

**PROVIDER BULLETIN**

**PHYSICIAN AND DURABLE MEDICAL EQUIPMENT**

**CONTENTS**

- **UNDERPADS, DIAPERS/BRIEFS and PROTECTIVE UNDERWEAR/PULL-ONS**
- **CURRENT APPROVALS FOR QUANTITIES OVER 186 PER MONTH**
- **INITIATING PRE-CERTIFICATION REQUESTS FOR DME**

**UNDERPADS, DIAPERS/BRIEFS AND PROTECTIVE UNDERWEAR/PULL-ONS**

Effective for dates of service on or after March 24, 2009, the following procedure codes for underpads, diapers/briefs and protective underwear/pull-ons require pre-certification. In order to be approved, participants must be between ages four through twenty and meet the medical criteria established by MO HealthNet Division (MHD). Medical criteria documents may be found at [www.dss.mo.gov/mhd](http://www.dss.mo.gov/mhd).

CODE	MOD	MOD	DESCRIPTION
A4520	NU		Incontinence garment, any type, each
A4520	NU	EP	Incontinence garment, any type, each (over quantity of 186)
A4554	NU		Disposable underpads, all sizes
A4554	NU	EP	Disposable underpads, all sizes (over quantity of 186)
T4521	NU		Adult sized disposable incontinence product, brief/diaper, small, each
T4521	NU	EP	Adult sized disposable incontinence product, brief/diaper, small, each (over quantity of 186)
T4522	NU		Adult sized disposable incontinence product, brief/diaper, medium, each
T4522	NU	EP	Adult sized disposable incontinence product, brief/diaper, medium, each (over quantity of 186)

T4523	NU		Adult sized disposable incontinence product, brief/diaper, large, each
T4523	NU	EP	Adult sized disposable incontinence product, brief/diaper, large, each (over quantity of 186)
T4524	NU		Adult sized disposable incontinence product, brief/diaper, extra large, each
T4524	NU	EP	Adult sized disposable incontinence product, brief/diaper, extra large, each (over quantity of 186)
T4525	NU		Adult sized disposable incontinence product, protective underwear/pull-on, small size, each
T4525	NU	EP	Adult sized disposable incontinence product, protective underwear/pull-on, small size, each (over quantity of 186)
T4526	NU		Adult sized disposable incontinence product, protective underwear/pull-on, medium size, each
T4526	NU	EP	Adult sized disposable incontinence product, protective underwear/pull-on, medium size, each (over quantity of 186)
T4527	NU		Adult sized disposable incontinence product, protective underwear/pull-on, large size, each
T4527	NU	EP	Adult sized disposable incontinence product, protective underwear/pull-on, large size, each (over quantity of 186)
T4528	NU		Adult sized disposable incontinence product, protective underwear/pull-on, extra large size, each
T4528	NU	EP	Adult sized disposable incontinence product, protective underwear/pull-on, extra large size, each (over quantity of 186)
T4529	NU		Pediatric sized disposable incontinence product brief/diaper, small/medium size , each
T4529	NU	EP	Pediatric sized disposable incontinence product brief/diaper, small/medium size , each (over quantity of 186)
T4530	NU		Pediatric sized disposable incontinence product brief/diaper, large size , each
T4530	NU	EP	Pediatric sized disposable incontinence product brief/diaper, large size , each (over quantity of 186)

T4531	NU		Pediatric sized disposable incontinence product, protective underwear/pull-on small/medium size , each
T4531	NU	EP	Pediatric sized disposable incontinence product, protective underwear/pull-on small/medium size , each (over quantity of 186)
T4532	NU		Pediatric sized disposable incontinence product brief/diaper, large size , each
T4532	NU	EP	Pediatric sized disposable incontinence product brief/diaper, large size , each (over quantity of 186)
T4533	NU		Youth sized disposable incontinence product, brief/diaper, each
T4533	NU	EP	Youth sized disposable incontinence product, brief/diaper, each (over quantity of 186)
T4534	NU		Youth sized disposable incontinence product, protective underwear/pull-on, each
T4534	NU	EP	Youth sized disposable incontinence product, protective underwear/pull-on, each (over quantity of 186)
T4537	NU		Incontinence product, protective underpad, reusable, bed size, each
T4537	NU	EP	Incontinence product, protective underpad, reusable, bed size, each (over quantity of 186)
T4541	NU		Incontinence product, disposable underpad, large, each
T4541	NU	EP	Incontinence product, disposable underpad, large, each (over quantity of 186)
T4542	NU		Incontinence product, disposable underpad, small size, each
T4542	NU	EP	Incontinence product, disposable underpad, small size, each (over quantity of 186)
T4543	NU		Disposable incontinence product, brief/diaper, bariatric, each
T4543	NU	EP	Disposable incontinence product, brief/diaper, bariatric, each (over quantity of 186)

**CURRENT APPROVALS FOR QUANTITIES OVER 186 PER MONTH**

Currently, coverage of underpads, diapers/briefs or protective underwear/pull-ons for quantities in excess of 186 per month requires an approved prior authorization request for reimbursement of services. Prior authorization requests that are submitted and approved prior to March 24, 2009, will be converted to a pre-certification effective March 24, 2009.

**INITIATING PRE-CERTIFICATION REQUESTS FOR DME**

Pre-certification of Durable Medical Equipment (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, and 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 the 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 <mailto:MOHealthNetCyberaccess@heritage-info.com>. 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 CPT 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 the MHD in order to be approved. Prior to implementation, [medical criteria](#) is published in [provider bulletins](#) and posted on the [MHD Web site](#). 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 Internet Web portal at [www.emomed.com](http://www.emomed.com).

**CLAIM FILING FOR UNDERPADS, DIAPERS/BRIEFS AND PROTECTIVE UNDERWEAR/PULL-ONS**

Providers may only dispense and file claims for a maximum of a one month supply of underpads, diapers/briefs or protective underwear/pull-ons per 30-day period of time. Claims filed for quantities in excess of a one month's supply per 30-day period of time will be denied.

Due to manual pricing, an invoice of cost must be filed with all claims for procedure codes A4554NU, A4554NUEP, T4537NU, T4537NUEP, T4541NU, T4541NUEP, T4542NU, and T4542NUEP.

**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**

ARCHIVED