

PROVIDER BULLETIN

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July 01, 2015

Children Not in Foster Care – Behavioral Health Services Program Precertification Closing Date

- **Children Not in Foster Care – Behavioral Health Services Program
Precertification Closing Date**

All Behavioral Health Services program precertifications issued for children not in state custody will close effective July 31, 2015, regardless of any remaining unused units left on the precertification.

Should a patient currently in treatment need ongoing services, a new precertification must be requested. Providers may begin requesting a new precertification 30 days prior to the precertification start date. Providers may request precertification through CyberAccess and will receive an immediate electronic response. In addition to requesting precertification, providers will be able to access a patient's health record, precertification history, and diagnosis history.

For precertification, providers will continue to have the option of calling the Behavioral Health Helpdesk at (866) 771-3350 or faxing a request to the Behavioral Health Help Desk at (573) 635-6516. Providers who choose to fax *must* use the [Behavioral Health Services Request for Precertification](#) form.

Please reference the provider bulletin, [Precertification of Behavioral Health Services Through CyberAccess](#), dated October 31, 2014, Volume 37, Number 06 for more information regarding precertification.

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.mo.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 MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the red or white card.

Provider Communications Hotline
573-751-2896