

Volunteer State Health Plan Quick Reference Guide

MedSolutions, Inc. (MedSolutions), will begin administering a utilization management program for all outpatient MRI/MRA/MRS, CT/ CTA, PET and Nuclear Cardiac imaging studies for select Volunteer State Health Plan members. This program will be in effect for dates of services on and after November 1, 2008, for BlueCare members in the West Grand Region, and for dates of service on and after January 1, 2009, for BlueCare members in the East Grand Region. At this time, TennCareSelect and individuals who qualify as dually eligible for Medicare and Medicaid are not subject to prior authorization requirements through MedSolutions.

Imaging procedures performed during an inpatient admission or emergency room visit are NOT included in this program and do NOT require prior authorization.

MedSolutions will begin accepting authorization requests on behalf of members in the West Grand Region on Monday, October 27, 2008, and for members in the East Grand Region on Monday, December 29, 2008.

All of the outpatient imaging services listed above will be evaluated based on the applicable terms of the member's health benefit plan (including but not limited to Medical Necessity) and require prior authorization of coverage by MedSolutions, Inc. Services are authorized for covered imaging studies performed at a Volunteer State Health Plan participating facility.

MedSolutions responds to requests for prior authorization of coverage within two business days once complete clinical information is received.

Prior Authorization Process

When contacting MedSolutions with a request for prior authorization of coverage, please have the following information available:

- Patient demographic information, including a BlueCare member ID and date of birth.
- Current diagnosis and clinical information, including treatment history, treatment plan and medications.
- Patient's chart and previous imaging study results.

There are three ways to request prior authorization of coverage for an imaging procedure from MedSolutions:

1. Internet

Visit www.medsolutionsonline.com to submit a request for prior authorization of imaging studies.

Please note: Urgent requests (same day) and retrospective requests (study already completed) must be submitted via phone call to MedSolutions.

2. Phone

Call MedSolutions toll-free, 8 a.m. to 9 p.m. (ET), Monday through Friday at 1-888-693-3211 and provide all pertinent clinical information over the telephone. Outside of these normal business hours, you may call MedSolutions and leave a voice mail for a return call the next business day.

3. Fax

Complete a MedSolutions fax form appropriate to the type of study requested, **include the office notes/previous imaging reports** for the patient, and fax your request to MedSolutions at 1-888-693-3210. Fax forms are available at www.medsolutionsonline.com or by calling the MedSolutions Customer Service Department toll-free at 1-888-693-3211.

Authorizations

Your request for authorization will be processed **within two business days** after the receipt of all necessary information. Once approved, an authorization number will be faxed to the ordering physician and requested facility, and mailed to the member. Please note: MedSolutions will specifically approve both the facility to perform the imaging study and the CPT[®] or HCPCS code or codes for the diagnostic imaging.

Adverse Determinations

Written notification of the final determination will be faxed to the requesting physician and the requested imaging facility and mailed to the member. The written notification will include information about the member's appeal rights. The ordering physician may request reconsideration of the denial decision by providing additional clinical information or discussing the denial determination with a MedSolutions physician reviewer.

Peer Review

Referring physicians or radiologists may request a peer review discussion with one of MedSolutions' physician reviewers. To request a peer review, call MedSolutions at 1-888-693-3211 during normal business hours of 8 a.m. to 9 p.m. (ET), Monday through Friday.

Expedited Requests

If the referring physician believes a medical emergency is occurring, prior authorization of coverage is not required for diagnostic imaging studies performed on an outpatient, emergent basis. MedSolutions' physician reviewers will retrospectively review the request and the clinical documentation supporting the nature of the medical emergency.

MEDICALLY URGENT: For those situations where advanced imaging is required on the same day due to a medically urgent condition, **call** MedSolutions at **1-888-693-3211** for prior authorization of coverage. Have the pertinent clinical office notes, the patient's chart and previous imaging study results available for reference during your call. MedSolutions will render a decision within **4 hours of receipt** of all necessary information. Please clearly indicate that the prior authorization request is for **medically urgent care**.

Retrospective Requests

Requests for imaging studies completed without prior authorization must be initiated by either the referring physician or the imaging facility within two business days from the date of service for consideration by MedSolutions.

Changes to Existing Authorizations

CPT[®] or HCPCS code change requests should be received by MedSolutions prior to the provider submitting a claim to Volunteer State Health Plan, usually within a two-day window after the study has been completed. The imaging facility must submit a copy of the imaging report that clearly indicates the clinical rationale for the requested change. Change requests received more than 30 days after the date of service cannot be honored.

MedSolutions Web-Based Services

You may access MedSolutions online for day-to-day transactions and services. To reach MedSolutions online services, please visit www.medsolutionsonline.com and click the MedSolutions Online link. Here you may sign up for access to a variety of MedSolutions services, including prior authorization guidelines. Please click the "First Time User Help" link for details about MedSolutions Online and how to access it. Please be sure to watch the Web site for news of future online initiatives.