

## HOSPITAL BULLETIN

Volume 33 Number 1

<http://www.dss.mo.gov/mhd>

July 15, 2010

## INPATIENT CERTIFICATION

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### **ON-LINE CERTIFICATION REQUESTS**

The online inpatient Certification Request tool in CyberAccess is now live. Facilities can now submit their inpatient certification requests electronically and, in many cases, receive an immediate length of stay determination and certification number. Certification requests can be submitted 24/7 to accommodate each facility's needs.

As stated in state regulation, initial inpatient certification requests for planned admissions must be submitted 2 full working days in advance of admission. In addition, all requests must be submitted prior to discharge to be considered timely and to be performed online. If the initial certification request is not submitted prior to discharge, the request is considered retrospective which requires a review of the complete medical record. At this time, retrospective reviews **cannot** be submitted online. The status of each submitted inpatient certification request may also be obtained online through CyberAccess under the option for Certification Reports under the Care Management (Mgmt) link.

Now that the Certification Request and Certification Reports features are fully active in CyberAccess, providers should limit telephone inquiries to questions and/or issues regarding certification date changes or retrospective certifications. All other requests, including those for initial certification and continued stay, will be more expediently addressed on-line through Cyber Access.

### **RETROSPECTIVE CERTIFICATION REQUESTS**

In the past, MO HealthNet allowed providers to submit certification requests to the review agent irrespective of the reason for not obtaining prior to admission for non-emergent care. Consistent with the regulation requirement to request planned admissions 2 days in advance, effective September 1, 2010, retrospective certification requests will only be accepted if the

participant has retroactive eligibility or the facility has a retroactive enrollment effective date. Retrospective reviews must still be submitted with the medical record and cannot be submitted online.

### **PROVIDER CALLS AND NOTIFICATIONS**

Effective September 1, 2010, the nurses at ACS will no longer call providers with approved certification numbers assigned to completed review requests, including those received via mail, phone and/or fax. In addition, approval determinations will no longer be mailed to providers as the status of all requests is available through CyberAccess in real time. The status of certification requests is found under the option titled Certification Reports under the Care Mgmt link.

### **CYBERACCESS**

If the appropriate staff members in your facility have not yet received access to or have not been trained on CyberAccess, you must contact an ACS Outreach Representative on the CyberAccess helpdesk at (888) 581-9797 or [MoHealthNetCyberAccess@acs-info.com](mailto:MoHealthNetCyberAccess@acs-info.com) to make the appropriate arrangements.

**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**