

PROVIDER BULLETIN

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CARDIOLOGY

Applies to: Providers ordering cardiology services

Effective date: July 1, 2021

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New Authorization Requirements for Cardiac Devices and Cardiac Interventions

Effective with dates of services beginning July 1, 2021, MO HealthNet will implement a new authorization process for certain Cardiac Devices and Cardiac Interventions. MO HealthNet ordering providers will be required to obtain authorizations for the following procedures:

- **Cardiac Devices:** Pacemakers, Defibrillators, Cardiac Resynchronization Therapy - Pacemaker (CRT-P), Cardiac Resynchronization Therapy – Defibrillator (CRT-D), Subcutaneous Implantable Cardioverter-Defibrillator (SICD)
- **Cardiac Interventions:** Percutaneous Coronary Intervention (PCI)

An updated list of procedure codes requiring authorization will be uploaded to the following provider landing page: <http://www.healthhelp.com/mohealthnet>.

Submitting Prior Authorization Requests

Effective July 1, 2021 when ordering Cardiac Devices or Cardiac Interventions, providers are required to contact HealthHelp to obtain an authorization. Ordering providers can request an authorization for the above listed services using one of the following three methods:

- **Web:** <https://www.cyberaccessonline.net/CyberAccess/login.aspx>
- **Phone:** 800-392-8030, Prompt 5
- **Fax:** 888-285-9845

Educational Webinars

HealthHelp will host educational webinars to provide useful insights and suggestions for submitting requests online. Below is a schedule of upcoming webinars, please visit www.healthhelp.com/mohealthnet to register for your preferred webinar:

Health Help Webinar Schedule	
Day/Date	Time (CST)
Thursday, May 27, 2021	11:30 a.m.
Tuesday, June 1, 2021	9:00 a.m.
Thursday, June 17, 2021	12:30 p.m.
Tuesday, June 22, 2021	2:00 p.m.
Wednesday, June 23, 2021	9:00 a.m.
Thursday, June 24, 2021	11:00 a.m.
Friday, June 25, 2021	12:00 p.m.
Tuesday, June 29, 2021	7:00 a.m.
Wednesday, June 30, 2021	11:00 a.m.

Educational materials and program implementation information are featured at www.healthhelp.com/mohealthnet and include:

- Procedure code list: identifies cardiac device and interventional codes requiring authorization
- Frequently asked Questions: helpful program and request handling information
- CyberAccess details: enrollment information
- Clinical Requirements: information to include when submitting requests to HealthHelp

For information about the webinars or to schedule a webinar separate from one of the identified dates and times above, please contact HealthHelp's Program Support Team at:

Program Support
HealthHelp
rcsupport@healthhelp.com
Phone: 1-800-546-7092

For questions or information regarding general policy and procedures, contact MO HealthNet's Provider Communication Department at 573-751-2896.

Applicability

Managed Care enrolled providers should contact their Managed Care Organization for questions regarding cardiology 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**