

PROVIDER BULLETIN

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Durable Medical Equipment (DME) Urological Changes

Applies to: MO HealthNet Fee-For-Service DME Urological Providers

Effective date: October 17, 2022

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Urological Supplies

Adult urological supplies for participants 21 and older are currently reviewed through the Exceptions program. Effective October 17, 2022 all urological supplies for adults and pediatrics will be reviewed through the DME pre-certification unit. Pre-certification of DME is a two-step process. A MO HealthNet enrolled physician who prescribes the item must initiate requests for pre-certification. The enrolled DME provider dispensing the item will access the pre-certification initiated by the physician to complete the second step of the pre-certification process. Pre-certifications can be obtained by calling 800-392-8030, Option 2, or using the CyberAccess portal, a web tool that automates this process for MO HealthNet providers. To become a CyberAccess user, contact the help desk at 888-581-9797 or 573-632-9797, or email cyberaccesshelpdesk@conduent.com.

Criteria

Effective October 17, 2022 the criteria for adult and pediatric urological supplies will be the same. The updated criteria document is posted on the MO HealthNet website at the following link: <https://dss.mo.gov/mhd/cs/dmeprecert/pages/dmeprecert.htm>.

Existing Approvals

On September 1, 2022, MO HealthNet's DME pre-certification unit will begin entering current approvals into CyberAccess. Providers will be able to view the pre-certifications in CyberAccess. The pre-certifications will be effective October 17, 2022 and will end on the

same date as the current approval end date. DME providers should continue to bill through the Exceptions program with the UB modifier until October 17, 2022.

Modifiers

Providers will no longer need to submit the EP modifier on claims for pediatric urological supplies with a **new** pre-certification entered on or after October 17, 2022. Providers will need to submit the NU modifier on claims for adult and pediatric urological supplies with a new pre-certification entered on or after October 17, 2022.

There will no longer be separate pre-certifications entered for urological supplies over the quantity limit. An override will be entered and one pre-certification will be generated for new pre-certifications approved on or after October 17, 2022 for more than the allowed amount.

DME providers should continue using the current billing process for all pediatric urological supply pre-certifications entered prior to October 17, 2022.

Applicability

The information in this bulletin applies to the MO HealthNet (MHD) fee-for-service program and may apply to the MHD managed care program, as well. MHD's fee-for-service policies set the basic coverage policies for benefits and limitations in the managed care program. The managed care health plans have additional flexibilities in operating their respective programs, such as determining which services require prior authorization, and details required for claims submission. Certain services, such as pharmacy, are "carved out" of managed care and will be paid through the fee-for-service program. To ensure your understanding of this bulletin's applicability to each managed care health plan, please contact your health plan directly, or contact MHD.MCCommunications@dss.mo.gov.

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**