

BlueCross BlueShield of Tennessee Quick Reference Guide

Effective 8/1/06, MedSolutions, Inc. (MedSolutions) will administer the utilization management program for all outpatient MRI/MRA/MRS, CT/ CTA, PET and Nuclear Cardiac imaging studies for members of BlueCross BlueShield of Tennessee's Blue Networks P and S.

Imaging procedures performed during an inpatient admission or emergency room visit are NOT included in this program.

All of the outpatient imaging services listed above will be evaluated based on the applicable terms of the health benefit plan (including but not limited to medical necessity) and require prior authorization of coverage by MedSolutions, Inc. Services will be authorized for covered imaging studies performed at a facility within the BlueCross BlueShield of Tennessee's Blue Networks P and S.

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

Prior Authorization Process

There are three ways to request prior authorization of coverage for an imaging procedure from MedSolutions: When contacting MedSolutions with a request for prior authorization of coverage, please have the following information available:

- Patient demographic information, including BlueCross BlueShield of Tennessee 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.

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. Call

Contact MedSolutions toll-free, 8am-8pm ET, Monday through Friday at **(888) 693.3211** and give 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 (888) 693-3210. Fax forms are available on the Internet at www.medsolutionsonline.com or by calling the MedSolutions' Customer Service Department toll-free at (888) 693-3211.

Coverage Authorizations

Your request for prior authorization of coverage will be processed **within two business days** after the receipt of all necessary information. Once coverage is 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 code or codes for the diagnostic imaging.

Coverage Denials

If a request for prior authorization of coverage is denied, a MedSolutions representative will call the ordering physician's office and verbally communicate the denial determination and the rationale for the denial. The ordering physician may request a reconsideration of the denial decision by providing additional clinical information or discussing the denial determination with the MedSolutions' physician reviewer. Written notification of the final determination will be faxed to the requesting physician and mailed to the member. The written notification will include information about the member appeal rights.

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 (888) 693-3211 during normal business hours of 8AM – 8PM Eastern Time 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 **(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-notification 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 code change requests should be received by MSI prior to the provider submitting a claim to BCBSTN, usually within a 2 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 180 days after the date of service cannot be honored.

MedSolutions Web-Based Services

You may access MedSolutions on-line for day-to-day transactions and services. To reach MedSolutions on-line services, please go to the Web site, 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.