



Provider Bulletin

Volume 47 Number 39B

<https://mydss.mo.gov/mhd>

April 2, 2025

Brain Injury Waiver Process Changes

Applies to: Brain Injury Waiver Providers

Effective date: May 1, 2025

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- **Provider Enrollment**
 - **Prior Authorization**
 - **Claims Submission and Processing**
 - **Claims Submission Training**
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The MO HealthNet Division (MHD), Department of Health and Senior Services (DHSS), Department of Mental Health (DMH), and Missouri Medicaid Audit and Compliance (MMAC) are streamlining the Brain Injury Waiver (BIW) prior authorization and billing processes.

Provider Enrollment

BIW providers who are also enrolled under the same National Provider Identifier (NPI) and taxonomy to perform Developmental Disabilities (DD) Waiver services must have their BIW enrollment separated from their DD Waiver enrollment to streamline the prior authorization and billing processes. MHD has contacted the impacted providers individually. If you were contacted and have questions, please contact the MHD Program Operations Unit at (573) 751-9290.

Prior Authorization

Effective May 1, 2025, prior authorization of BIW services will continue to be performed by DHSS but will no longer go through the DMH Customer Information Management, Outcomes, and Reporting (CIMOR) system. Instead of the CIMOR system, BIW prior authorizations will be processed and contained in MHD's Medicaid Management Information System (MMIS). Providers will receive a written notice regarding the status of an authorization when it is processed through MHD's MMIS system.

Claims Submission and Processing

Effective May 1, 2025, claims for BIW services will no longer go through the DMH CIMOR system. Providers will send claims directly to MHD's claims processing system, [eMOMED](#). For access to eMOMED, providers are required to register by clicking 'Register Now.' Each individual provider, billing staff, or billing service/clearinghouse representative must be

approved to access eMOMED. User IDs and passwords cannot be shared by coworkers within an office or billing service/clearinghouse. For any issues with eMOMED providers may contact the Provider Technical Help Desk by calling (573) 635-3559 or emailing help.desk@momed.com.

BIW providers who are also enrolled as a DD Waiver provider under the same NPI number must include their NPI number and taxonomy code on all BIW claims for proper processing and payment.

Claims Submission Training

[MHD Education and Training](#) is offering two opportunities for BIW providers to learn about eMOMED and other helpful information. Please register for one of the following webinars:

Tuesday, April 29, 2025, at 1:00pm

Register: <https://stateofmo.webex.com/weblink/register/r13fa4cffdb164fa56177c4ada531297e>

Tuesday, May 27, 2025, at 1:00pm

Register: <https://stateofmo.webex.com/weblink/register/rbc9f295d2cf1271e0ea80653eb31a693>

APPLICABILITY

The information in this bulletin applies to the MO HealthNet (MHD) Fee-For-Service (FFS) program and may apply to the MHD Managed Care (MC) program, as well. MHD's FFS policies set the basic coverage policies for benefits and limitations in the MC program. The MC health plans have additional flexibilities in operating their respective programs, such as determining which services require prior authorization and details required for claims submission. Certain services, such as pharmacy, are "carved out" of MC and will be paid through the FFS program. To ensure your understanding of this bulletin's applicability to each MC health plan, please [contact your health plan](#) directly. If you are unable to resolve a MC issue directly with a health plan contact a MC Liaison by completing a [Managed Care Provider Request for Information](#).

Bulletins will remain on the [MO HealthNet News](#) page only until incorporated into the [provider manuals](#) as appropriate, then moved to the appropriate [Provider Manual Archives](#).

Providers and other interested parties are urged to [subscribe](#) to [MO HealthNet News](#) email list to receive automatic notifications of provider bulletins, provider hot tips, provider manual updates, and other official MO HealthNet communications.

Before delivering a service, please check the patient's eligibility status by swiping their MO HealthNet card, calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and choosing Option One or using the Participant Eligibility option in [eMOMED](#). Questions regarding MO HealthNet MC benefits should be directed to the patient's MO HealthNet [MC health plan](#).

[MHD Education and Training](#) offers interactive web-based training for providers and general and program-specific educational resources. Visit our [Provider Training Calendar](#) to register for an upcoming training.

Provider Communications

573-751-2896

or via Provider Communications Management in [eMOMED](#)