

## Operations Bulletin – June 15, 2018

### New advanced diagnostic imaging decision support and authorization process

The Protecting Access to Medicare Act (H.R. 4302) will eventually mandate that all providers who order advanced imaging services, like MRI and CT, be able to verify that they have consulted a qualified clinical decision support mechanism. Without proof that clinical decision support was consulted, the imaging provider will not be reimbursed by Medicare. Geisinger Health Plan (GHP) is taking steps now to ensure all network providers are prepared for how advanced imaging services will be administered in the future.

#### What is changing?

**Effective Aug. 1, 2018, GHP will implement a new clinical decision support and authorization process for certain advanced diagnostic imaging services.** Ordering physicians will be responsible for consulting the clinical decision support tool and obtaining GHP authorization for certain advanced imaging services scheduled on or after Aug. 1, 2018. This process will apply to all GHP plans. Specific services for which the clinical decision support tool must be consulted and GHP authorization must be obtained, are listed below.

#### Key provisions

- Emergency room, observation and inpatient imaging procedures do not require authorization.
- The ordering physician must obtain authorization. Ordering physicians will need to be registered with NaviNet.net to access the clinical decision support tool and request GHP authorization.
- Failure to obtain GHP authorization may result in non-payment of claims.
- Services not covered by the member's benefits always require prior authorization.
- Members should always be referred to in-network radiology providers.

#### Services that require decision support and authorization as of Aug. 1, 2018

Imaging category	Associated CPT codes
Abdomen and Pelvis CT	74177
	74178
	74176
Brain CT	70460
	70470
	70450
Chest CT	71260
	71250
	71270
Sinus CT	70486
	70487
	70488
Abdomen MRI	74181
	74183

Imaging category	Associated CPT codes
Brain MRI	70551
	70553
Cervical Spine MRI	72141
	72156
Knee MRI	73721
	73723
Lumbar Spine MRI	72148
	72158
Pelvis MRI	72195
	72197
Thoracic Spine MRI	72146
	72157
Shoulder MRI	73221
	73223
PET	78816

## Ordering physicians – decision support and authorization request process

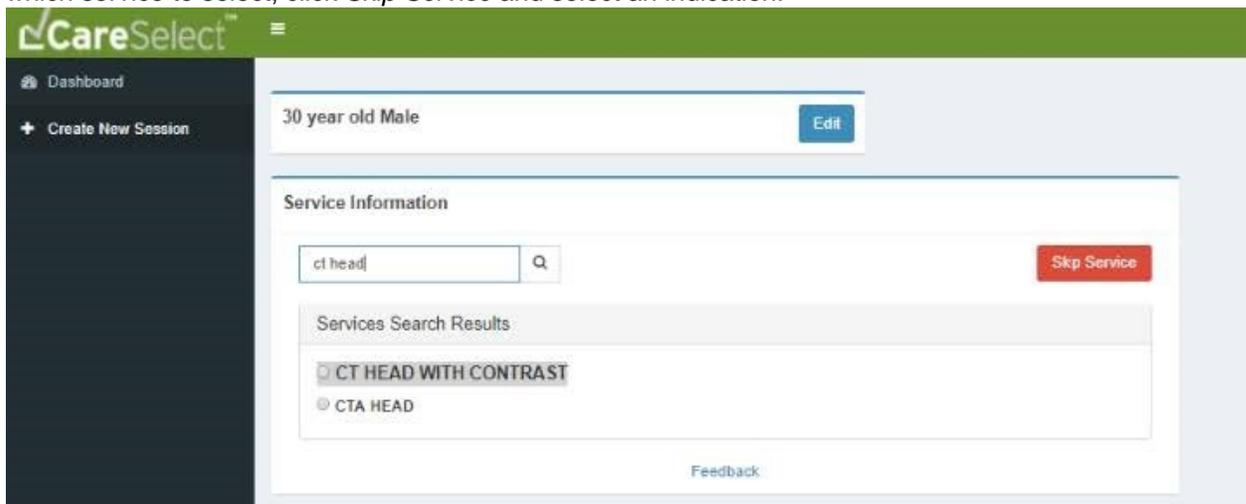
Before ordering one of the advanced diagnostic imaging services listed above for your GHP patient on or after Aug. 1, 2018, you will need to do two things:

1. Consult the clinical decision support tool — powered by National Decision Support Company (NDSC) — to select the most appropriate service for your patient, **and**;
2. Complete the outpatient radiology authorization form and submit it to GHP medical management.

