

## Advanced Imaging Ordering Program

### Phase Two Claim Denial

### Contact Information, Hours of Operation and Process Steps

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

<b>Steps</b>	<b>Action</b>	<b>Process</b>
<b>Step One</b>	<b>Practitioner</b> gathers pertinent clinical information and orders the appropriate procedure.	The ordering practitioner records information in the patient chart: <ol style="list-style-type: none"> <li><b>Medical history</b></li> <li><b>Physical findings and symptoms</b></li> <li><b>Working diagnosis</b></li> <li><b>CT/MR/PET procedure.</b> The Medical Imaging Consultant (MIC) or other clinical guidelines can be consulted.</li> </ol>
<b>Step Two</b>	<b>Office staff</b> enters clinical information	Office staff can choose from three options: <ul style="list-style-type: none"> <li><b>Log on</b> to Pres Online and select the HealthHelp website</li> <li><b>Call</b> the HealthHelp Call Center at 1-888-318-0280</li> <li><b>Fax</b> the required information to HealthHelp at 1-888-717-9655.</li> </ul> Office staff will enter or confirm: <ol style="list-style-type: none"> <li><b>Member Information.</b> Enter the Presbyterian Member demographics (if online, all member demographics will auto-populate on the screen).</li> <li><b>Ordering Practitioner.</b> Identify and/or select the ordering practitioner. <u>Verify call-back telephone number</u> (if online, options will appear in dropdown boxes).</li> <li><b>CPT procedure and diagnosis codes.</b> If online, the CPT procedure and diagnosis codes can be obtained through look-up functions.</li> <li><b>Clinical Information.</b> Provide the clinical information necessary for any <u>consultation</u> to enhance HealthHelp's ability to interpret the request. (If online, there are checkboxes and an open text field for relaying pertinent information.)</li> <li><b>Rendering Facility.</b> Identify and/or select the facility that will perform the scan.</li> </ol>

Steps	Action	Process
<b>Step Three</b>	<p><b>HealthHelp</b> review</p> <p>Level I: Office and HealthHelp client services representative</p> <p>Level II: Nurse and Nurse</p> <p>Level III: Practitioner and Radiologist</p> <p>“Agree to Disagree” Authorization number issued</p>	<p>The information (1–5 in Step 2) is reviewed against appropriateness criteria. Review can occur at three Levels:</p> <ul style="list-style-type: none"> <li>➤ <b>Level I Review:</b> After entry, if the request meets criteria, a HealthHelp authorization number will be issued. If the request is not approved at Level I, it goes to Level II Review.</li> <li>➤ <b>Level II Review:</b> A HealthHelp nurse consultant will contact the office by phone to request additional clinical information. If the additional information helps meet criteria, an authorization number will be issued.</li> <li>➤ <b>Level III Review:</b> If still not meeting criteria, the request will go to a specialty radiologist, who will telephone the office to speak to the ordering or designated practitioner to review the case. The radiologist may approve or recommend a different procedure.</li> <li>➤ If after discussion with the radiologist, the ordering practitioner disagrees with the recommendation from the radiologist, an “agree to disagree” decision will be made and an authorization number will be issued.</li> <li>➤ <b>Confirmation</b> information will be available online 24/7.</li> <li>➤ HealthHelp faxes confirmation information to the ordering office and rendering facility.</li> </ul>
<b>Step Four</b>	<p><b>Office</b> schedules the procedure</p>	<p>After obtaining the authorization number, the office calls the rendering facility and schedules the time and date for the procedure to be done.</p>
<b>Step Five</b>	<p><b>Rendering Facility:</b> Verifies and schedules, performs the procedure, and submits a Claim</p>	<p>The rendering facility:</p> <ol style="list-style-type: none"> <li>1. <b>Verifies</b> the authorization number either with the ordering office, online, or by calling HealthHelp.</li> <li>2. <b>Schedules</b> the appointment.</li> <li>3. <b>Performs</b> the procedure.</li> <li>4. <b>Submits</b> a claim to Presbyterian with the HealthHelp authorization number on the claim. This number becomes the Presbyterian Benefit Certification number. PHP can also verify the number from an authorization file from HealthHelp.</li> </ol>