

**MPA Annual Conference**  
**Margaritaville Lake Resort**  
**Osage Beach, MO**

September 15-18, 2022





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**Pharmacist Enrollment as Providers with Missouri HealthNet; How to Get Paid for the Service You Are Already Providing**

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 Alps Pharmacy

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Disclosures and Conflict of Interest

Erica Mahn declares no conflicts of interest, real or apparent, and no financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings and honoraria.

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Pharmacist Objectives

At the conclusion of this program, the pharmacist will be able to:

1. Define basic terminology for the provider enrollment process.
2. Describe what documents are required to submit a provider enrollment application and where to find them.
3. Discuss workflow integration opportunities to submit interventions for patients.



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Pre-Test Questions

True or False: Direct Care Pro is housed within the Emomed website.



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Pre-Test Questions

True or False: Pharmacists are required to have their MTS certificate in order to provide MTM services.



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Pre-Test Questions

A maximum of \_\_\_\_ 15-minute increments can be billed per provider per patient per calendar month.

- one
- two
- three
- four



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Pre-Test Questions

True or False: In Cyber Access each pharmacist has their own user information.



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Why enroll as a provider with MO HealthNet, Missouri's Medicaid program?

- Get paid for what you're already counseling on.
- Integrate billing opportunities with every fill/every sync call for MO HealthNet participants
- Be ready for new programs and features on the horizon as a MO HealthNet provider
- Utilize current standing orders or protocols while working with patients



Integrating Trends in Enhanced Services and Medication Support with Value-Based Payment Models in Medicaid, October 2018, page 21



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### Terms to Distinguish

- [Emomed](#)
  - Emomed is MO HealthNet’s site for pharmacy enrollment, revalidation, payment information, etc.
  - Think of this site at the “Pharmacy” billing manager-for all claims
  - This is also where you will locate payment information for billed DC Pro interventions
- [Provider 35 Number](#)
  - This is the number you will need to complete enrollment to be recognized as a provider in Missouri
  - Provider 35 is the “Disease Management” recognition for pharmacists



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### Terms to Distinguish

- [Cyber Access](#)
  - This site is linked to individual pharmacies.
  - Staff members should have their own user information.
  - Information provided through the site reflects claims processed through the pharmacy NPI number.
  - Patients that fill at your pharmacy will auto-populate in a list, and you can also look up patients when providing the required information.
  - Here you can find information regarding patients’ diagnoses, medication fill history, precerts, etc.
  - Think of this site as the “Pharmacist” billing manager



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### Where to start?

- [MoHealthNet Pharmacy Manual: Section 13.15](#)
- [Medication therapy management \(MTM\)](#) is a web-based program that assists pharmacists in maintaining a care standard for a participant’s multiple chronic diseases and co-morbidities by utilizing nationally recognized, evidence-based treatment standards. This program was designed to leverage the pharmacist-patient relationship, focusing on the quality of care, wellness initiatives, and cost containment.



REFERENCES: State of Missouri MoHealthNet Pharmacy Manual, 8/2021, [http://channels.mohealth.com/connections/education\\_pharmacy.pdf](http://channels.mohealth.com/connections/education_pharmacy.pdf)



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**Where to start?**

- [MoHealthNet Pharmacy Manual: Section 13.15](#)
- [Direct Care Pro\(DCPro\)](#) is a web-based tool found in CyberAccess that provides the dispensing pharmacist with the actionable information needed to conduct a meaningful clinical intervention with the beneficiary at the point of service, while the beneficiary is in the pharmacy. Clinical interventions are directed to pharmacists through the point of sale transactions allowing pharmacists to reserve, perform, and bill interactions using DCPro.



REFERENCES: State of Missouri MoHealthNet Pharmacy Manual, 8/15/2015, [http://chambers.mohealth.com/collectors/subsection\\_pharmacy.pdf](http://chambers.mohealth.com/collectors/subsection_pharmacy.pdf)



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**Eligibility**

- [Eligible Participants](#)
  - MO HealthNet patients that show an available intervention in Cyber Access
- [Eligible Pharmacists](#)
  - Has an active Medication Therapy Services (MTS) certificate



REFERENCES: State of Missouri MoHealthNet Pharmacy Manual, 8/15/2015, [http://chambers.mohealth.com/collectors/subsection\\_pharmacy.pdf](http://chambers.mohealth.com/collectors/subsection_pharmacy.pdf)



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**Eligibility**

- [Eligible Services](#)
  - Counseling participants on the importance of medication adherence (alerting participants to missed dosages and refills)
  - Providing medication education
  - Providing self-care education for specific chronic conditions
  - Contacting physicians to schedule diagnostic testing
  - Contacting physicians to make drug therapy recommendations, or
  - Connecting participants with other community-based resources as needed.
- [Eligible Billing](#)
  - Maximum of four 15-minute increments (60 minutes) per provider per patient per calendar month.



