

## Missouri Medicaid Audit and Compliance (MMAC) Provider Communication Portal Has Closed

MMAC has closed the Provider Communication Portal. MMAC and other key stakeholders have been working to finalize a contract for a new, comprehensive Provider Enrollment System. The new system will be used for new provider enrollments and revalidations. The new Provider Enrollment System will also have an integrated (rather than stand-alone) Self-Service Portal.

As MMAC embraces new technology they want to lessen the inconvenience for providers. Therefore, MMAC has discontinued the use of the Provider Communication Portal, which was launched in August 2024.

MMAC is returning to their previous methods of communication with providers via email and phone. Providers still have various ways to contact MMAC's Provider Enrollment Unit by emailing [mmac.providerenrollment@dss.mo.gov](mailto:mmac.providerenrollment@dss.mo.gov), the Contracts Unit at [mmac.ihscontracts@dss.mo.gov](mailto:mmac.ihscontracts@dss.mo.gov), or the Revalidations Unit at [mmac.revalidation@dss.mo.gov](mailto:mmac.revalidation@dss.mo.gov).

More information will be forthcoming regarding the launch of the new Provider Enrollment System. Projected date for the new Provider Enrollment System is mid-2026.

For questions, please call (573) 751-3399.

- **Home State: 1-855-694-4663 / TTY: 711 • HomeStateHealth.com**
- **Show Me Healthy Kids: 1-877-236-1020 / TTY: 711 • HomeStateHealth.com**
- **Ambetter: 1-855-650-3789 TTY: 711 • Ambetter.HomeStateHealth.com**
- **MAPD: 1-855-766-1452 / D-SNP: 1-833-298-3361 / TTY:711 • Wellcare.HomeStateHealth.com**