

MESA Portal Reminders, Training Links and Other DOM Information

Rebecca Wartman OD November 2023

Any change can bring chaos and confusion. Certainly, the implementation of the new fiscal agent for Mississippi Division of Medicaid (DOM) is no different. Beginning on October 3, 2022, Gainwell Technologies was contracted as the fiscal agent for Mississippi DOM and implemented the MESA portal. MESA stands for **M**edicaid **E**nterprise **S**ystem **A**ssistance, developed and controlled by Gainwell Technologies. The stated purpose of contracting with Gainwell Technologies was to make Medicaid health information more accessible to both providers and patients; however, ongoing issues with the provider portal, and the Medicaid Management Information System (MMIS) that is included in MESA, continue. Per the Gainwell Technologies MESA website, the use of the MESA web portal is “required for submitting, adjusting, and correcting claims; to access, save, or print your Remittance Advice (RA); submitting and amending prior authorization (PA) and requests; and verifying member enrollment”.

The MOA has been actively working with Gainwell Technologies and Mississippi Medicaid to solve the ongoing issues with the MESA portal that Optometrists and their staff have faced in getting properly paid and in even finding the basic information required in order to properly care for the Medicaid patients in Mississippi. The changes being sought include the correction for processing Medicare-Medicaid cross over claims to ensure providers are being properly reimbursed for all care among other issues.

The MESA portal has many [training videos](#) and [other documents](#) for all the steps required to navigate their portal. Getting started on the MESA portal requires a number of steps to set up your provider user name and password, to set up “delegates” which MESA defines as “an individual designated to performing clerical functions” (i.e. staff members or hired insurance clerks) and to set up a “trading partner” which would be the organization your practice has hired to process claims electronically. You can find the video on this process [here](#).

Included in the MESA video trainings are details for determining [patient eligibility](#) which has been a struggle for some providers. The eligibility tab on the MESA portal home page includes patient eligibility history for the past three years. As well, providers can search by procedure code or service type such as “vision”. The Managed Care assignment should be listed on the eligibility page. MESA also provides access to several “Tips sheets” on determining [patient eligibility](#) and other topics.

There is a [video training for claims](#) and a [MESA Tips sheet](#) that can be entered/submitted on this portal and with real-time processing to allow providers to know immediately if the claim was accepted. Both of these tools may be of help to providers who might be struggling.

A [search for fee schedules and rates](#) can be accessed on the MESA portal, as well. This feature will allow providers to search fees by claims codes, such as CPT® codes, or by service type. The feature allows providers to view the expected reimbursement for any procedure. A comprehensive fee schedule can be downloaded, if desired. A new fee schedule for vision services was posted October 2023 and can be found [here](#) (scroll down and click the link for “vision”). Keep in mind that Mississippi Medicaid uses the CMS NCCI [procedure-to procedure](#) (PTP) edits and the [medically unlikely edits](#) (MUEs) for proper coding. Any procedure that requires prior approval is not listed on the fee schedule. The prior approval listing was updated in July 2023 can be found [here](#) and includes a number of vision-related codes.

Providers can find other details on Mississippi Medicaid on the Division of Medicaid (DOM) [website](#) and DOM [Administrative code](#) website. Vision Services is [Part 217](#) of the Administrative code and this website includes a [Provider Resources link](#) that might be helpful. Two important points listed in Part 217, page 4: “...Medicaid does not permit providers of optometric services to charge a beneficiary an additional amount for services or supplies, like frames, above the fee established. The provider cannot dispense a more expensive frame than is covered under the Medicaid program and collect the difference from the beneficiary.” and “A beneficiary may purchase non-covered services, like scratch resistant lens coating. Providers cannot bill Medicaid and hold the eyeglasses or contacts until Medicaid pays the provider. Providers may not bill Medicaid for replacement costs associated with provider error or poor workmanship.”

Providers are encouraged to sign up to receive the DOM [LateBreaking News](#) emails along with the DOM [Provider Bulletins](#) and [News and Notices](#) put out by Mississippi DOM. One final note, in case a provider missed this information, Mississippi Medicaid removed all co-payments for all pharmacy and health care services beginning May 1, 2023. You can read the entire notices [here](#).

Happy coding....