

Utilization Management

for eRAD RIS

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SUMMARY

Utilization Management (UM) in radiology is the evaluation of the medical necessity and appropriateness of a requested diagnostic procedure. It is also known as Utilization Review. The goal of UM is to choose the best imaging study for the patient and contain the costs of medical care. The Utilization Management module in RIS is designed to capture the contract specific rules for Utilization Management for each participating Medical Group and to provide feedback and responses to the Medical Group administrator and the ordering provider throughout the UM process.

eRAD RIS UM will allow utilization review to be performed seamlessly in the RIS application instead of depending on an external system.

UTILIZATION MANAGEMENT CONFIGURATION

This section will outline how to configure and build the eRAD RIS UM workflow.

SYSTEM CONFIGURATION SETTINGS

The following system configuration values are related to eRAD RIS Utilization Management:

- **UMEnabled** – Determines if the UM workflow is enabled for the RIS instance (True/False).
- **UMRoutineReview** – The maximum number of UM hours for a routine exam.
- **UMUrgentReview** – The maximum number of UM hours for an urgent exam.
- **UMStartOfDayMinutes** – The start of day in minutes for calculating UM elapsed review time.
- **UMEndOfDayMinutes** – The end of day in minutes for calculating UM elapsed review time.
- **UMBypassSTAT** – Determines if utilization review is performed on STAT orders (True/False).
- **UMTrackingNumberPrefix** – A prefix that will be added to the new UM Authorization/Tracking numbers.
- **UMOpinionLetterReportPath** – The path and name of the UM Authorization/Opinion Letter.
- **UMDefaultRecommendedStatusCode** – The default UM status when recommending a procedure.
- **UMDefaultAdditionalResolutionCode** – The default UM resolution when recommending an additional procedure.
- **UMDefaultAlternativeResolutionCode** – The default UM resolution when recommending an alternative procedure.
- **UMExpirationDays** – The number of days until the utilization review expires.
- **UMAlertFromEmail** – The sender email address used for UM Alerts.
- **UMAlertFromName** – The sender email name used for UM Alerts.
- **UMAlertReportPath** – The path and name of the UM Alert SSRS Template.
- **PortalOpinionLetterUnavailableMessage** – The message to display to the web portal user when the report is not available due to unexpected error (e.g. the SSRS report server is unavailable or not configured).
- **UMPDDefaultOrderTabCriteria** – JSON value to define default filter tab view criteria for the UM portal Orders tab.
- **UMPNNewAccountRequestMessageGroup** – The message group to which New Account requests would be sent. If no message group is defined, then an email will be sent to the configured Portal's "send to" email address.
- **UMPScanDocumentType** – A list of scanned document type codes (comma separated) that will be included in the available scanned documents to display in the UM Portal.
- **UMPSysCode** – A value to identify the default system code for the UM Portal. The value must match a value in the `I_created_by_system` look-up table.

LOOK-UP TABLES

The following look-up tables are utilized to build and customize the UM workflow in eRAD RIS:

UM Status – The main UM Statuses are configured here. The UM Status will determine if the procedure can proceed to be scheduled.

Um Status Code	Description	Form Content	Final Flag	Display Order	Schedule Flag	Initial Flag	Last Updated	Active
Contains:	Contains:	Contains:	Contains:	Equals:	Contains:	Contains:	Equals:	Contain Y
Click here to add a new row								
Hold	Hold	Review of your request is being held until information is received.	N	1	N	N	06-08-2016 11...	Y
MDReview	MD Review		N	1	N	N	07-06-2016 4...	Y
NotRecommended	Not Recommended		Y	1	N	N	06-08-2016 11...	Y
NurseReview	Nurse Review		N	1	N	N	09-20-2016 1...	Y
Received	Received		N	1	N	Y	01-15-2015 11...	Y
Recommended	Recommended		Y	1	Y	N	06-08-2016 11...	Y
Reopen	Reopen	We have received additional information and RE-OPENED this RFS for further review....	N	1	N	N	06-22-2016 1...	Y
ReturnedCompleted	Returned, Review Completed		Y	1	N	N	06-08-2016 11...	Y
ReturnedNotInitiated	Returned, Review Not Initiated	The request for service has been returned to your office. Please see above comments...	Y	1	N	N	06-08-2016 11...	Y
Withdrawn	Withdrawn		Y	1	N	N	06-08-2016 11...	Y

UM Resolution – This is a sub-status of UM Status. The UM Resolution will determine if the procedure requires confirmation from the requesting physician.

