

April 2, 2010

Update on Retrospective Certification Backlog

As promised, the backlog of retrospective certification requests incurred by the former medical review agent, Health Care Excel (HCE) was completed as of March 31, 2010. The status of your retrospective certification request can be viewed via the Provider Access option on the Cyber Access web portal.

All cases received from HCE have been reviewed. If the status of your retrospective certification request is not found on the Cyber Access web site, then it was not received by the state from HCE, and you must resubmit the certification request directly to the state to assure special handling. Providers must use the new Inpatient Certification Request Form, and include a complete copy of the medical record. Due to the overall volume of retrospective certification requests incurred by HCE, concessions may be made on a case-by-case basis as appropriate to override the timely filing requirement on the affected inpatient claims. All such requests to override the timely filing requirements must be received by June 1, 2010. Requests received after June 1st, will not be considered and will deny as past timely filing if proper timely filing requirements have not been met.

Please submit your completed inpatient claim form with a brief explanation of the reason for late receipt, including a contact name and phone number, to Clinical Services, Attn: Shawn Von Der Bruegge, MO HealthNet Division, P.O. Box 6500, Jefferson City MO, 65102.

MOHealthNet Online Inpatient Certification Request Tool

Please be aware that the MOHealthNet online Inpatient Certification request tool is scheduled to go live in early May, 2010. In preparation, all hospitals will need to have a user account setup in CyberAccess and your UR staff trained prior to the go live date. If you have not yet set up your inpatient certification account and scheduled your hospital staff training, please contact ACS at 1-888-581-9797 or on the internet at MoHealthNetCyberAccess@acs-info.com.

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