### How to consult the decision support tool

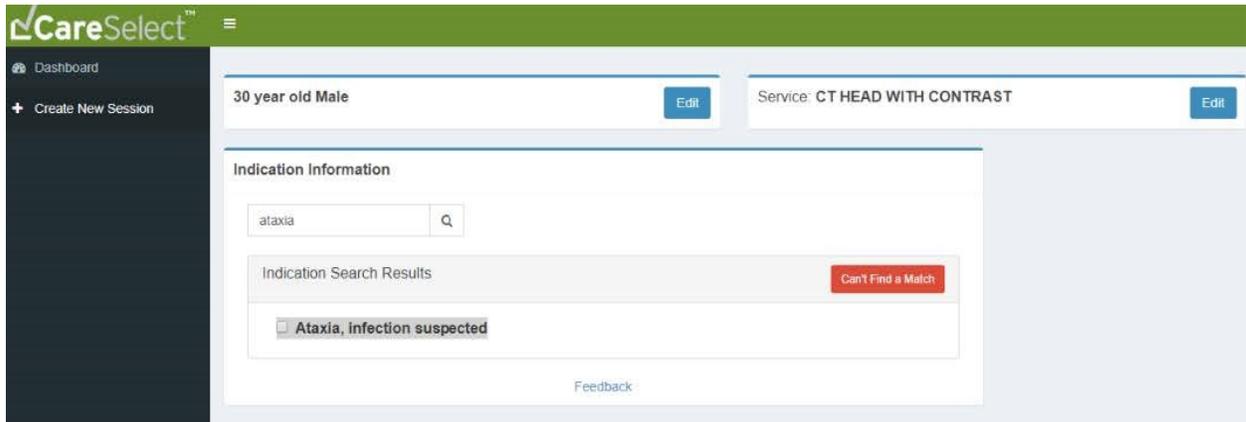
The decision support tool is designed to provide transparency in the appropriateness of services based on basic patient information and appropriate use criteria from prominent specialty medical societies. Ordering providers are encouraged to use this tool as an aid in selecting the most appropriate service for their patient. The appropriateness score of the service ultimately selected will immediately determine whether that service will be automatically approved by GHP, or will warrant further review and formal authorization.

- Access the link to the clinical decision support tool through the GHP plan central page on NaviNet.net. The decision support tool is only accessible through the links on NaviNet.net. Look for *Radiology decision support* under *Recent news & announcements*, under *Resources* on the right-hand navigation bar, or under *Radiology* in the prior authorization forms section.
- Once you have opened the NDSC CareSelect decision support tool, input patient age and sex.
- After inputting patient age and sex, you will be able to search for and select a service. If you are unsure which service to select, click *Skip Service* and select an indication.

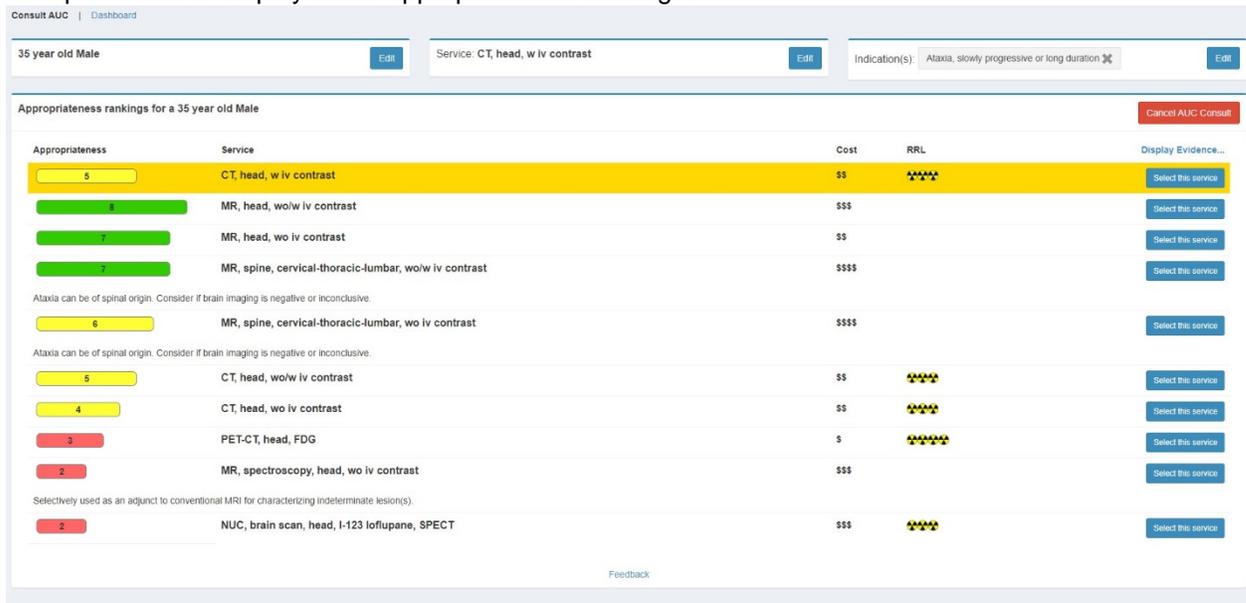


- You can select the indication, or reason for the exam, before selecting a service. This allows you to select a service after you have defined the indication(s). To select multiple indications, select *Edit* in indication header box, then search for and select the additional indication(s).
- If you can't find an indication with the details you need to accurately define your patient's reason for exam, select the *Can't Find a Match* button in the indication search box. This will prompt you to provide additional information regarding your patient's condition.

