eligibility Inquiry	Batched or Individual
276 Claim Status Inquiry	Batched or Individual

The following standard responses are generated:

835 Remittance Advice	Batch or Printable RA
271 Eligibility Response	Batch or Individual
277 Claim Status Response	Batch or Individual

Users also have access to provider check amounts and the Claims Processing Schedule for the current fiscal year.

There is no cost for this service except for the cost of an Internet service provider access to the Internet. Additionally, there are no special software requirements. However, the user (provider) must have the proper Web browser. The provider must have one of the following Web browsers: Internet Explorer 6.0 or higher or Netscape 7.0 or higher. The Internet site is available 24 hours a day, 7 days a week with the exception of being down for scheduled maintenance.

**VERIFYING PARTICIPANT ELIGIBILITY THROUGH THE INTERNET**

Providers can access MO HealthNet participant eligibility files via the Web site. Functions include eligibility verification by participant ID, casehead ID and child's date of birth, or Social Security number and date of birth. Eligibility verification can be performed on an individual basis or in a batch file. Individual eligibility verification occurs in real-time basis similar to the Interactive Voice Response System, which means a response is returned immediately. Batch eligibility verifications are returned to the user within 24 hours.

A batch eligibility confirmation file can either be downloaded for viewing purposes or to be printed.

**MO HealthNet CLAIMS SUBMISSION THROUGH THE INTERNET**

The following claim types, as defined by HIPAA Transaction and Code Set regulations, can be used for Internet claim submissions:

- 837 - Health Care Claim
  - Professional
  - Dental
  - Institutional (hospital inpatient and outpatient, nursing home, and home health care)
- Pharmacy (NCPDP)

The field requirements and filing instructions are similar to those for paper claim submissions. For the provider's convenience, some of the claim input fields are set as indicators or accepted values in drop-down boxes. Providers have the option to input and submit claims individually or in a batch submission. A confirmation file is returned for each transmission.

A batch claim confirmation file can either be downloaded for viewing purposes or to be printed.

Note – Currently, some claims cannot be submitted electronically if an attachment is required unless the attachment is one of the following that can be submitted via the Infocrossing Internet Web service: Sterilization Consent, Second Surgical Opinion, Acknowledgement of Receipt of Hysterectomy Information, the PI-118 Referral (Lock-In) form, Certificate of Medical Necessity or the Invoice of Cost.

**OBTAINING A REMITTANCE ADVICE THROUGH THE INTERNET**

The MO HealthNet program phased out the mailing of paper Remittance Advices (RAs). Providers no longer receive both paper and electronic RAs. If the provider or the provider's billing service currently receives an electronic RA, (either via the emomed.com Internet Web site or other method), paper copies of the RA were discontinued. All providers and billers must have Internet access to obtain the printable electronic RA via the Infocrossing Internet service, emomed.com.

Receiving the Remittance Advice via the Internet is beneficial to the provider or biller's operation. With the Internet RA, a user can:

- Retrieve the RA the Monday following the weekend claim processing cycle (two weeks earlier than receipt of the paper RA);
- Have access to RAs for 62 days (the equivalent of the last four cycles);
- View and print the RA from the desktop; and,
- Download the RA into the provider or biller's operating system for retrieval at a later date.

The Internet RA is viewable and printable in a ready to use format. Just point and click to print the RA or save it to the computer system for printing at the user's convenience.

To sign up for this service, see the instructions at the beginning of this information on Internet services. If a provider does not have access to the Internet, contact the Infocrossing Help Desk, (573) 635-3559, to learn how to obtain a paper remittance.

### **ADJUSTMENTS THROUGH THE INTERNET**

Providers have options on the Internet Medical, Dental, Inpatient, Outpatient and Nursing Home claims for a "Frequency Code" that will allow either a 7 – Replacement (Adjustment) or an 8 – Void (Credit). This will control an individual adjustment or void, but not group adjustments or voids. Claim adjustments and credits can be submitted by utilizing the CLM, field CLMO5-3, segment of the 837 Health Care Claim.

### **RECEIVE PUBLIC FILES THROUGH THE INTERNET**

Several public files are available for viewing or downloading from the Web site including the claims processing schedule for the State fiscal year which begins July 1 and ends June 30. Providers also have access to a listing of the HIPAA related claim codes and other HIPAA related codes.

### **SUBMIT ATTACHMENTS AND FORMS THROUGH THE INTERNET**

Providers can submit required attachments and forms via the Internet as an option to mailing paper versions to MO HealthNet. A paper copy of any attachment or form submitted via the Internet must be kept with the patient's record. The following forms can be submitted through the Infocrossing Internet service.

