

## PROVIDER BULLETIN

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### PHYSICIAN AND DURABLE MEDICAL EQUIPMENT

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#### COVERAGE FOR PATIENT LIFTS

A patient lift, procedure code E0630 (patient lift, hydraulic or mechanical, includes any seat, sling, straps or pads), is covered if transfer between bed and a chair, wheelchair, or commode requires the assistance of more than one person AND without the use of a lift, the patient would be bed confined.

#### PRE-CERTIFICATION REQUIREMENT FOR PATIENT LIFTS

Effective for dates of service on or after November 20, 2008 patient lift rental (E0630RR) and purchase (E0630NU) require pre-certification. In order to be approved, requests must meet the medical criteria established by MO HealthNet Division (MHD).

#### PATIENT LIFTS CURRENTLY BEING RENTED

MO HealthNet currently requires the DME provider to have a Certificate of Medical Necessity for the patient lift in the participant's file. Thus, the documents do not exist with MO HealthNet to convert current rentals for patient lifts to a pre-certification. For this reason, DME providers may contact the call center at 1-800-392-8030 to consider pre-certification for continuation of the patient lift rentals. Call center staff will verify the start date of the rental with the provider and MO HealthNet claim records.

#### INITIATING PRE-CERTIFICATION REQUESTS FOR DME

Pre-certification of DME is a two-step process. Requests for pre-certification must be initiated by an authorized DME prescriber who writes prescriptions for items covered under the DME

Program. Authorized DME prescribers include physicians, podiatrists or nurse practitioners who have a collaborative practice agreement with a physician that allows for prescription of such items. The enrolled DME provider will access the pre-certification initiated by the prescriber to complete the second step of the pre-certification process. All requests must be approved by MHD. Providers are encouraged to sign up for the MO HealthNet Web tool – [CyberAccess](#)<sup>SM</sup> which automates the pre-certification process. To become a CyberAccess<sup>SM</sup> user, contact the ACS-Heritage help desk toll free at 1-888-581-9797 or 573-632-9797 or send an E-mail to [MoHealthNet CyberAccess](#)<sup>SM</sup>. The CyberAccess<sup>SM</sup> tool allows each pre-certification to automatically reference the individual participant's claim history, including ICD-9 diagnosis codes and procedure codes. Requests for pre-certification will also be taken by the MO HealthNet call center at 1-800-392-8030. Requests for pre-certification must meet medical criteria established by MHD in order to be approved. Medical criteria is published in [provider bulletins](#) and posted on the MHD [Web site](#)<sup>SM</sup> prior to implementation. If a pre-certification request submitted through CyberAccess<sup>SM</sup> is denied, providers may click on the box to have a MO HealthNet call center representative contact them. The call center is available Monday through Friday, from 8:00 am to 5:00 pm, excluding state holidays.

PLEASE NOTE: An approved pre-certification request does not guarantee payment. The provider must verify participant eligibility on the date of service using the Interactive Voice Response (IVR) System at (573) 635-8908 or by logging onto the [MO HealthNet Web portal](#).

Please continue to monitor the [MHD Web site](#) for updates on this process.

**Provider Bulletins** are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

**MO HealthNet News:** Providers and other interested parties are urged to go to the MHD Web site at <http://dss.missouri.gov/mhd/global/pages/mednewssubscribe.htm> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

**MO HealthNet Managed Care:** The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Services not included in MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the red MO HealthNet card or by calling the Interactive Voice Response (IVR) System at 573-635-8908 and using Option One for the red or white card.

**Provider Communications Hotline**  
**573-751-2896**