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SECTION 15-BILLING INSTRUCTIONS

15.1 INTERNET ELECTRONIC CLAIM SUBMISSION

For all CPR services, the provider submits all billing to the Missouri Department of Mental Health (DMH) through the web based Customer Information Management Outcomes and Reporting system (CIMOR). The DMH in turn submits eligible claims to MO HealthNet (MHD).

The DMH submits services for the provider electronically using the most current required X12N version.

Providers may submit services electronically to CIMOR via a HIPAA 837 or through keying services directly on-line to CIMOR. Providers who wish to submit services electronically should refer to the “HIPAA 837 Companion Guide”, the “835 Companion Guide”, “Batch Test Steps and Checklist”, and the “Batch Submission Contacts List” available at the DMH website, <http://dmh.mo.gov/cimor/providerinfo.htm>. Providers submitting CPR services electronically to CIMOR will receive a remittance advice from the DMH.

Medicaid eligibility and claims submitted to MHD may be viewed in CIMOR. Providers may also use www.emomed.com to view eligibility. Providers are required to complete the on-line Application for MO HealthNet Internet Access Account. Please reference <http://dss.missouri.gov/mhd/> and click on the Apply for Internet Access link. Providers are unable to access www.emomed.com without proper authorization. An authorization is required for each individual user.

15.2 CMS-1500 CLAIM FORM

For all CPR services, the provider submits all billing information to the DMH, who in turn bills this information to MHD. This includes all adjustments.

15.3 RESUBMISSION OF CLAIMS

Providers may view their claims in CIMOR or may use the Remittance Advice if services were submitted to CIMOR electronically on a HIPAA 837.

Services that resulted in zero payment on a claim can be resubmitted if the claim denied due to a correctable error. The error that caused the claim to deny should be corrected before resubmitting it to MHD through CIMOR. The provider may use the Bill Medicaid button on the service in CIMOR to resubmit a claim to MHD.

15.4 INQUIRIES

Providers may inquire about CPR services by emailing the ADA/CPS Support Center. Select the “Help” link in the upper right section of the secure portal, <https://portal.dmh.mo.gov>, and select “ADA/CPS Support Center” on the subject line.

15.5 CPR INVOICES

The DMH generates CPR invoices through CIMOR. CPR Medicaid invoices are generated after the remittance advice (835) is received from MHD. CIMOR invoices are available to providers, and can be viewed on-line or printed.

15.6 PAYMENTS

After the MO HealthNet payments are generated, DMH accounting will generate invoice payments through CIMOR.

15.7 INSURANCE COVERAGE CODES

While providers are verifying the patient’s eligibility, they can obtain the TPL information in CIMOR. Eligibility may be verified by calling the Interactive Voice Response (IVR) system at (573) 751-2896, which allows the provider to inquire on third party resources. The provider may also use the Internet at www.emomed.com to verify eligibility and inquire on third party resources. Reference Sections 1 and 3 for more information.

Participants *must* always be asked if they have third party insurance regardless of the TPL information given by CIMOR, the IVR, or Internet. IT IS THE PROVIDER’S RESPONSIBILITY TO OBTAIN FROM THE PATIENT THE NAME AND ADDRESS OF THE INSURANCE COMPANY, THE POLICY NUMBER, AND THE TYPE OF COVERAGE. Reference Section 5 of this manual, Cost Recovery/Third Party Liability.

15.8 CPR REBILL INSTRUCTIONS

If a service on a claim was incorrect because the service was billed with incorrect information, units are too high for instance, the service should be adjusted in CIMOR and the claim will be resubmitted by the DMH.

If a health insurance payment is received after the invoice has been paid, the amount collected must be credited back through CIMOR. The provider should make the adjustment in CIMOR and the claim will be resubmitted by the DMH.

15.9 SPECIAL BILLING ISSUES

For other special billing issues concerning CPR services, email the ADA/CPS Support Center. Select the “Help” link in the upper right section of the secure portal, <https://portal.dmh.mo.gov>, and select “ADA/CPS Support Center” on the subject line.

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