

## Frequently Asked Questions Radiology Management Program for High-Tech Outpatient Diagnostic Imaging Procedures

Effective October 1, 2009, Capital District Physicians' Health Plan, Inc. (CDPHP®) is partnering with MedSolutions to provide notification services for high-tech outpatient elective diagnostic imaging procedures for your patients. Notification is accepted for CT scans (including CTA), MRI/MRA studies, and PET scans.

### 1. When will this be effective?

This will become effective October 1, 2009. MedSolutions will begin accepting notifications by Web, phone, and fax on Monday, September 28, 2009.

### 2. Which high-tech outpatient diagnostic imaging procedures are included?

Notification is accepted for the following outpatient diagnostic imaging procedures:

- CT scan (including CTA)
- MRI/MRA
- PET scan

### 3. How can I submit notification to MedSolutions?

You can submit notification to MedSolutions for outpatient diagnostic imaging procedures by phone at 1-888-693-3211 or by fax at 1-888-693-3210 weekdays between 8 a.m. and 9 p.m. You can also submit them through MedSolutions' secure Web site at **[www.MedSolutionsOnline.com](http://www.MedSolutionsOnline.com)**.

The portal has helpful radiology reference information for your office such as a complete CPT code list, diagnostic code list, and specific guidelines to assist you in determining the most appropriate imaging for your patient's condition. In addition to these benefits, the MedSolutions portal offers you:

- Convenience - Requestors have 24/7 access to submit notification or check on the status of your request.
- Speed - Requests submitted online require half of the time (or less) than those taken telephonically. Notifications can often be processed immediately.
- Efficiency – Medical documentation can be attached to the case upon initial submission, reducing follow-up calls and consultation.
- Real Time Access - Requestors can see real-time status of a notification.
- Patient History - Requestors can see existing and previous notifications for a member.

### 4. How does the MedSolutions program work?

For routine scans, the ordering physician should contact MedSolutions prior to the procedure being scheduled and performed. The request will be immediately processed or additional information will be requested. Upon receipt of this information,

MedSolutions will render a decision within two (2) business days or as required by federal or state regulations.

**5. Where can I obtain a copy of the clinical guideline used in my case?**

You may contact MedSolutions to request a copy of the specific guideline used in your case. All MedSolutions guidelines are available at [www.MedSolutionsOnline.com](http://www.MedSolutionsOnline.com).

**6. Is notification required for imaging studies related to inpatient or emergency care?**

No. It is not necessary to contact MedSolutions to preauthorize any imaging procedure performed during an inpatient stay or emergency room visit.

**7. What is MedSolutions' response time?**

Scans registered with MedSolutions will be dated from the day the notification is submitted.

MedSolutions may require up to two business days after receipt of sufficient clinical information to review a notification. In certain cases, the review process can take longer if additional clinical information not supplied during the request is needed for review.

The best way to increase the possibility of having a notification completed at the time of the first call is to have knowledge of the case including:

- The patient's name & address and CDPHP member ID,
- Prior tests, labwork, and/or imaging performed related to this diagnosis,
- Notes from the patient's last visit related to the diagnosis,
- Type and duration of treatment performed to date for the diagnosis,
- The patient's history and diagnosis,
- Reason for study,
- Results of previous imaging studies, and
- History of medical or surgical treatment.

Tip: The body part and modality-specific fax forms provide an indication of what clinical information might be required.

**8. Can MedSolutions handle multiple notifications per phone call?**

Yes, within reason. We ask that no more than 10 notifications be given during a single phone call. You may prefer the convenience of the Web, available 24/7 for batching notifications ([www.medsolutionsonline.com](http://www.medsolutionsonline.com)).

**9. Are physicians required to notify MedSolutions *before* they call to schedule an appointment?**

No.

**10. What if my office has an urgent need for imaging?**

For urgent imaging needs, prior notification is not required at this time. However, the referring physician's office may call MedSolutions. Please indicate clearly that the notification is for **medically urgent care**. MedSolutions can expedite processing the notification. A notification may also be submitted up to 30 days after the date of service for urgent studies.

**11. What does the MedSolutions registration number look like?**

Notification will result in a production of a registration number, which is an 8-digit alphanumeric value (e.g. A1234567).

**12. Is notification accepted when CDPHP is not the member's primary health coverage?**

Yes.

**13. What happens if a patient is preauthorized for a CT of the abdomen, and the radiologist or rendering physician feels an additional study of the pelvis is needed?**

The radiologist or rendering physician should proceed with the pelvic study. The radiologist or designated person from the radiology facility may then contact MedSolutions to submit a notification. As a matter of courtesy and appropriate medical procedure, the radiologist or designated person from the radiology facility should also notify the patient's referring physician of the additional test.

**14. What happens if a patient is authorized for a CT without and with contrast but the radiologist determines that the contrast is not necessary?**

The facility or the referring physician's office staff may call MedSolutions to update the data on file prior to the claim being filed.

**15. What about procedure(s) that do not go through MedSolutions for notification?**

Notification is accepted for the following outpatient diagnostic imaging procedures:

- CT scan (including CTA)
- MRI/MRA
- PET scan

Physicians should continue to refer to CDPHP policies for all services.

**16. Which CDPHP benefit plans are being affected by this change?**

The notification is accepted on all CDPHP members who reside in the health plan's 24-county service area.

**17. Which types of providers are being affected?**

All providers who request and/or provide high-tech radiology services for CDPHP members are affected. This includes both facilities and physician offices that perform in-office high-tech radiology procedures.

**18. Whom should I contact with questions?**

If you have additional questions about the radiology management program, please contact MedSolutions at 1-888-693-3211.