

PROVIDER BULLETIN

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RADIOLOGY BULLETIN

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Effective February 1, 2016, the MO HealthNet Division (MHD) is changing the Radiology Benefit Management (RBM) program from EviCore/MedSolutions to HealthHelp. HealthHelp, a nationally known RBM provider, is implementing a program designed to improve health care, participant safety, utilization, and cost through the application of clinical criteria. The RBM program will encourage the use of evidence-based, quality imaging practices and will continue to precertify high-tech and cardiac imaging procedure codes. HealthHelp will require all imaging equipment to be certified through the standardized process outlined below.

All precertification requests *must* be initiated by an enrolled MO HealthNet provider. Requests for precertification may be made by using the web tool, Cyber Access, or by calling the MO HealthNet Call Center at (800) 392-8030, option 5.

Informational Webinars

HealthHelp will provide 30 minute webinars describing their background and providing information about the authorization process, procedure code list for codes requiring precertification, request forms, and additional contact information. This will be an interactive webinar, allowing providers to ask specific questions about the program.

Contact Andre King by email or phone (kingan@healthhelp.com or (281) 582-1741) to get signed up for one of the following webinars.

HealthHelp Webinar Schedule	
Day/Date	Time (CST)
Tues – (1/19/2016)	8:00 AM
Wed – (1/20/2016)	4:00 PM
Thurs – (1/21/2016)	12:00 PM
Tues – (1/26/2016)	12:00 PM

Wed – (1/27/2016)	8:00 AM
Thurs – (1/28/2016)	4:00 PM
Mon – (2/1/2016)	8:00 AM
Mon – (2/1/2016)	4:00 PM
Tues – (2/2/2016)	8:00 AM
Tues – (2/2/2016)	12:00 PM
Wed – (2/3/2016)	4:00 PM

DiagnosticSite Certification

DiagnosticSite is a standardized medical imaging safety and quality program designed to assess and credential the medical imaging equipment, personnel, and policies of facilities that perform diagnostic imaging services. Enrolled MO HealthNet providers that provide imaging services are required to participate in this program. Each facility that intends to perform high-tech and/or cardiac imaging procedures for MO HealthNet participants must receive DiagnosticSite certification from HealthHelp. If the provider has not completed their DiagnosticSite certification, the provider will not be able to request imaging precertifications. It is each facility's responsibility to comply with the DiagnosticSite certification process as further described below.

Starting February 1, 2016, providers can complete their DiagnosticSite certification online at: <https://portal.healthhelp.com/radsitenet/registration.aspx>. All enrolled MO HealthNet rendering facilities will be temporarily "certified" for 90 days, allowing ordering providers to choose the rendering facility to perform the imaging services. Facilities that do not receive their certification by April 30, 2016, will no longer be able to perform imaging services until they have completed the DiagnosticSite certification.

- For sites that have never been certified or were certified more than 12 months ago by another vendor, enrollment will begin at the go-live date of February 1, 2016.
- For sites that were certified less than 12 months ago through another RBM vendor, re-certification must begin by August 1, 2016.
- For sites that have already been certified through HealthHelp's DiagnosticSite process for another payer, the current certification will fulfill the MO HealthNet requirement. (Certification renewal will be the same as the existing scheduled certification renewal process for that site.)
- Providers will be responsible for reassessing their facility/equipment every two years. You will receive a 45 day notice prior to the expiration date. If your facility acquires new equipment after you are certified, you must log in and report your new equipment.
- As with the current RBM program, hospitals providing imaging services are exempt from the DiagnosticSite certification process.

Services Precertified by HealthHelp

The RBM program will continue to precertify the following outpatient diagnostic, non-emergency procedures:

- High-Tech (MRI, MRA, CT, CTA, and PET scans)
- Cardiac Imaging (including Nuclear Cardiac (SPECT), EBCT/Calcium Scoring, Cardiac PET and PET/CT, diagnostic heart catheterization, and Stress ECHO)

The procedures that require precertification and their respective guidelines are available online at: <https://portal.healthhelp.com/mohealthnet>.

All radiological precertifications are issued for a 30-day period. Approved procedures *must* be performed within 30 days from the date for which approval is issued. This approval time frame applies to all radiological procedures which require precertification.

An approved precertification 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) 751-2896 or by logging onto the MO HealthNet Web portal at www.emomed.com.

Ordering Providers

Ordering providers can continue to request a precertification for radiology services using MHD's current web portal, CyberAccess. Providers who are not currently enrolled in CyberAccess, should contact Xerox at: 888-581-9797 for access to the tool. In addition, requests may be done by fax or phone.

- Internet/web: <https://www.cyberaccessonline.net/CyberAccess/login.aspx>
- Fax: 1-888-285-9845
 - Access fax form at: <https://portal.healthhelp.com/mohealthnet>
- Phone: 1-800-392-8030, option 5

Ordering providers are responsible for providing a copy of the precertification number to the rendering provider for billing purposes. Precertifications are reviewed and approved on an individual patient basis. Each precertification must specify the performing provider. Performing providers must be certified through the DiagnosticSite program in order to receive a referral from an ordering provider. When choosing a performing provider in the precertification web tool, make sure the NPI and Type of Provider (Taxonomy Codes) match the facility location where the procedure is to be performed. When searching for the performing provider, search only by the NPI number.

Searching for a Performing Provider

When submitting the precertification request via CyberAccess, providers must search for the facility they wish to perform the procedure. Search by the facility's NPI to locate a facility certified to perform the test. If you don't know a facility's NPI, you can contact that facility to obtain it or search the NPI registry at:

<https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do>. Performing providers have to be certified through the DiagnosticSite program in order to receive a referral from an ordering provider. Each precertification must specify the performing provider.

Retroactive Eligibility

Certification is also required for procedures performed for patients who have obtained retroactive MO HealthNet eligibility after the procedure was performed. Providers **must call** HealthHelp at (800) 392-8030, option 5, to obtain the certification for the procedure performed. Be sure to inform the HealthHelp agent that your retro-request is due to retroactive eligibility.

Exemptions to Precertification Requirement

- Services provided to dual eligible participants with active Medicare Part B are exempt from the precertification requirement.

- Participants with Medicare Part C coverage with QMB benefits are exempt.
- Services provided on an emergent basis, during an inpatient stay, or during an outpatient observation stay are exempt from the precertification requirement.

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> 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**