

Radiology Advanced Imaging Ordering Program Phase Two Claim Denial Frequently Asked Questions – Facilities

Contact Information and Hours of Operation

Presbyterian	Call Center	(505) 923-5757 or 1-888-923-5757 Option 1 - member information Option 4 - practitioner information	Mon-Fri: 8 a.m. to 5 p.m.
www.phs.org	Pres Online		7 days a week/24 hours a day
HealthHelp	Pres Online link to HealthHelp		7 days a week/24 hours a day
	Call Center	1-888-318-0280	Mon-Fri: 6 a.m. to 6 p.m. Sat: 6 a.m. to 3 p.m.
	Fax	1-888-717-9655	Same as above

For reference materials about this Radiology program, go to this Web address:

<http://www.phs.org/healthplan/providers/programs/shtml>

FAQs	Explanation	Resolution
What flexibility do facilities and offices have when scheduling CTs, MRs and PETs?	There are four ways offices can submit a request: Routine, Same-day (expedited), Urgent, Retrospective review for approval.	<ul style="list-style-type: none"> See request options in FAQs that follow.
What are routine requests?	<p>Most requests are for routine diagnostic radiology.</p> <p>It may take 1-2 days for the ordering office to finalize the approval and to schedule appointments</p>	<ul style="list-style-type: none"> Schedule appointment.
What if the office needs to know the date and time of procedure before the end of the day (same day, expedited appointment)?	Practitioner may be going on vacation and wants to have appointment finalized before leaving.	<ul style="list-style-type: none"> Schedule appointment.
What if the procedure needs to be completed today (urgent requests)?	Urgent requests are used when a patient's condition requires immediate attention—the procedure must be done today.	<ul style="list-style-type: none"> Schedule the patient for that day.

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Is retrospective review for approval available?	Retrospective review is available for those occasions when the usual review process will not work (late on a Friday or on weekends and holidays).	<ul style="list-style-type: none"> ▪ Facility should work with the ordering office. The ordering office has two business days (Monday-Friday) to initiate the review process, and up to 30 calendar days for its completion.
Is there a process to appeal a denial of payment for a procedure?	There is a process to review denials.	<ul style="list-style-type: none"> ▪ Request a claims appeal from PHP using the existing process.
What do I do if a PHP member arrives for a procedure and there is no authorization number?	<p>There are times when a patient will present without an authorization.</p> <p>Do not turn members away.</p>	<ul style="list-style-type: none"> ▪ Facilities can go onto Pres Online to the HealthHelp site and double-check for an authorization number. ▪ Facilities may also call the HealthHelp Call Center to check for authorization. ▪ The radiologist should contact the ordering practitioner or office. The office should contact HealthHelp and complete the approval process. ▪ It still unable to get an authorization number, call Presbyterian's Provider Call Center.
Can a radiologist change the use of contrast for an approved procedure?	A radiologist can make decisions or changes about the use of contrast (without, with, or without followed by with) without having to contact HealthHelp or PHP. PHP allows and pays for changes in contrast by radiologists.	<ul style="list-style-type: none"> ▪ The Radiologist/facility does not have to contact HealthHelp or the ordering practitioner to change the CPT codes for contrast material.
Can a radiologist at High Resolution, RAA's facility in Albuquerque for breast cancer screening and management, order additional procedures?	<p>High Resolution's four specialty radiologists can order procedures within their protocols.</p> <p>Changes do not need to go through the primary/ordering physician.</p>	<ul style="list-style-type: none"> ▪ The staff at High Resolution can use HealthHelp's website to enter requests and obtain authorization for the procedure(s).
Can a radiologist or radiology office staff change the performing facility or appointment date/time after a procedure has been approved?	Radiology providers may make changes within their facilities. You do not need to re-enter the request, but the correct facility and date/time information must be communicated to HealthHelp.	<ul style="list-style-type: none"> ▪ Call HealthHelp's Call Center and tell the Client Service Representative about the change in facility or date/time. ▪ RAA staff can change the facility and/or date and time of appointments within their facilities by calling the HealthHelp Call Center.

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<p>How far out can we make appointments?</p>	<p>Approvals are good for up to 90 days from the date issued.</p>	<ul style="list-style-type: none"> ▪ Appointments beyond 90 days should be held by the ordering office and scheduled within the 90-day window.
<p>Can the radiologist order additional procedures if a patient is already “on the table” having an approved procedure (e.g., abdomen) and the radiologist finds clinical reasons for an additional procedure (e.g., pelvis)?</p>	<p>Care to patients should be as seamless as possible.</p> <p>If a radiologist has determined that the additional procedure is in the best interest of the patient, he/she should perform the second procedure (e.g., pelvis).</p>	<ul style="list-style-type: none"> ▪ After performing both procedures, the radiologist should contact the ordering practitioner’s office with the additional clinical findings for the second procedure. The ordering practitioner’s office should call HealthHelp and follow the retrospective review process.
<p>What are the radiologist’s options if a patient comes to the radiology facility having done a “bowel prep” but the approved procedure does not require a prep?</p>	<p>Efforts should be made to not inconvenience the patient.</p> <p>If it is reasonable that a subsequent, related procedure that requires a bowel prep will be ordered for this patient, the radiologist should perform the more advanced procedure on the first visit.</p>	<ul style="list-style-type: none"> ▪ After performing the procedure, the radiologist should contact the ordering practitioner and explain what has happened. The ordering office should call HealthHelp and follow the retrospective review process.