REFERENCES: State of Missouri MoHealthNet Pharmacy Manual, 8/15/2015, [http://chambers.mohealth.com/collectors/subsection\\_pharmacy.pdf](http://chambers.mohealth.com/collectors/subsection_pharmacy.pdf)



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### Return on Investment

- Getting paid an average of \$100 per billable hour of service for Direct Care Pro alone
- One pharmacist example has data from working 16 hours a week and is earning the pharmacy over \$7,000 monthly. This would be an earning of over \$109 per hour of billable work.
- Patients enjoy the one-on-one time with a staff member; asking questions, discussing disease states, and identifying areas of health improvement.
- Physicians enjoy seeing the extended continuity of care.



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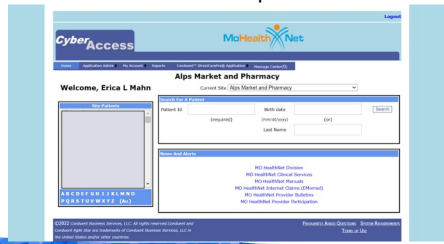
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### How to search patients:



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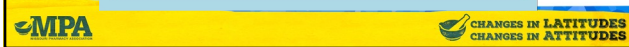
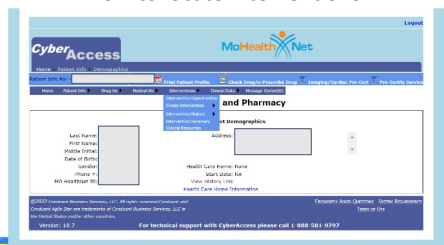
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### How to locate interventions:



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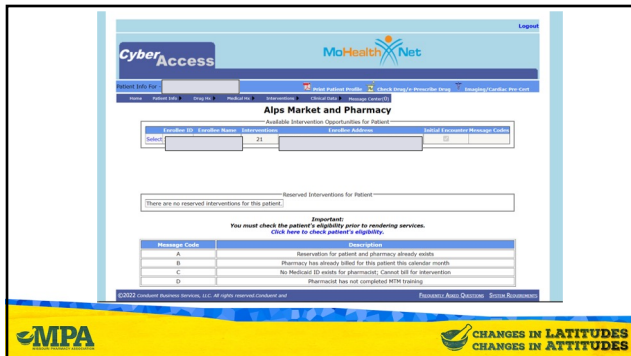
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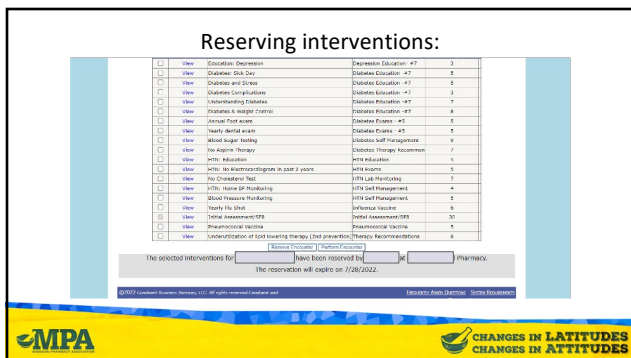
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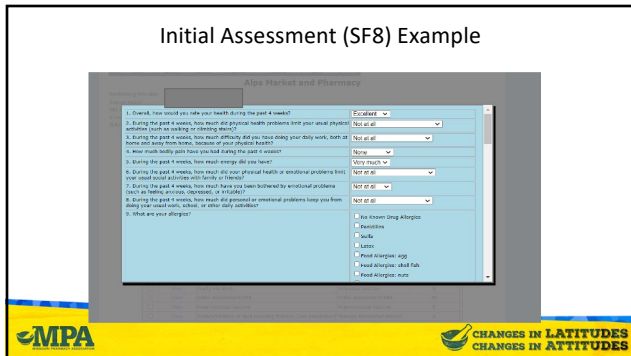
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### Initial Assessment (SF8) Example



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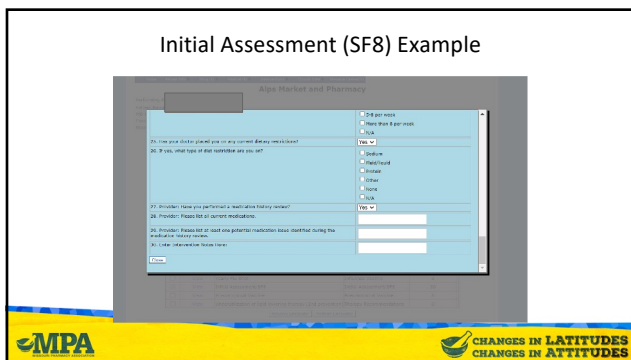
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### Initial Assessment (SF8) Example



