

September 15, 2008

Radiology Advanced Imaging Program

Effective December 15, 2008, Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (Presbyterian) will require an authorization number for payment for specific outpatient, diagnostic, CT, MR, and PET scans for Presbyterian members.

HealthHelp® will provide this authorization number for requests that meet clinical appropriateness criteria.

Dear Ordering Practitioner, Radiologist, and Outpatient Office Staff:

Thank you for your continued partnership with Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (Presbyterian). Presbyterian is committed to ensuring that you receive information about process changes that may affect your office operations.

In May 2007, Presbyterian implemented an outpatient, office-based, advanced imaging ordering program with HealthHelp, a Radiology Benefit Management company. The program improves health care, patient safety, utilization, and cost through application of clinical criteria when ordering advanced imaging (CTs, MRs, PETs). HealthHelp provides evidence-based education and guidelines to assist ordering providers choose the radiology procedure that meets clinical needs while considering safety, risks, benefits, and cost.

Phase One was voluntary and allowed office and facility staff time to learn how to use the HealthHelp program. In Phase Two, we will implement the authorization requirement for claims to pay for specific CTs, MRs, and PET scans. To prepare for Phase Two, Presbyterian has begun sending reports to radiology facilities detailing claims without authorization numbers. Facilities can use these reports to identify ordering providers who may need help using the HealthHelp system.

For practitioners and office staff who have been using the HealthHelp program, there are few changes. For practitioners and office staff not currently participating, this and subsequent mailings and outreach will be available to assist you.

Scope

The scope has not changed. This outpatient diagnostic program will apply to all Presbyterian Health Plan and Presbyterian Insurance Company, Inc. members who have medical benefits. It will also apply to all In-Plan radiology facilities and all In-Plan practitioners and offices who order or perform these procedures. An updated 2008 list of the CT, MR, and PET scan CPT codes that HealthHelp manages is included with this mailing.

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What this Means to You

Ordering practitioners and office staff: The practitioner is responsible for gathering pertinent clinical information and ordering the procedure. Office staff will relay that information to HealthHelp by Web, phone, or fax.

HealthHelp: The information is reviewed against evidence-based guidelines for clinical appropriateness. Authorization numbers are issued at three levels:

- Level I: Clerical staff to clerical staff
- Level II: Nurse to nurse
- Level III: Practitioner to radiologist

Performing radiology facilities, hospitals, and offices: Staff should verify that an authorization number has been issued before scheduling or performing the procedure.

Claims without an authorization number: Presbyterian will match incoming claims with authorization files from HealthHelp. If no authorization is found, Presbyterian will issue a denial of payment for the procedure.

The Explanation of Payment will indicate the reason for denial. The facility may appeal the decision to deny a claim through the Presbyterian's standard appeals process as outlined in the Provider Manual.

Please remember that **members are not responsible for payment** if a denial is issued. If a member comes to a radiology facility for a procedure and does not have a certification number, **do not turn members away**. The facility staff should call the ordering physician's office, which should then follow the HealthHelp process. For occasions when this does not work, the facility should call Presbyterian Provider Care Unit (see end of letter). Consult the Frequently Asked Questions (FAQs) for more information.

Instructions and Reference Guides: The following enclosed documents provide additional information about the Radiology Utilization and Cost program. This information is also available on Presbyterian's website at <http://www.phs.org/healthplan/providers/programs.shtml>.

- Scope
- HealthHelp's 2008 Procedure Code List
- Process Steps and Contact Information
- Frequently Asked Questions (FAQs) for Offices
- Frequently Asked Questions (FAQs) for Facilities
- Clinical Information Form for use as a tool to collect pertinent clinical information and/or as a Fax sheet to communicate with HealthHelp

Contact Presbyterian

If you have questions or concerns about the program, please contact your Provider Services Coordinator. To determine who your Coordinator is, go to the Provider page on Presbyterian's website at

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<http://www.phs.org/wcm/groups/public/@phs/@php/documents/phscontent/wcmdev1001499.pdf>.

You may also contact the Presbyterian Provider Care Unit at (505) 923-5757 or toll-free at 1-888-923-5757. Please share this information with your colleagues, your clinic staff, and throughout your organization as necessary.

Thank you for helping Presbyterian ensure access to the right test at the right time to enhance timely diagnosis and treatment of every patient, every member, every time. We appreciate your involvement with this significant program.

Sincerely,



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Enclosures: Scope
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 Frequently Asked Questions (FAQs) for Offices
 Frequently Asked Questions (FAQs) for Facilities
 Clinical Information Fax Form