

PROVIDER BULLETIN

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June 9, 2020

Optical Program

Effective: June 21, 2020

Applies to: MO HealthNet Fee-For-Service Optical Providers

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MO HEALTHNET PARTICIPANT EYE EXAM AND EYEGLASSES DETAIL

Effective June 21, 2020 the frames, lenses and eye exam detail information that provides the previous date of service for MO HealthNet participants will no longer be displayed in Emomed. Optical providers should refer to the CyberAccesssm web tool for this information. If you are not a CyberAccesssm user, you can contact the CyberAccesssm helpdesk at (888) 581-9797 or (573) 632-9797, or send an e-mail to CyberAccessHelpdesk@xerox.com.

Optical providers can also call the MO HealthNet Call Center at 800-392-8030, option 2 for this information.

APPLICABILITY

Managed Care enrolled providers should contact their Managed Care Organization for questions regarding Optical Program services.

Provider Bulletins are available on the MO HealthNet Division (MHD) website 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 website 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.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service

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 MO HealthNet ID card.

**Provider Communications Hotline
573-751-2896**