

## PROVIDER BULLETIN

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### PHYSICIAN AND DURABLE MEDICAL EQUIPMENT

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#### **PRESSURE SUPPORT SURFACES**

Effective for dates of service on or after June 9, 2009, the pressure support surface codes listed below will require pre-certification. To be approved, requests for pre-certification must meet the MO HealthNet Division (MHD) medical criteria. Medical criteria documents may be found at <http://dss.mo.gov/mhd/cs/dmeprecert/pages/dmeprecert.htm>.

E0181NU and E0181RR: Powered pressure reducing mattress overlay/pad, alternating, with pump, includes heavy duty  
E0184: Dry pressure mattress  
E0185NU and E0185RR: Gel or gel-like pressure pad for mattress, standard mattress length and width  
E0186: Air pressure mattress  
E0187: Water pressure mattress  
E0196: Gel pressure mattress

#### **CURRENT PRESSURE SUPPORT SURFACE RENTALS**

MO HealthNet currently has no requirements for submission of a prior authorization request or medical necessity form in order to receive reimbursement for the specific pressure support surfaces listed above. Thus, the documents do not exist within MO HealthNet's system to create a pre-certification for current pressure support surface rentals. For this reason, DME providers may contact the call center at 1-800-392-8030 to request pre-certification for continuation of a rental past the pre-certification effective date. Call center staff will verify the rental start date with the provider and MO HealthNet claim records.

**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 request 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. [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 Internet Web portal at [www.emomed.com](http://www.emomed.com).

**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