Um Status Code	Um Resolution Code	Description	Form Content	Confirmation Required Flag	Last Updated	Active
Contains: recd	Contains:	Contains:	Contains:	Contains:	Equals:	Con Y
Click here to add a new row						
Recommended	AsAddedExam	As Added Exam	The reviewer recommends this PROCEDURE BE ADDED to the exam(s) yo...	Y	08-17-2016 3...	Y
Recommended	AsAlternative	As Alternative	The reviewer recommends this PROCEDURE THAT DIFFERS in some sign...	Y	08-17-2016 3...	Y
Recommended	AsRequested	As Requested	You may (now) schedule this procedure at a NJIN site.	N	06-13-2016 10...	Y
Recommended	PerMedicalGroup	Per Medical Group	This exam has been approved by the medical group.	N	06-13-2016 10...	Y
NotRecommended (Not Recommended)	MedNec	Medical Necessity Not Established		N	01-10-2014 9...	Y
NotRecommended (Not Recommended)	NotNecessary	Not Medically Necessary	The submitted clinical information does not support the medical necessity of...	N	01-10-2014 3...	Y

UM Coverage – The coverage types utilized in the authorization rules. The authorization flag determines which billing codes are required to be reviewed.

Um Coverage Code	ShortDescription	Description	Authorization Flag	Display Order	Last Updated	Active
Contains:	Contains:	Contains:	Contains:	Equals:	Equals:	Contains:
Click here to add a new row						
A	Auth Required	Capitated service, authorization required	Y	1	02-03-2014 11...	Y
EX	Excluded	Excluded	N	1	02-19-2014 10...	Y
FFS	Fee For Service	Fee for service, authorization required	Y	1	04-11-2014 10...	Y
FFS_N	Fee For Service No Auth	Fee for service, authorization not required	N	1	05-06-2014 3...	Y
X	Auth Not Required	Capitated service, direct referral (no authorization required)	N	1	02-03-2014 11...	Y

Medical Group – A listing of the contracted medical groups. Review completion hours are defined here.

Medical Group Code	Description	Um Review Only Flag	Um Routine Review	Um Urgent Review	Default Logo	Address1
Contains:	Contains:	Contains:	Equals:	Equals:	Contains:	Contains:
Click here to add a new row						
Vantage	Vantage Medical Group	N	30	10	Vantage	2115 Compton
CMG	Choice	Y	30	10		18564 Highway 18
MMG	McKinley	N	30	10		9496 Magnolia Avenue

UM Alerts – Available on the right-click menu of the Medical Group table. Fax and Email UM Alerts can be configured to notify a medical group when an authorization request is finalized based on the UM Status and UM Resolution.

Um Alert Type	Um Status Code	Um Resolution Code	Recipient Info	Last Updated	Active
Contains:	Contains:	Contains:	Contains:	Equals:	Contains:
Click here to add a new row					
Email	NotRecommended (Not Recommended)		test@mail.com	10-20-2016 10:52 AM	Y
Fax	Recommended		111-888-4512	09-14-2016 11:23 AM	Y
OK Cancel					

Authorization Rules – Available on the right-click menu of the Medical Group table. This form outlines what billing codes require utilization review based on the agreement with the medical group.

Authorization rules for Vantage Medical Group:

CPT Codes:	Coverage Types:	Rules:																																																	
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OK Cancel

Carrier – If a carrier requires utilization review, the UM Required Flag is enabled. The carrier is then mapped to a medical group to determine the associated authorization rules.

Carrier Code	Description	Medical Group Code	Um Required Flag	Phone
Contains:	Contains:	Contains:	Contains:Y	Contains:
Click here to add a new row				
VANC	VANTAGE MED GROUP CAP	Vantage (Vantage Medical Group)	Y	
1129	Medicare CA Southern	Vantage (Vantage Medical Group)	Y	
1486	VANTAGE MEDICAL GROUP CAP	Vantage (Vantage Medical Group)	Y	(951)280-7700
148601	VANTAGE MEDICAL GROUP INLAND EMPIRE HEALTH PLAN	Vantage (Vantage Medical Group)	Y	(951)280-7700

UM Holiday – Determines what additional dates to exclude when calculating the UM Clock.

