



August 26, 2008

**\*\*\*IMPORTANT INFORMATION REGARDING HIGH TECH IMAGING SERVICES\*\*\***

Dear Physician, Practitioner, Provider:

**Effective October 1, 2008, Physicians Health Plan of Mid-Michigan (PHPMM) is implementing a new Radiology Benefit Management Program (RBM).**

PHPMM has partnered with HealthHelp, a nationally accredited radiology management vendor with expertise in the minimization of radiation exposure to patients, to implement **RadConsult**, a RBM program focusing on provider consultations and patient safety as a means of assuring appropriateness of high-tech imaging services.

Through the **RadConsult** program, HealthHelp will assist our ordering physicians to select the best imaging procedures consistent with the highest quality of medical care. HealthHelp's review process is based upon American College of Radiology (ACR) clinical guidelines. The **RadConsult** service involves notification and consultation for the following high-tech outpatient imaging studies:

- Positron Emission Tomography (PET)
- Magnetic Resonance Imaging (MRI)
- Magnetic Resonance Angiography (MRA)
- Computed Tomography (CT)
- Computed Tomography Angiography (CTA)
- Nuclear Cardiology Studies

***Note: Imaging studies performed in conjunction with emergency room services and inpatient hospitalizations are excluded from the RadConsult program.***

Imaging consultation requests can be made to HealthHelp Monday-Friday 8:00 AM – 8:00 PM and Saturday 8:00 AM – 5:00 PM via phone, fax or Provider Web Portal:

- Phone: (877) 883-5689
- Fax: (877) 820-7137
- Web at [www.healthhelp.com/phpmm](http://www.healthhelp.com/phpmm)

***Note: If a consultation is not obtained prior to ordering high-tech imaging services, the claim submitted by the performing provider may be denied for payment.***

PHPMM is organizing several workshops to educate our network on the new RBM program. We recommend that you and your staff join us for these valuable workshops. Invitations containing the specific dates, locations, and times of each workshop will be mailed to all providers.

As we continue to focus on quality of care, we encourage provider feedback and involvement. The success of the RBM program is dependent upon our provider network's collaboration. Providers who have questions related to the RBM program may contact Christina Williams, our HealthHelp Field Representative, at (800) 936-2048. Thank you for your support of this valuable program.

Sincerely,

Howard Burgess  
Executive Medical Director



## **Provider Fact Sheet**

### **Physicians Health Plan of Mid-Michigan**

### **RadConsult: High-Technology Imaging Program**

#### **Overview**

Effective, October 1, 2008, Physicians Health Plan of Mid-Michigan is implementing RadConsult, a High-Tech Imaging Program for certain outpatient radiology services, in partnership with HealthHelp, a national radiology company.

#### **Process**

The ordering physician's office will contact HealthHelp to request a consultation prior to ordering a high-tech imaging service. Based on information from the physician's office, HealthHelp will either endorse the radiology service requested or make consultative recommendations adapted from American College of Radiology (ACR) clinical guidelines.

#### **Applicable Services**

This program applies to the following outpatient services:

- Positron Emission Tomography (PET)
- Magnetic Resonance Imaging (MRI)
- Magnetic Resonance Angiography (MRA)
- Computed Tomography (CT)
- Computed Tomography Angiography (CTA)
- Nuclear Cardiology Study

#### **Place of Service**

This program applies to outpatient radiology services performed in:

- Physician Offices
- Freestanding Diagnostic Centers
- Outpatient Hospital Setting
- Mobile Imaging Units

#### **Exceptions**

Imaging studies performed in conjunction with emergency room services and inpatient hospitalization are excluded from the high-tech imaging consultation requirement.

#### **Making Consultation Requests**

Consultation requests can be made to HealthHelp via phone, fax or Provider Portal:

- Phone: (877) 883-5689
- Fax: (877) 820-7137
- Web at [www.healthhelp.com/phpmm](http://www.healthhelp.com/phpmm)

HealthHelp is open Monday-Friday 8:00 AM – 8:00 PM and Saturday 8:00 AM – 5:00 PM.

### **Required Information**

When making the consultation request to HealthHelp, providers should have available the following information pertinent to the test being requested:

- Patient's chart
- Contact name and number of person calling
- Member name
- Member ID number and group number
- Member date of birth
- Ordering physician name, telephone & fax number
- Reason for imaging procedure and/or ICD-9 CM diagnosis code
- High-Tech imaging service ordered (CPT code)
- Patient symptoms and duration
- Prior imaging studies
- Laboratory studies completed
- Patient medications and duration of use
- Name and fax number of imaging facility where test will be performed

### **Claims Impact**

When the consultation is obtained, the ordering provider is given a reference number. Both the ordering provider and performing provider receive a fax confirmation. Performing providers should verify that a reference number has been issued. As of October 1, 2008, if a consultation is not obtained prior to ordering high-tech imaging services, the claim submitted by the performing provider may be denied.

Consultation does not guarantee coverage. Coverage is based on the terms and conditions of a member's benefit contract.

### **Additional Information**

We recommend that providers contact HealthHelp to complete the consultation process for every Physicians Health Plan of Mid-Michigan Commercial (HMO, PPO, TPA) member. HealthHelp will be able to confirm whether or not a consultation would be required for a member prior to a high-tech imaging study being performed.

## **RADCONSULT**

### **Helpful Tips**

**Pertinent information required on requested consultation for CT, CTA, MRI, MRA, PET & Nuclear Cardiology outpatient diagnostic imaging studies for Physicians Health Plan of Mid-Michigan**

- Contact name
- Contact number
- Member name
- Member number
- Member date of birth
- Ordering physician name
- Ordering physician phone number
- Ordering physician fax number
- Name & fax number of imaging facility where procedure will be performed
- Name and CPT code of imaging procedure
- Reason (indication) for the imaging procedure & ICD-9 code
- Patient symptoms and duration
- Patient medication and duration
- Prior imaging study
- Prior laboratory study

#### **Helpful Tips For Office Staff:**

- Access to patient chart or office-visit notes when initiating a request for authorization can save time.
- Ensuring that the ordering physician has quick access to the chart whenever a consultation is elevated to a peer-to-peer physician review and a follow-up call by the HealthHelp reviewing physician is expected.