

PROVIDER BULLETIN

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OUTPATIENT OBSERVATION DRUG CLAIMS

APPLIES TO: Hospital providers

EFFECTIVE DATE: July 1, 2020

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- **Medications Given in Outpatient Observation**
 - **Clinical and Preferred Drug List (PDL) Edits**
 - **Take-Home Medications**
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Medications Given in Outpatient Observation

Effective for dates of service on or after July 1, 2020, all medications administered in an outpatient observation setting will be carved-out of Managed Care. The MO HealthNet Division (MHD) will reimburse all pharmacy services on a fee-for-service basis. Providers must bill claims with a valid Healthcare Common Procedure Coding System (HCPCS) procedure code and a valid National Drug Code (NDC) for each medication administered. Providers must submit claims with the exact NDC that appears on the product administered.

Clinical and Preferred Drug List (PDL) Edits

The MHD routes all drug claims through an automated computer system to apply edits designed to ensure effective drug utilization. Claims for patients who meet the approval criteria will approve automatically. Claims for patients who do not meet the approval criteria will require a call to the Drug Prior Authorization hotline at (800) 392-8030 for a review. Providers may also use CyberAccess to determine if a drug is a preferred agent or requires a prior authorization. CyberAccess allows providers to initiate a prior authorization review, and to review a participant's MHD paid claim history. To become a CyberAccess user, contact the CyberAccess help desk at (888) 581-9797 or send an e-mail to CyberaccessHelpdesk@conduent.com. Providers can find more information regarding the clinical edits and the PDL, at www.dss.mo.gov/mhd/cs/pharmacy/index.htm.

Take-Home Medications

The MHD does not cover take-home medications, only medications administered at the hospital are covered. Participants may be billed for take-home medications. Providers are encouraged to write the participant a prescription for medications to be filled at an enrolled retail pharmacy rather than supplying take-home medications.

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
- 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 MO HealthNet ID card.

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