

Subject: Important: No-show visits

Source: Pam Thomas, Coordinator, First Steps Program

Intended Audience: First Steps providers

Date: December 7, 2012

Guidance and instructions to claim no-show visits for providers delivering First Steps services was made available in 2011. This guidance included a requirement to use a paper form when billing for no-show visits. We are pleased to announce that the paper form will soon be obsolete as we are updating the WebSPOE to allow for no-show visit claims.

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 for any date of service in 2012, the provider will submit a paper form for payment of the no-show visit, as directed in the No-Show Visit Guidance and Instructions at: <http://dese.mo.gov/se/fs/Mileage.html>. This guidance will be updated soon to reflect the electronic submission procedures.