

Subject: Updated Guidance on No-show visits

Source: Pam Thomas, Coordinator, First Steps Program

Intended Audience: First Steps providers

Date: January 9, 2013

Guidance on no-show visits for providers delivering First Steps services has been updated to reflect the new procedure to enter no-show claims in the WebSPOE. The updated guidance is titled "January 2013 First Steps No-Show Visits Guidance" and is now available on the web at: <http://dese.mo.gov/se/fs/Mileage.html>. The following information was previously emailed to all enrolled providers.

Beginning January 1, 2013, no-show visits must be billed electronically through the Provider Account Management tab in WebSPOE.

For no-show visits beginning January 1, 2013 and after: When a provider delivers a no-show visit on or after January 1, 2013, the provider will submit the claim for the no-show service through the Provider Account Management tab in WebSPOE. Follow these three steps to enter a no-show visit: (1) add a new claim line when completing a claim entry, (2) enter 1 unit for the no-show visit, and (3) click on the checkbox "Family No Show." This checkbox will be available in the WebSPOE on January 1, 2013.

IMPORTANT: The paper form for no-show visits will NOT be accepted for dates of service January 1, 2013 and after.

For no-show visits that occurred in 2012: When a provider delivers a no-show visit on any date in 2012, the provider will submit the paper form for payment of the no-show visit. The 2012 no-show form is available at:

<http://dese.mo.gov/se/fs/Mileage.html>.