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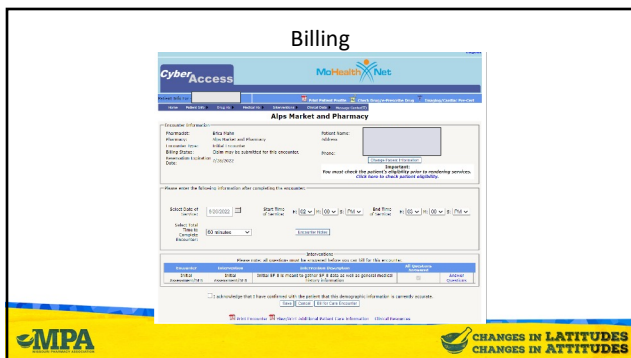
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### Billing



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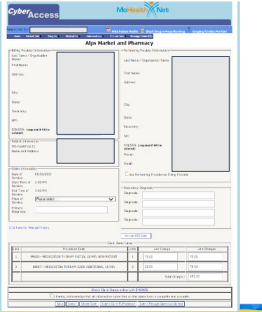
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### Billing best practices:

- Use performing provider as billing provider to have separate EOBs on Emomed
- Bill for time spent during the whole process
- You can select appropriate diagnoses from the medical history link
- Initial encounters are a separate procedure code and reimburse as a higher rate.
- Ongoing interventions would bill for 4 units (\$100.00)



**MPA** CHANGES IN LATITUDES CHANGES IN ATTITUDES

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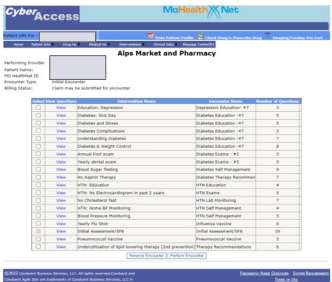
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### Opportunities for next month:

- Diabetes
- Hypertension
- Vaccinations
- Hyperlipidemia
- Depression



**MPA** CHANGES IN LATITUDES CHANGES IN ATTITUDES

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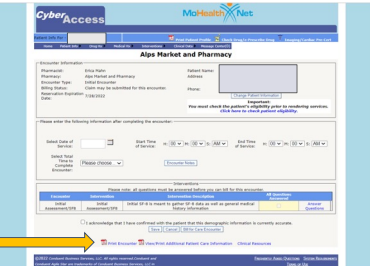
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### Resources:

- Pharmguides.com
- Printable resources on the billing page
- Create a pharmacy-specific list of resources (CHW services)



**MPA** CHANGES IN LATITUDES CHANGES IN ATTITUDES

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### Documentation for Auditing (Pharmacy Manual)

- First name, last name and either middle initial or date of birth of the MO HealthNet participant
- Patient signature
- Date the service was provided (month/day/year)
- Amount of time in minutes/hour(s) spent completing the activity
- The actual begin and end time used for the delivery of service(s)
- The setting in which the service was rendered
- The plan of the treatment, evaluation(s), test(s), findings, results, and prescription(s) as necessary.



REFERENCES: State of Missouri HealthNet Pharmacy Manual, 8/2021, [http://champh.healthnet.com/collectors/auditing\\_pharmacy.pdf](http://champh.healthnet.com/collectors/auditing_pharmacy.pdf)



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### Workflow Options

- Devoted staff member
- Print and put with filled prescriptions to catch patients at the counter
- Call patients ongoing when checking
- Sync Integration
- After counseling for a question, check if patient has available interventions that apply



REFERENCES: State of Missouri HealthNet Pharmacy Manual, 8/2021, [http://champh.healthnet.com/collectors/auditing\\_pharmacy.pdf](http://champh.healthnet.com/collectors/auditing_pharmacy.pdf)



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### Step by Step Enrollment Guidance

1. Gather necessary documents from checklist (For each location/ownership situation)
1. Complete all steps of online enrollment described here (For each location/ownership situation)
1. Fax signed signature page and required documentation (For each location/ownership situation)
1. Watch email for any additional requests and approval notice from [MMAC.ProviderEnrollment@dss.mo.gov](mailto:MMAC.ProviderEnrollment@dss.mo.gov)
1. Once approval email is received, contact Cyber Access to set up pharmacist account for billing for interventions at [CyberAccessHelpdesk@conduent.com](mailto:CyberAccessHelpdesk@conduent.com) or call at 888-581-9797 (toll free), Monday through Friday, 8:00 AM - 5:00 PM Central Standard Time.



