



CyberAccessSM

The CyberAccessSM tool is a web-based, HIPAA-compliant portal that will enable MO HealthNet providers or their staff to:

- Download MO HealthNet paid claim data submitted for a participant by any provider over the past 3 years (drug claims, diagnosis codes, CPT codes, ER Visits, etc.)
- Identify clinical issues that affect the participant's care and receive best practices information.
- Prospectively examine how specific Preferred Drug List (PDL) and Clinical Edit criteria would affect a prescription for an individual participant and determine if a prescription meets the program's requirements for payment.
- Electronically request a Drug Prior Authorization (PA) or Clinical Edit override.
- Electronically request a pre-certification for Radiology services, Durable Medical Equipment (DME), Optical services, Behavioral Health, Medical Services, and Inpatient services. Complimentary and Alternative Pain Management service requests coming soon.
- Identify approved or denied Drug Prior Authorizations, Clinical Edit overrides, or Medical Pre-certifications previously issued for a participant.
- Transmit a prescription electronically to the participant's pharmacy of choice via a switch vendor or fax.
- View laboratory data and clinical trait data.
- Hospice lock-in information.
- Direct Care Pro Point of Service Medication Therapy Management (MTM) opportunities for pharmacists.
- Complete a new HCY form or view archived HCY forms.

**Questions concerning
user account setup
or technical questions
regarding CyberAccess:**

888-581-9797

cyberaccesshelpdesk@Conduent.com

**Questions concerning
MO HealthNet
Pharmacy Program Policy:**
573-751-6963

or e-mail:

clinical.services@dss.mo.gov

**MO HealthNet Division
CyberAccess
web portal administered by:**

Conduent

