# Operations Bulletin – August 1, 2018

## UPDATE: New effective date and revised requirements for advanced diagnostic imaging decision support and notification process

**This bulletin is an update to the June 15, 2018 bulletin you received regarding advanced diagnostic imaging decision support and prior authorization requirements. The authorization requirement has been replaced with a simpler notification requirement to minimize disruption of patient care while promoting use of the clinical decision support tool. GHP will not conduct clinical review or deny the service you select based on the appropriateness score attributed to that service by the decision support tool. All that is required is verification that the decision support tool was consulted. These revised requirements will go into effect Sept. 1, 2018.**

### What is changing?

**Effective Sept. 1, 2018, GHP will implement a new clinical decision support and notification process for certain advanced diagnostic imaging services.** Ordering physicians will be responsible for consulting the clinical decision support tool and providing GHP with a decision support number and score for certain advanced imaging services scheduled on or after Sept. 1, 2018. This process will apply to all GHP plans. Specific services, for which the clinical decision support tool must be consulted and notification sent to GHP, are listed in the outpatient radiology notification list. Ordering providers are strongly encouraged to use the tool for other radiology procedures, but must use it for the services specified in the outpatient radiology notification list.

### Key provisions

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

### Ordering physicians – decision support and notification request process

Before ordering one of the advanced diagnostic imaging services listed in the outpatient radiology notification list for your GHP patient on or after Sept. 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 notification 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 required to use this tool as an aid in selecting the most appropriate service for their patient.

- 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, click *Skip Service* and select an indication.



- After clicking *Skip Service*, you can select the indication, or reason for the exam. This allows you to select the most appropriate 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.

- 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.
  - Services with a green appropriateness score are considered the most appropriate for your patient's treatment.
  - Services with a yellow or red appropriateness score may not be the most appropriate choice. Consider changing your selection to a recommended service with a green appropriateness score. GHP may conduct retroactive reviews of yellow and red appropriateness scores. Ordering providers are expected to maintain all necessary medical record documentation in accordance with contractual terms and regulatory guidelines.

- 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 and score — you will need it to complete the outpatient radiology notification form.

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

The outpatient radiology notification form must 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. GHP will not conduct clinical review or deny the service you select based on the appropriateness score attributed to that service by the decision support tool. All that is required is verification that the decision support tool was consulted. Services requested should 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) and score issued by the decision support tool after you select a service to order for your patient. If no score is provided by the tool, indicate this with a zero (0) on the form.

- Fax the completed form to GHP medical management at 570-214-0211.

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

Servicing radiology providers can view orders for GHP patients 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 radiology service request. Though you are using the *Authorization Inquiry* tool, this is not a true clinical authorization process — you are simply looking for verification that the decision support tool was consulted prior to scheduling the service.

To avoid patient disruption, ordering providers are instructed to schedule services as soon as GHP is notified of the service(s) selected through the decision support tool. Covered services will not be denied based on the appropriateness score attributed to that service by the decision support tool.

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

## What is the 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 Sept.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.