

MedSolutions offers three notification methods. Choose the most convenient method for you.

## Web Portal

[www.medsolutionsonline.com](http://www.medsolutionsonline.com)

MedSolutions is available online 24/7. After a quick and easy one-time registration, you can submit a notification, check status, review guidelines, and other options online.

## Phone ..... 1-888-693-3211

Contact MedSolutions toll-free from **8 a.m. to 9 p.m.** Calls are typically brief, lasting only a few minutes.

For faster service, please gather all pertinent clinical information before you call us. You can look at the "**Rapid Response**" section in this brochure for a list of the information you may need.

Outside of normal business hours, you may call MedSolutions and leave a message for a return call the next business day.

## Fax ..... 1-888-693-3210

You can obtain body part and modality specific forms on the MedSolutions Web site ([www.medsolutionsonline.com](http://www.medsolutionsonline.com)) or call the MedSolutions Customer Service Department at **1-888-693-3211**.

Complete the appropriate fax form and fax to the number above. MedSolutions will respond by fax when the notification is processed.

## Busy office? We understand.

### Provider Web Portal

You can use [www.medsolutionsonline.com](http://www.medsolutionsonline.com) for all of your radiology management needs — when it's convenient for you.

Have questions or need assistance? Our Web Support Team is standing by from 8 a.m. to 9 p.m. to assist you with any Web site issues you may be experiencing. Contact them at **1-800-575-4594** or by e-mail at [online@MedSolutions.com](mailto:online@MedSolutions.com)

## Need clinical support?

### *We're here.*

### Radiology AnswerLine®

We welcome requests for clinical discussions from referring physicians and radiologists. One of MedSolutions' physicians can assist you with imaging study options. To request a clinical discussion, call MedSolutions at **1-888-693-3211** and select Option #3.

### Guidelines on the Web

MedSolutions Radiology Guidelines are available at [www.medsolutionsonline.com](http://www.medsolutionsonline.com). Your user ID and password are required.



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Franklin, TN 37067

## Radiology Management Program



## Quick Reference Guide

[www.medsolutionsonline.com](http://www.medsolutionsonline.com)

UserID: \_\_\_\_\_

Password: \_\_\_\_\_

Phone: 1-888-693-3211

Fax: 1-888-693-3210



*This guide will help you understand the new notification process.*

## Notification Accepted

All outpatient, non-emergent, diagnostic advanced imaging services including:

- CT/CTA
- MRI/MRA
- PET

## Notification Not Accepted

- Inpatient radiology
- Nuclear cardiology
- Radiology testing done in the emergency room
- 23-hour observation
- Outpatient radiology services other than those indicated

## Urgent Requests

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.

*MedSolutions' call center will be closed in observance of New Year's Day; Memorial Day; Independence Day; Labor Day; Thanksgiving and the day after; and Christmas Day.*

## Rapid Response

MedSolutions highly recommends that the referring physician's office submit all notifications. We offer the following suggestions to ensure the notification process is as quick and easy as possible.

Two significant factors help ensure a quick and accurate process:

1. Recent clinical information and patient demographics. (Tip: Study- and site-specific fax forms that are available at [www.medsolutionsonline.com](http://www.medsolutionsonline.com) can help guide you as to what clinical data will be needed.)
2. Appropriately qualified staff member from the physician's office making the call to MedSolutions

Before you phone, fax, or visit our Web site, please ensure you have the following information available:

- The patient's name and address
- The current member ID
- The working or differential diagnosis
- 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
- Exact CPT code of the imaging study being requested

Your submission will be processed within one business day of receipt of all necessary information. **In many cases, the notification is processed immediately.**

If we need additional clinical information to process your request, MedSolutions will contact you by fax at the number you provide.

## Notifications

A confirmation number will be faxed to the ordering physician upon completion. MedSolutions will report to CDPHP the specific facility performing the imaging study and the CPT code or codes for diagnostic imaging. **Contact MedSolutions for changes to facility or study.**

**Important!** Submission of notification to MedSolutions does not guarantee claims payment. Services must meet CDPHP clinical policies and be covered under the member's contract and the member must be eligible for benefits at the time the studies are rendered.

Please verify member eligibility in the secure provider site at [www.cdphp.com](http://www.cdphp.com) or by calling the CDPHP provider services department at (518) 641-3500 or 1-800-926-7526.

## Physician Consultations

MedSolutions notifies the referring physician in writing of a determination and provides a rationale for the determination within one working day of the decision. MedSolutions also offers the ordering physician a consultation with a MedSolutions medical director on a peer-to-peer basis. In certain instances, additional information provided during the peer-to-peer consultation is sufficient to meet clinical review guidelines.

MedSolutions, Inc © is an independent company selected by Capital District Physicians' Health Plan, Inc. to manage high-tech radiology services. Please be assured that both CDPHP and MedSolutions are committed to protecting the privacy of your patients' health care information.