

MedSolutions offers 3 methods to request authorizations. Choose the most convenient method for you.

Web Portal

www.medsolutionsonline.com

MedSolutions is available online 24/7. After a quick and easy one-time registration, you can initiate a request, check status, review guidelines, and more.

Phone 888-693-3211

Contact MedSolutions toll-free from **7AM to 8PM CT**. Calls are typically brief, lasting only a few minutes. We grant many authorizations while you are on the phone!

For faster service, you'll need all pertinent clinical information before you call. Please see the "**Rapid Authorization**" section in this brochure for a list of the information you will need.

Outside of normal business hours, you may call MedSolutions and leave a message for a return call the next business day.

Fax 888-693-3210

You can obtain body part and modality specific forms on the MedSolutions website (www.medsolutionsonline.com) or call the MedSolutions Customer Service Department at **888-693-3211**.

Complete the appropriate fax form and fax to the number above. MedSolutions will respond by fax when the authorization decision is complete.

Busy office? We understand.

Provider Web Portal

Use www.medsolutionsonline.com for all of your radiology management needs when it's convenient for you!

Have questions or need assistance? Our Web Support Team is standing by to assist you with any website issues you may be experiencing. You can reach them at **800- 575-4594** or by e-mail at online@MedSolutions.com

Need clinical support?

We're here.

Radiology AnswerLine®

We welcome requests for clinical discussions from referring physicians and radiologists.

One of MedSolutions' physicians can assist in a consideration of imaging study options.

To request a clinical discussion, call MedSolutions at **888-693-3211**; Option #3, then Option #4.

Guidelines on the Web

MedSolutions Radiology Guidelines are available at www.medsolutionsonline.com. Your UserID and Password are required.



Health Partners Plans

RADIOLOGY MANAGEMENT PROGRAM

Quick Reference Guide

www.medsolutionsonline.com

UserID: _____

Password: _____



Phone: (888) 693-3211
Fax: (888) 693-3210

730 Cool Springs Blvd, Suite 800
Franklin, TN 37067

MedSolutions is here to assist you in providing high-quality, cost-effective usage of advanced imaging.

This guide will help you understand the prior authorization process.

Authorization Required

All outpatient, non-emergent, diagnostic advanced imaging services including:

- CT
- MR
- PET
- Advanced Cardiac
- Radiation & Oncology Therapy

Authorization Not Required

- Inpatient radiology
- Radiology testing done in the Emergency Room
- 23-hour observation
- Outpatient radiology services other than those indicated

Urgent

When advanced imaging is required due to a medically urgent condition, the referring physician's office must **call MedSolutions at 888-693-3211** for authorization. MedSolutions will make a good faith effort to render a decision within **4 hours of receipt** of all necessary information. In most cases where requisite information is provided in the initial call, a decision is rendered and communicated within 1 business day. Please indicate clearly that the notification is for **medically urgent care**.

MedSolutions' call center will be closed in observance of New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day; however, matters received as "Urgent" as described above will be handled within the applicable time frames.

Rapid Authorization

We offer the following suggestion to ensure the authorization process is as quick and easy as possible.

MedSolutions highly recommends that the referring physician's office submits all requests.

Two significant factors help ensure a quick and accurate process:

1. Recent clinical information and patient demographics on hand
2. Appropriately qualified staff member from the physician's office making the call to MedSolutions

Before you phone, fax, or visit our website, ensure you have the following information available:

- The patient's name & address
- The current Member ID
- The working or differential diagnosis
- Prior tests, lab work and/or imaging performed related to this diagnosis
- Notes from the patient's last visit related to the diagnosis
- Type and duration of treatment performed to date for the diagnosis

Your request will be processed within one business day of receipt of all necessary information. **In many cases, the authorization decision is made immediately!**

If we need additional clinical information to process your request, MedSolutions will contact you by fax at the number you provide.

Authorizations

An authorization number will be faxed to the ordering physician and requested facility upon approval. MedSolutions will approve the specific facility performing the imaging study and the CPT code or codes for diagnostic imaging. **Contact MedSolutions for changes to facility or study.**

It is the responsibility of the performing facility to confirm that the referring physician completed the prior authorization process for advanced imaging procedures. Verification may be obtained via the MedSolutions website or by calling **888-693-3211**.

Important! Authorization from MedSolutions does not guarantee claim payment. Services must be covered by the health plan and the member must be eligible at the time studies are rendered. **Claims submitted for unauthorized procedures are subject to denial and the member must be held harmless.**

Please verify the member's eligibility with the health plan.

Denials

MedSolutions notifies the referring physician and requested facility in writing of a denial and provides a rationale for the determination within one working day of decision. This communication sets forth the appeal options per current state policy. MedSolutions also offers the ordering physician a consultation with a MedSolutions Medical Director on a peer-to-peer basis. In certain instances, additional information provided during the peer-to-peer consultation is sufficient to satisfy medical necessity criteria.