



Provider Fact Sheet

CenCal Health's Radiology Benefit Management (RBM) Program

Overview

CenCal Health focuses on provider consultations and patient safety as a means to control for appropriate utilization of high-tech imaging. We chose to partner with HealthHelp, a nationally accredited radiology management vendor, whose focus is on the minimization of radiation exposure to patients. Together we created a Radiology Benefit Management (RBM) program that includes high-tech imaging consultations for non-emergency outpatient services.

Process

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

This review consists of potentially three levels of review. Level 1 is a review with a client services representative. If the case does not meet HealthHelp's Procedural Assessment Criteria at this level, the case is sent to Level 2, a review by a clinical nurse. The clinical nurse may contact the provider's office for additional information. If the clinical nurse does not find that the case meets HealthHelp's Procedural Assessment Criteria, the case will move to a level 3 consultation, requiring the ordering physician to confer with a HealthHelp radiologist physician. If the ordering physician and the radiologist physician from HealthHelp do not agree on what the best course of care is, the final decision on which test is ordered rests with the ordering physician.

Once the consultation process is completed, the ordering provider is given a HealthHelp authorization number. Authorizations are valid for 90 days from the date of the consultation. Once the authorization is used for the authorized procedure, the authorization number will not be valid for future use.

Exceptions

Imaging studies performed in conjunction with emergency room services, inpatient hospitalization, or urgent care centers are excluded from the high-tech imaging consultation requirement. Imaging studies for CCS members or members who have other health care coverage are excluded from the consultation process requirement.

Place of Service

This program only applies to outpatient services performed in:

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

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 studies

Requesting Consultations

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

- Phone: 1-888-318-0276
- Fax: 1- 888-717-9660
- Web: www.healthhelp.com/CenCal

HealthHelp is open M-F 5:00 AM – 5:00 PM and Saturday 5:00 AM – 2:00 PM.

Required Information

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

- 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

Performing providers should verify that a HealthHelp authorization number has been issued prior to rendering services. Claims for high-tech imaging services for dates of service on or after July 1, 2007 will be denied if the HealthHelp authorization number is not documented on the claim.

“A HealthHelp authorization number does not guarantee eligibility or payment.

Authorizations obtained Retrospectively

Providers may obtain authorization for services up to a year past the date the service was rendered. To request an authorization for services already rendered, contact Monica Jenkins at (888) 318-0276.

For additional information please contact HealthHelp at (888) 318-0276.