



## Radiology and Cardiology Precertifications

The following information is required for all certification requests:

- Participant Name and ID Number
- Ordering Physician Name
- Ordering Physician Telephone and Fax Numbers
- Participant Diagnosis/Clinical Indication
- Test Being Ordered (CPT Code)
- Reason for Test
- Participant Symptoms and Duration
- Prior Related Diagnostic Tests
- Laboratory Studies
- Participant Medications and Duration
- Prior Treatments
- Summary of Clinical Findings

In addition to the items above, there are other specific information requirements associated with Cardiology services. The specific requirements are listed below.

### Cardiology

- CPT code or cardiac device procedure being requested
- High or Low-Risk indication, pretest probability (low, intermediate, or high), and supporting clinical information

### Three Easy Ways to Request Precertification:

- **Web:** <https://www.cyberaccessonline.net/CyberAccess/login.aspx>
- **Fax:** 1-888-285-9845 Forms are available at: [www.healthhelp.com/mohealthnet](http://www.healthhelp.com/mohealthnet)
- **Phone:** 1-800-392-8030 option 5

Representatives are available by calling the number above from 7:00 AM to 8:00 PM CST, Monday through Friday. After-hours requests can be submitted by fax and web portal.

### Helpful Tips for MO HealthNet Providers:

- To avoid delays, please include the participant's medical records and/or office visit notes when requesting precertification.
- Ensure you are providing the correct fax number for your office or that the correct fax number is programmed in your system prior to sending a fax to avoid a HIPAA privacy incident. To avoid HIPAA breaches, please confirm your fax number is correct.
- In order to prevent unnecessary delays, please ensure that the ordering physician has quick access to the participant's chart during a follow-up call by a HealthHelp Medical Director. HealthHelp's Medical Directors include board certified radiologists, radiation oncologists, medical oncologists and cardiologists.