

## Image Management Program Update 10/01/2007

Dear Provider and Office Staff,

HealthPlus implemented its imaging management program with CareCore National (CCN) in December 2005 to pre-certify high tech imaging services.

The imaging management program has added value to the health care equation by:

- Improving patient safety through a reduction of high-risk imaging
- Decreasing unnecessary imaging services by 24%
- Reducing the costs and increasing the quality of health care delivered to our members

The following program modifications (effective September 30, 2007) are based on the evaluation of the first year of the program. These changes respond to operational concerns that have been expressed by physicians and physician offices, while still maintaining a focus on patient safety:

- **Provide all HealthPlus ordering and rendering physicians with direct access to vendor physicians using a toll-free number: 1-800-792-8744, ext. 11858.**
- **Eliminate the need to fax medical records to confirm clinical detail by the ordering physician for all previously required codes, with the exception of MRI of the breast, PET scans and Coronary Computed Tomographic Arteriogram (CCTA). The faxed medical records will still be required for these exceptions.**
- **Allow HPM radiologists to call vendor radiologist directly to request medically appropriate, alternate tests within the same modality.** If the initial request for contrast is denied, medically necessary contrast may be added and the 48 hour Change-out Form (with supporting medical documentation) must be submitted. If HealthPlus radiologists want to add contrast prior to performance of the initial exam, they are now able to call directly to CCN and get the test upgraded ahead of the exam, **if contrast addition was not denied initially.**

*Remember: In all instances, the rendering radiologist should administer contrast when the non-enhanced images reveal a finding that can be better evaluated with contrast enhancement.*

- **Revisions were made to the Prior Authorization fax form for easier use.** The Prior Authorization fax form was changed from narrative format to a check box format where possible. In addition, cues were added directing physicians to specific clinical information that is required to determine the most appropriate test. Updated forms will be available soon on our Web site at [www.healthplus.org](http://www.healthplus.org). Click on the *Provider* button, and then scroll down to HealthPlus of Michigan/CareCore National Imaging Management Program/ Prior

Auth Forms. You may also obtain the Prior Authorization Fax form by contacting the HealthPlus Customer Service Department at 1-800-332-9161.

- **Elimination of prior authorization for OB Ultrasound.** HealthPlus reserves the right to retrospective audit and review for medical necessity.
- **Allowance for a broader range of approvable tests.** We have expanded the HealthPlus substitution list to allow for payment of contiguous body part code substitutions.

**Example:** If an MRI of a lower extremity was authorized, but the rendering radiologist determined that an MRI of ankle would be a more appropriate test for the member, it is acceptable for the rendering radiologist to perform an MRI of the ankle (contiguous body part), instead of performing the MRI of the lower extremity that was authorized.

- **Ongoing educational efforts are available to primary care and specialist physicians, as well as medical office staff, regarding program requirements, operational expectations and evidence-based guidelines.** If you would like to schedule an appointment, please contact the HealthPlus Imaging Management Dept @ 810-733-1938.

HealthPlus strives to work closely with health care partners to continuously improve our processes. Your input and suggestions are important and appreciated. Thank you for your cooperation and assistance with this quality program.

Respectfully,

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Vice President, Chief Medical Officer