

Home and Community Based Services (HCBS) Provider Resources

DEPARTMENT OF SOCIAL SERVICES (DSS)

❖ MO HealthNet Division (MHD)

- **Provider Communications** - 573.751.2896
This unit is available for MHD providers to call with inquiries, concerns, or questions regarding proper claim filing, claims resolution & disposition, and participant eligibility questions and verification.
- **Provider Education** - 573.751.6963 or <http://dss.mo.gov/mhd/providers>
*Contact this unit for general provider education requests and information about proper billing methods and procedures for MHD claims. Providers may also contact this unit for **training information and scheduling** at the above number or by email at: mhd.provtrain@dss.mo.gov.*
- **Pharmacy & Clinical Services** - 573.751.6963 or clinical.services@dss.mo.gov
This group is responsible for program development and clinical policy decision making for MHD, as well as policy development, benefit design, and coverage decisions using best practices and evidence-based medicine.
- **MHD Help Desk** - 573.635.3559
This unit provides technical assistance for required electronic claims and remittance advice formats, network communication, HIPAA trading partner agreements and Internet billing services.
- **Pharmacy and Medical Pre-certification Help Desk** - 800.392.8030
Contact this number to obtain pre-certification for certain radiological procedures, and Prior Authorization (PA) or Edit Override (EO) for certain drugs.
- **Non-emergency Service or Equipment - exception requests only**
Fax (573) 522-3061; Drug PA Fax (573) 636-6470
- **Participant Services** - toll-free - 800. 392.2161 local - 573.751.6527
This unit assists participants regarding access to providers, eligibility, covered and non-covered services and unpaid medical bills.
- **Third Party Liability (TPL)** - 573. 751.2005
Contact TPL to report injuries sustained by MHD participants, problems obtaining a response from an insurance carrier, or unusual situations concerning third party insurance coverage for an MHD participant.
- **Non-Emergency Medical Transportation (NEMT)** - 866.269.5927
Contact this number for questions regarding providers and eligibility for services.
- **MHD Services and Programs**
E-mail Ask.MHD@dss.mo.gov
Use this e-mail for general inquiries regarding policies and programs that cannot be answered by other means.
- **MHD Personal Care Manual** - http://manuals.momed.com/collections/collection_per/print.pdf

❖ Missouri Medicaid Audit & Compliance (MMAC)

- **General Information** - 573.751.3399 - www.mmac.mo.gov
This unit investigates allegations of MHD fraud, waste, and abuse. They also evaluate proposals, issue contracts and audit HCBS providers. Mailing address: P. O. Box 6500, Jefferson City, MO. 65102-6500
- **Provider Enrollment** - 573.751.3399 or mmac.providerenrollment@dss.mo.gov
Contact Provider Enrollment with MMAC at this email address for questions regarding enrollment applications.

❖ Family Support Division (FSD)

- **Spenddown Unit** - 417. 967.4551
Providers may submit incurred medical expenses to this unit on behalf of participants by using the form located on MHD's website at <http://dss.mo.gov/fsd/health-care/mo-healthnet-for-people-with-disabilities.htm>, then select 'quick links' and spenddown.
Providers may scan or email the form to sesd@ip.sp.mo.gov and include receipts, bills, and other information related to the participant.

The form may be **faxed** to:

- ◆ 417.967.1043
- ◆ 417.967.0259 or
- ◆ 417.967.0372

Questions may be emailed to - SpendDown.Unit@dss.mo.gov.

Premium Collections - 877.888.2811

- Contact this number to inquire if payment was received for spenddown participants.

DEPARTMENT OF HEALTH AND SENIOR SERVICES (DHSS)

❖ Division of Senior and Disability Services (DSDS)

- **General Information** - www.health.mo.gov/seniors/hcbs/
- **HCBS Call Center** - 866.835-3505
Call this unit to make a new referral for services for individuals not currently receiving HCBS.
- **Regional Evaluation Teams**
Map - www.health.mo.gov/seniors/homecomservices/pdf/BHCS-EvalTeam.pdf
Providers and participants can contact their local team to request care plan changes, provider changes, or report other changes affecting participant service needs.

➤ **Elder Abuse Hotline** - 800.392.0210

Call this number to report allegations of abuse, neglect, and exploitation on behalf of vulnerable adults.

➤ **CyberAccess WebTool** - <https://www.cyberaccessonline.net/>

This is the web-based system used for prior authorization of HCBS.

- CyberAccess Technical Support (888) 581-9797 or cyberaccesshelpdesk@xerox.com.
- Provider HCBS WebTool Guide - <http://health.mo.gov/seniors/hcbs/webtoolresources.php>

➤ **HCBS Policy Manual** - www.health.mo.gov/seniors/hcbs/hcbsmanual/index.php

Use this link to access information regarding available services, tasks, requirements, etc.

➤ **HCBS Provider and Vendor Memos** - <http://health.mo.gov/seniors/hcbs/memos.php>

Use this link to review communications issued by DSDS and its partners. To subscribe for automatic notification when new memos are issued, follow the instructions at this link: <http://cntysvr1.lphamo.org/subscribedsds.html>.

❖ **Bureau of Special Health Care Needs (BSHCN)**

➤ **General Information** - 800.451.0669 or 573.751.6246 Or www.health.mo.gov/living/families/shcn/

Contact this bureau for individuals with special health care needs that require health and related services beyond the normal scope of HCBS.

❖ **Area Agencies on Aging (AAA)**

➤ **General Information** - www.health.mo.gov/seniors/aaa/

Contact your local AAA office to access available services.