

eMOMED Training and Assistance Utilities

eMOMED offers online assistance for providers and their staff members. At the top of the eMOMED website there are three tabs designed to provide the needed assistance as quickly as possible.

eMOMED (Home)

Provides all the working aspects of claim/file submission with eMOMED. These options include participant eligibility, annual renewal dates, claim/batch file submission, claim confirmation, and electronic remittance advice.

Contact

This section provides a detailed list of MO HealthNet Division units, what area of expertise they can assist with and their contact information. Contacting the correct unit will greatly reduce the amount of time needed to address your questions and concerns and eliminate the need for call transfers. Providers may also utilize [Contact Us](#) and visit our [Provider Information](#) page.

Troubleshooting

This tab provides a link to [eMOMED FAQs](#) which cover how to initiate a request for NPI access, accepting and denying access requests, adding an NPI, removing or modifying an NPI, how to retrieve a Remittance Advice, and more. This tab also provides the System Maintenance Schedule for eMOMED.

Additional Assistance

Each page on the eMOMED website also contains a help screen. At the top right corner of the page is an '?' icon. Selecting this icon will provide you with a pop-up that gives a description of each field on that specific page.