

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

### Contact Information and Hours of Operation

Presbyterian	Provider Call Center	(505) 923-5757 or (1-888-923-5757) Option 1 - member information Option 4 - practitioner info	Mon-Fri: 8 a.m. to 5 p.m.
<a href="http://www.phs.org">www.phs.org</a>	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
<b>How many ways can I submit requests?</b>	There are four ways you can submit a request: routine; same-day, expedited, urgent, retrospective review for approval.	See request options in FAQs that follow.
<b>How do I submit a routine request?</b>	Most requests are for routine diagnostic radiology.  With proper documentation, the entire process from initial request to final approval can take five minutes. Incomplete clinical data can increase turnaround time from minutes to hours.  The method you use to submit requests affects turnaround time— Web (through Pres Online) is fastest, then phone, then fax.	<ul style="list-style-type: none"> <li>▪ Additional problems occur if HealthHelp cannot make phone contact with the ordering office or physician.</li> <li>▪ <b>Always verify that the callback phone number is correct.</b></li> </ul>
<b>How do I get same-day, expedited approvals?</b>	Same-day, expedited approvals are used when you or your patient need to have <i>verification of approval</i> before the end of the day (e.g., practitioner is going on vacation and wants to have appointment finalized before leaving).	<ul style="list-style-type: none"> <li>▪ Call the HealthHelp Call Center and tell the Client Service Representative that you need same day approval.</li> <li>▪ Be sure to have the needed clinical information available.</li> <li>▪ <b>Always verify that the callback phone number is correct.</b></li> </ul>

FAQs	Explanation	Resolution
<p><b>What do I do if the procedure needs to be done today?</b></p>	<p>If a procedure needs to be done the same day as the request, it is an <i>urgent request</i>. Urgent requests are used when a patient's condition requires immediate attention.</p>	<ul style="list-style-type: none"> <li>▪ <b>CALL</b> the HealthHelp Call Center and tell the Client Services Representative that this is an "Urgent" request that needs to be completed within 30 minutes.</li> </ul>
<p><b>What do I do when the usual review process won't work?</b></p>	<p>For occasions such as late on a Friday or on weekends and holidays, you would need to use the retrospective review approval process.</p>	<ul style="list-style-type: none"> <li>▪ Have the procedure performed and notify the HealthHelp Call Center on the next business day.</li> <li>▪ You have two business days to initiate the review process and up to 30 calendar days for its completion.</li> </ul>
<p><b>What do I do if patient is at High Resolution, RAA's facility in Albuquerque, for breast cancer screening and management and the radiologist needs an additional procedure.</b></p>	<p>You do not need to take any action. High Resolution has four specialty radiologists who can order procedures within their protocols without going through the primary or ordering physician.</p>	<ul style="list-style-type: none"> <li>▪ The staff at High Resolution can use HealthHelp's website to enter requests and obtain authorization for the procedure(s).</li> </ul>
<p><b>When would a request require a Level II or Level III consultation?</b></p>	<p>If inadequate clinical information is given at Level I, the request is raised to a Level II or Level III consultation.</p>	<ul style="list-style-type: none"> <li>▪ Treat these requests as you would any consultation and provide a complete clinical picture for HealthHelp.</li> </ul>
<p><b>Why is the Turnaround time so long?</b></p>	<ul style="list-style-type: none"> <li>▪ It is important to provide the appropriate clinical information to HealthHelp.</li> <li>▪ Of all the options, using the website (Pres Online) is fastest, followed by phone then fax.</li> <li>▪ In May 2008, 42% of requests were finalized in less than 5 minutes and another 35% between 5 and 30 minutes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Have complete clinical information available (patient chart or use the Clinical Information/Fax form included in this mailing).</li> <li>▪ The HealthHelp representative can work with you to streamline your process.</li> </ul>
<p><b>What do I do if HealthHelp doesn't call back?</b></p>	<p>HealthHelp makes three attempts (Monday-Friday) to speak to the nurse or practitioner. If they do not speak to someone, HealthHelp leaves a message for the office staff to call them.</p>	<ul style="list-style-type: none"> <li>▪ Be sure every request has a correct callback phone number (nurse or practitioner) available for HealthHelp. Check for messages.</li> <li>▪ After three attempts and 48 hours, HealthHelp closes the request as "no callback."</li> </ul>

