

Questions and Answers

What is RadConsult?

RadConsult, a radiology-centered program, provides real-time decision support for providers considering CT, CTA, MRI, MRA, PET and Cardiac Nuclear Medicine scans as part of a diagnostic work-up. The consult process involves collecting relevant clinical information from the ordering provider's office, reviewing this information alongside current evidence-based guidelines, and, if necessary, providing provider-to-physician consultation for education on test appropriateness and member safety. The program follows URAC guidelines for utilization management.

Who requires an authorization?

Authorizations are required for all of Physicians United Plan membership.

What procedures require an authorization?

Outpatient CT, CTA, MRI, MRA, PET and Cardiac Nuclear Medicine scans are authorized through HealthHelp's program.

How can I contact RadConsult?

The provider who orders the exam for the member is responsible for contacting RadConsult and obtaining the authorization. This is because clinical questions will be asked and the ordering provider has a better knowledge of the member's previous treatments.

The ordering provider's office may contact HealthHelp in three ways:

- Phone – 1-866-773-1072
- Fax – 1-866-787-3310
- Web-<http://www.healthhelp.com/PUP>

Can I check to see if an authorization has already been obtained for a member?

Yes. Providers can follow the instructions listed above for using the web for RadConsult. When you are in the HealthHelp/RadConsult page, (a) place your cursor on the HealthHelp tab on the top right corner of the page, then (b) click the "webstatus" drop down box. At the top of this webpage, a provider may search for an authorization by entering the member's name, date of birth and/or member

number. Overall, for best search results, please make sure the spelling of any name is accurate, the member number is correct and the range date is consistent with the member's treatment.

How does the RadConsult program assist providers and their patients?

The principle of ALARA (as low as reasonably achievable) remains the most widely accepted method for managing human exposure to ionizing radiation, which should always be kept as low as reasonably achievable. Providers must consider the consequences of ionizing radiation when ordering radiology exams. While imaging is an important diagnostic tool, using it without moderation proves more harmful than beneficial. Reducing the unnecessary use of all forms of ionizing radiation, especially CT in children, will result in fewer cancer deaths.

When in doubt or when ordering procedures that carry a significant risk, providers may benefit from the knowledge of experts in the field of medical imaging. The RadConsult process helps providers make the best decisions about medical imaging.

What are the clinical criteria used for the RadConsult program in determining the appropriateness for ordering these procedures?

This program uses proprietary radiology review criteria updated regularly with peer-reviewed literature from the industry. Determinations and recommendations are made in accordance with acceptable medical standards and appropriateness-of-care guidelines. Specific guidelines with supporting literature are faxed to the ordering practice if criteria are not met.

Are these Interqual criteria?

No. The criteria are based on current peer-reviewed literature.

Can I get a copy of your criteria?

Yes, a general synopsis of the criteria and supporting literature, in the form of a Pocket Medical Imaging

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Consultant, will be provided to the ordering provider upon request.

Are the criteria current?

Yes, all existing criteria are reviewed at least quarterly.

Can I suggest a change to your criteria?

Yes, we welcome your suggestions. Please submit any suggestions with supporting peer-reviewed literature. The package will be reviewed for appropriateness and submitted to the physician advisory committee for acceptance. We will respond to you within sixty days.

How are your criteria developed?

HealthHelp's proprietary clinical review criteria are developed using existing guidelines (ACR), current medical literature, and regionally accepted practice protocols for particular diagnosis codes and procedures.

Does RadConsult supply CPT or ICD-9 codes once a diagnosis is given?

To expedite the RadConsult process, it is best if the provider's office is prepared to deliver this type of information. However, this information is available when using RadConsult Online.

How does RadConsult work?

The ordering provider's office engages RadConsult prior to scheduling CT, CTA, MRI, MRA, PET and Cardiac Nuclear Medicine scans. RadConsult collects all relevant clinical information and reviews it alongside evidence-based guidelines. A Reference # Confirmation is then called to the provider's office. Please note that a PUP authorization number for claim purposes will be provided within 1 business day to the rendering facility. The Reference # should not be used as the authorization number for claim purposes. When the clinical rationale is inconsistent with the guidelines, a board-certified radiologist consults with the ordering provider to evaluate available diagnostic opportunities. The clinical review process is

generally completed within thirty minutes. A very small percentage of cases require further review and will be completed within forty-eight hours.

Does this mean that RadConsult will preauthorize or deny services?

No. RadConsult will only provide educational consultation. Ordering providers will make the final determinations on the procedures to be performed, and a Reference # will be provided regardless of the outcome of the consultation.

Who has to make the call to RadConsult?

The ordering provider's office should have the relevant clinical information available in the member's chart..

What information should our office provide to RadConsult at the time of the authorization?

Please have the member's chart available when calling RadConsult. Relevant clinical information includes the diagnosis, ICD-9 code, name of the ordered test, CPT code, reason for the test, and duration of symptoms, prior imaging studies, laboratory studies, medications, and any prior treatments.

What are the RadConsult hours of operation?

The RadConsult website is available 24 hours a day, 7 days a week. RadConsult representatives and physicians are available via phone Monday through Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Does RadConsult check the eligibility of the member?

Yes, Physicians United Plan sends HealthHelp an eligibility file weekly. If the member is not on the eligibility file, the HealthHelp representative logs onto the Physicians United Plan Website to check eligibility.

Are retroactive numbers given?

Yes. However, the authorization has to be initiated 24-72 hours after a member has been seen and have

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to be obtained within thirty days from the date of service.

Does the number have an expiration date?

Yes. Ninety days after the issue date.

How does the Reference # make it into the Physicians United Plan system?

Reference #'s are entered and updated daily by Physicians United Plan. HealthHelp sends a daily report to Physicians United Plan, in turn; Physicians United Plan issues all authorizations as appropriate..