Sterilization Consent,  
Second Surgical Opinion,  
PI 118 Referral (administrative lock-in), and,  
Acknowledgment of Receipt of Hysterectomy Information  
Certificate of Medical Necessity  
Invoice of Cost

**MO HealthNet PROVIDER MANUALS  
AND BULLETINS ONLINE**  
**[www.dss.mo.gov/mhd/providers/index.htm](http://www.dss.mo.gov/mhd/providers/index.htm)**

MO HealthNet provider manuals are available online at the MHD Web site, [www.dss.mo.gov/mhd/providers/index.htm](http://www.dss.mo.gov/mhd/providers/index.htm). Scroll to the bottom of the Provider Participation page and click on the "Provider Manuals" link. The next page displays a State of Missouri MO HealthNet Web portal page with an alphabetical listing of the MO Health Net provider manuals. Click on the appropriate manual link and when it opens, choose the section you want to view. The entire section, portions of a section or the current page displayed can be printed using the print feature on the computer toolbar.

MO HealthNet provider bulletins are also available at the MO HealthNet Web site. The bulletins are published to notify providers of new program and policy changes or to clarify existing policy. To access the bulletins, click on the Provider Bulletin link on the Provider Participation page. The bulletins appear online at this location until the provider manuals are updated with the information contained in the bulletins. Once the manuals are updated, the bulletins are moved to the Archived Bulletin location.

## CLAIMS PROCESSING SCHEDULE FOR FISCAL YEAR 2011

ENDING CLAIM CAPTURE DATE*	FINANCIAL CYCLE** RA DATE	PROVIDER CHECK DATE
Friday 06/25/2010	Friday 06/25/2010	Tuesday 07/06/2010
Friday 07/09/2010	Friday 07/09/2010	Tuesday 07/20/2010
Friday 07/23/2010	Friday 07/23/2010	Thursday 08/05/2010
Thursday 08/05/2010	Friday 08/06/2010	Friday 08/20/2010
Thursday 08/19/2010	Friday 08/20/2010	Friday 09/03/2010
Friday 09/10/2010	Friday 09/10/2010	Friday 09/17/2010
Wednesday 09/22/2010	Friday 09/24/2010	Tuesday 10/05/2010
Friday 10/08/2010	Friday 10/08/2010	Wednesday 10/20/2010
Friday 10/22/2010	Friday 10/22/2010	Friday 11/05/2010
Wednesday 11/10/2010	Friday 11/12/2010	Friday 11/19/2010
Tuesday 11/23/2010	Friday 11/26/2010	Monday 12/06/2010
Wednesday 12/08/2010	Friday 12/10/2010	Monday 12/20/2010
Thursday 12/23/2010	Friday 12/24/2010	Wednesday 01/05/2011
Thursday 01/06/2011	Friday 01/07/2011	Thursday 01/20/2011
Friday 01/21/2011	Friday 01/21/2011	Friday 02/04/2011
Friday 02/11/2011	Friday 02/11/2011	Friday 02/18/2011
Friday 02/25/2011	Friday 02/25/2011	Monday 03/07/2011
Friday 03/11/2011	Friday 03/11/2011	Monday 03/21/2011
Friday 03/25/2011	Friday 03/25/2011	Tuesday 04/05/2011
Wednesday 04/06/2011	Friday 04/08/2011	Wednesday 04/20/2011
Wednesday 04/20/2011	Friday 04/22/2011	Thursday 05/05/2011
Tuesday 05/10/2011	Friday 05/13/2011	Friday 05/20/2011
Tuesday 05/24/2011	Friday 05/27/2011	Tuesday 06/07/2011
Sunday 06/05/2011	Friday 06/10/2011	Monday 06/20/2011

\*All claims submitted electronically, must be received by 5:00 p.m. of the Capture Date in order to appear on the next RA date and pay on the corresponding check date.

\*\*The Cycle Dates are tentative dates calculated by MO HealthNet. The dates are subject to change without prior notification.

### State Holidays

July 5, 2010 Independence Day  
September 6, 2010 Labor Day  
October 11, 2010 Columbus Day  
November 11, 2010 Veteran's Day  
November 25, 2010 Thanksgiving  
December 24, 2010 Christmas

December 31, 2010 New Year's Day  
January 17, 2011 Martin Luther King's Birthday  
February 11, 2011 Lincoln's Birthday  
February 21, 2011 Washington's Birthday  
May 9, 2011 Truman's Birthday  
May 30, 2011 Memorial Day