

## Provider Step-by-Step

### Three Easy Ways to Use HealthHelp's Educative Model

- **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

### Example of Phone Process

Ordering provider's office wants to schedule a participant for CT scan and calls the MO HealthNet precertification line to speak with an assessment coordinator. Call 1-800-392-8030 option 5.

Precertification assessment coordinator gathers participant demographic information and asks system-generated questions.

#### Criteria Met

Precertification number along with confirmation of appointment is faxed to ordering provider.

#### Criteria Not Met

Case is transferred for clinical assessment that may result in a physician-to-physician telephonic consultation.

After telephonic consultation, a final determination may be made by the ordering provider as to which study should be performed.

Precertification number along with details of appointment is faxed to ordering provider.

**REMINDER:** Please ensure that you are entering the correct fax number or that the correct fax number is programmed in your system prior to sending a fax to avoid HIPAA privacy incidents.

Visit our Web site for more information at [www.healthhelp.com/mohealthnet](http://www.healthhelp.com/mohealthnet)