## How to consult the decision support tool, continued



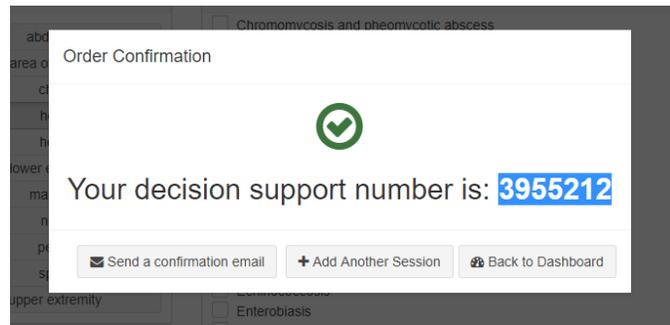
- As soon as you select your first indication, a list of relevant services based on the selected indication will display under appropriateness rankings along with each service's relative costs (based upon CMS RVU), and relative radiation level (RRL). With every additional selected indication, the list of relevant services will update and re-display under appropriateness rankings.



- Select the service for which you would like to place your order by clicking *Select the service*. Consider choosing the most appropriate service offered by the tool. The appropriateness score of the service is directly correlated to the likelihood GHP will authorize the service.
  - Services with a green appropriateness score are considered approved and may be scheduled immediately.
  - Services with a yellow or red appropriateness score may require additional documentation and will need to wait for official GHP review and authorization. Consider changing your selection to a recommended service with a green appropriateness score. If you believe a service with a yellow or red appropriateness score to be the most appropriate service for your patient, be sure to include documentation supporting the medical necessity of the selected service with the authorization request form.

### How to consult the decision support tool, continued

- Finally, after selecting and confirming the service you would like to order for your patient, you will be given a confirmation number called the Decision Support Number (DSN). Make record of the DSN — you will need it to complete the outpatient radiology authorization form. The DSN is not confirmation that the service you selected will be approved by GHP.



### How to complete and submit the outpatient radiology authorization form

The outpatient radiology authorization form (enclosed) will need to be completed and submitted to GHP for every service that requires a decision support tool consultation, regardless of the appropriateness score of the service ultimately selected. However, those services with a green appropriateness score will always be approved by GHP and can be scheduled right away to avoid patient disruption.

The form will be posted next to each of the links to the decision support tool on the GHP plan central page at NaviNet.net. Look for *Radiology decision support* under *Recent news & announcements*, under *Resources* on the right-hand navigation bar, or under *Radiology* in the prior authorization forms section.

- Complete the required fields of the form.
- Be sure to include the Decision Support Number (DSN) issued by the decision support tool after you select a service to order for your patient.
- Fax the completed form to GHP medical management at (570) 214-0211.
- Like other outpatient authorization requests, you will receive verbal or written notification of GHP medical management's determination — usually within 2 business days.
  - Your appeal rights will be included as part of the denial notification from GHP.
  - Approved authorizations are valid for 6 months from the date of request.

### Servicing (radiology) providers – decision support results and authorization lookup

Servicing radiology providers can lookup authorizations through the GHP plan central page on NaviNet.net. Choose *Authorization Inquiry* under *Workflows for this Plan* toward the upper-left of your screen. Choose the authorization type and complete the remaining prompts to view the status of your patient's authorization.

Ordering providers are instructed to proceed with scheduling services that are green-lighted through the decision support process. Services that receive a green appropriateness score will automatically be approved by GHP and can be rendered right away to avoid patient disruption — even before a formal GHP authorization has been processed.

If you have questions regarding the status of an authorization, contact GHP medical management at 800-544-3907.

## Who is National Decision Support Company (NDSC)?

National Decision Support Company (NDSC) is the leading developer of cloud-based Clinical Decision Support (CDS) solutions. NDSC's robust content sets are developed and regularly updated by leading medical specialty societies and respected content sources such as the American College of Radiology and Mayo Clinic, and include guidelines from ABIM Foundation's Choosing Wisely®.

NDSC's CareSelect Imaging is the most comprehensive CDS solution available for advanced imaging — fully qualified as a Clinical Decision Support Mechanism (qCDSM) under the Protecting Access to Medicare Act. CareSelect is currently in use in over 500 health systems nationwide and has facilitated over 30 million appropriate use criteria consultations.

## Who to call

This Operations Bulletin amends the Participating Provider Guide, effective Aug.1, 2018. If you have any questions regarding this Operations Bulletin or would like more instruction regarding the clinical decision support and authorization process, contact GHP customer service at 800-447-4000.