

PROVIDER BULLETIN

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CyberAccess Adds Emergency Room History

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- **New feature: View Emergency Room History in CyberAccess**
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[CyberAccess](#) now includes a new feature to allow users to view MO HealthNet participants' Emergency Room (ER) claims history paid by MO HealthNet in the last three years. Participant ER usage is valuable information for providers desiring to educate their patients about appropriate primary care services and continuity of care.

CyberAccess is a Web-based tool that also allows physicians to prescribe electronically, view diagnosis data, receive alerts, select appropriate preferred medications, and electronically request drug and medical prior authorizations for their MO HealthNet patients. The MO HealthNet Division contracts with Xerox to provide CyberAccesssm. To become a CyberAccesssm user, contact the Xerox help desk at 888-581-9797 or 573-632-9797, or send an E-mail to CyberAccessHelpdesk@xerox.com.

The following webinar schedule is available for providers to learn how to access the new ER history feature. Xerox provider outreach representatives will also set up individual training sessions if providers are not able to attend one of the webinars listed below.

December 21, 2016 at 2:00pm to 2:30pm

[Join WebEx meeting](#)

January 5, 2017 at 10:00am to 10:30am

[Join WebEx meeting](#)

Join by phone: 800-268-4017 Access Code: 6131648672

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**