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EVERYTHING ON THIS CHECKLIST SHOULD BE FAXED AS ONE DOCUMENT TO MISSOURI MEDICAID AT 1-573-634-3105  
Any questions regarding missing documents will be sent to the email address provided on the application for corrections.

REQUIRED DOCUMENTS TO GATHER

- Copy of pharmacist license
- Copy of NPI letter of notification (the email copy or paper copy)
  - [NPI Enrollment Instructions](#)
- Copy business/pharmacy EIN for IRS purposes (this link is only for one possible example)
  - [Instructions for IRS document](#)
- Copy of Business Organizational Structure Document
  - [Governance from MPA](#)
- Copy of CIA Waiver (if applicable)
  - [CIA Waiver Example](#)
- Copy of "Operating Agreement/Articles of Incorporation" for the pharmacy (this link is only for one possible example)
  - [Operating Agreement Example](#)
- Copy of letter of Good Standing from the MO Secretary of State
  - [Secretary of State link](#)
- Copy of "voided check" (for direct deposit)
- MTS designation on your pharmacist license (to participate in DPro/MTM opportunities)
- Signature Page provided at completion of online enrollment (requires wet signature)




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Questions???

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Post-Test Question #1

True or False: Direct Care Pro is housed within the Emomed website.

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Post-Test Question #1

**False:** Direct Care Pro is housed within the Cyber Access website



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Post-Test Question #2

True or False: Pharmacists are required to have their MTS certificate in order to provide MTM services.



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Post-Test Question #2

**True:** Pharmacists are required to have their MTS certificate in order to provide MTM services.

- An MTS certificate requires:
- A PharmD degree from an ACPE accredited school; OR
  - A post-graduate medication therapy certificate course or program accredited or granted by ACPE, ASHP, ASCP, or APhA; OR
  - A current certification from the Board of Pharmaceutical Specialties, the Commission for Certification in Geriatric Pharmacy, or the National Certification Board for Diabetes Educators; OR
  - A qualifying post-graduate medication therapy services certificate course.



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Post-Test Question #3

A maximum of \_\_\_\_ 15-minute increments can be billed per provider per patient per calendar month.

- one
- two
- three
- four



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Post-Test Question #3

A maximum of \_\_\_\_ 15-minute increments can be billed per provider per patient per calendar month.

- **four**

The following codes are designated for pharmacy providers:

- 99605 – Medication therapy management service(s) provided by a pharmacist, individual, face-to-face with the patient, with assessment and intervention if provided; initial 15 minutes, new patient. This code is payable only one time per participant per lifetime.
- 99606 - Medication therapy management service(s) provided by a pharmacist, individual, face-to-face with the patient, with assessment and intervention if provided; initial 15 minutes, established patient.
- 99607 – each additional 15 minutes (List separately in addition to code for primary service)



REFERENCES: State of Missouri Medication Therapy Management Manual, 8/1/2021  
[http://chroniccare.managed.carepartners.com/central\\_gov/panel.pdf](http://chroniccare.managed.carepartners.com/central_gov/panel.pdf)



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Post-Test Question #4

True or False: In Cyber Access each pharmacist has their own user information.



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Post-Test Question #4

**True:** In Cyber Access each pharmacist has their own user information.

Each pharmacist that has a provider number should have their own Cyber Access account connected to the pharmacy or pharmacies they work. Each intervention is billed under the individual pharmacist billing information.



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Take Home Points

- Enrolling for your Provider 35 number does not have to be complicated
- Billable opportunities are actively available for you to take advantage of, don't wait for the next "contract" to get started.
- Don't let workflow concerns hold you back, get creative on how to best integrate for your team!



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Resources & References

State of Missouri MoHealthNet Pharmacy Manual, 8/6/2021, [http://manuals.momed.com/collections/collection\\_gha/print.pdf](http://manuals.momed.com/collections/collection_gha/print.pdf)

[Pharmguides.com](http://Pharmguides.com)

Assessing Trends in Enhanced Services and Medication Support with Value-Based Payment Models in Medicaid, October 2019, page 21, [https://www.cnesn.com/media/1363/cnesn\\_usa\\_assessingtrends\\_4ncpa\\_p\\_121119.pdf](https://www.cnesn.com/media/1363/cnesn_usa_assessingtrends_4ncpa_p_121119.pdf)

Part 1 & 2 provider enrollment videos and the enrollment documents checklist are available through MPA



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**Speaker Contact Information**

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