FAQs	Explanation	Resolution
<b>What do I do when a procedure has been approved, but I need to change the rendering facility or date/time of the appointment?</b>	You do not need to re-enter the request but the correct facility and date/time information must be communicated to HealthHelp. (HealthHelp does not schedule appointments for PHP, just collects and reports the information.)	<ul style="list-style-type: none"> <li>▪ Office staff should <b>call</b> the HealthHelp Call Center and tell the Client Services Representative about the change in facility or date/time.</li> <li>▪ There is no online functionality to make these changes.</li> </ul>
<b>Can I schedule an appointment for a procedure to be done 2-3 months from the request date?</b>	You can schedule appointments in advance. Approvals are good for 90 days from the date issued.	<ul style="list-style-type: none"> <li>▪ Appointments beyond 90 days should be held and scheduled within the 90-day window.</li> </ul>
<b>I cannot find the member online and neither can the HealthHelp Call Center. What do I do?</b>	<ul style="list-style-type: none"> <li>▪ Updated member files are sent daily to HealthHelp.</li> <li>▪ The member may be newly eligible, not part of the HealthHelp program, or ineligible.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contact Presbyterian's Provider Call Center and select Option 1 to confirm eligibility status. If the member is newly eligible, PHP will process the request.</li> </ul>
<b>I can't find the ordering practitioner online and HealthHelp does not have the practitioner in their database. What do I do?</b>	<ul style="list-style-type: none"> <li>▪ Updated provider files are sent daily to HealthHelp.</li> <li>▪ Ordering practitioner may not be contracted with Presbyterian.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Double-check the spelling of the practitioner's name.</li> <li>▪ Contact the Provider Call Center and select Option 4 for assistance.</li> </ul>
<b>I can't find the desired CPT procedure code online and HealthHelp does not have the code in their database. What do I do?</b>	<ul style="list-style-type: none"> <li>▪ This program governs a defined set of CPT codes for CT, MR, and PET scans.</li> <li>▪ Not all CTs and MRs require HealthHelp authorization.</li> <li>▪ Refer to HealthHelp's current 2008 list of managed CPT procedure codes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Refer to the MIC book and re-check the procedure code for accuracy.</li> <li>▪ Approval from HealthHelp and Benefit Certification from Presbyterian may not be needed.</li> <li>▪ Call Presbyterian's Provider Call Center to verify if other requirements exist.</li> </ul>
<b>I can't find the facility online and HealthHelp does not have it in their database. What do I do?</b>	<p>Provider files are updated daily. The rendering facility you selected may not be contracted with PHP.</p> <p>Individuals may refer to facilities in different ways. For example, Presbyterian Main Hospital and Presbyterian Kaseman are different facilities.</p>	<ul style="list-style-type: none"> <li>▪ Check for alternative name listings.</li> <li>▪ Contact the Presbyterian Provider Call Center and select Option 4 for assistance.</li> </ul>

FAQs	Explanation	Resolution
<b>What if the ordering practitioner disagrees with the HealthHelp radiologist?</b>	HealthHelp radiologists provide evidence-based clinical guidance and expertise—they do not issue denials.	<ul style="list-style-type: none"> <li>▪ After Level III consultation, the ordering practitioner may “Agree to Disagree.” HealthHelp will issue an authorization number.</li> </ul>
<b>Can an ordering practitioner talk directly to a radiologist at HealthHelp?</b>	Radiologists are available during business hours to discuss a PHP case.  Clinical information is still needed.	<ul style="list-style-type: none"> <li>▪ Enter clinical information.</li> <li>▪ Inform the HealthHelp Call Center that the ordering practitioner wants to speak with a radiologist.</li> <li>▪ The Call Center Representative will notify the Medical Director who will direct the inquiry to the appropriate radiology specialist.</li> </ul>