Um Holiday Date	Name	Description	Last Updated	Active
Equals:	Contains:	Contains:	Contains:	Contains:
Click here to add a new row				
10-13-2014 12:00 AM	Thanksgiving	Thanksgiving Day	08-26-2014 2:...	Y
09-08-2014 12:00 AM	Labor Day	Labor Day	08-26-2014 2:...	Y

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ACCESS STRINGS

The following access strings are related to eRAD RIS Utilization Management:

- Clinical.UtilizationManagement – Access to the Utilization Review right-click menu option on a worklist.
- WL.UtilizationManagement – Access to the Utilization Management Worklist on the Administration menu.
- Clinical.UtilizationManagement.InternalNotes – Access to utilization review Internal Notes. These notes are typically only viewed by the Utilization Management department.
- Clinical.UtilizationManagement.ScheduleOverride – Allows a user to override utilization review and proceed to schedule the order.
- Clinical.ACRSelect – Access to use the ACR Select functionality from the Utilization Review screen.
- Flag.UMComplete – Access to see the flag for UM Complete.
- Flag.UMRequired – Access to see the flag for UM Required.
- Portal.UM – Access to the UM Connect Portal.
- Portal.UM.Admin – Access to the UM Connect Portal Administration Login.

UTILIZATION MANAGEMENT RIS WORKFLOW

DETERMINING IF AN ORDER REQUIRES UTILIZATION REVIEW

Once configured, eRAD RIS UM has the ability to automatically determine which orders are required to be reviewed by the utilization management department. This is realized by looking at the primary insurance of the patient along with the CPT codes associated with the requested procedure(s). Typically, authorization requests will come into the Inbound Document workflow as a fax. If an order does require utilization review, this is clearly indicated to the RIS user by the appearance of a UM tab on RIS forms.

Schedule Order: AREN, Misha #1502894DEMO * x

Patient Patient Notes Contacts / Demographics Order Clinical Schedule Image Request (0) Billing Codes Review Contact Log **UM**

Aren, Misha | 11-12-1949 (67y 1m) | Female | #1502894DEMO

Utilization Review Details

Tracking # 100006 DSN#

Priority Routine

Owner Saltmarsh, Hilary

Group Vantage Medical Group

Insurance Vantage Insurance

Internal Notes

12-27-16 1:07 PM HS -

Requested Procedure(s)

UM	Procedure	UM Status	UM Clock	Original Procedure
✓	CT Abdomen W/Wo [74170]	Recommended - As Alternative	-4 of 24	CT Abdomen W [74160] - Abdomen

ACR Select Additional Alternative

Authorization Status

Status Recommended As Alternative

Confirmation Status

☒ Confirmation Required ☐ Confirmation Received

Confirmed

Authorization Dates

Created	12-27-2016 4:59 PM	<u>Saltmarsh, Hilary</u>
Updated	12-27-2016 5:04 PM	<u>Saltmarsh, Hilary</u>
Reviewed	12-27-2016 5:04 PM	<u>Saltmarsh, Hilary</u>
Finalized	12-27-2016 5:04 PM	<u>Saltmarsh, Hilary</u>

Authorization Summary

Billing Code: 74170 - COMPUTED TOMOGRAPHY, ABDOMEN; WITHOUT CONTRAST MATERIAL, FOLLOWED BY CONTRAST MATERIAL(S) AND FURTHER SECTIONS Coverage: Auth Required

The typical RIS user would see the UM tab in a read-only format. This will allow him or her to see where the order is in the utilization review process.

REVIEWER WORKFLOW

If eRAD RIS determines that an order requires utilization review, the UM Required Flag is enabled, a UM Tracking Number is assigned to the order, the requested procedure(s) is set to an initial UM Status such as Received, the UM Clock is started, and the order is pushed to the Utilization Management Worklist.

Utilization Management WL (5)										
Flags	UM Priority	UM Hours	UM Owner	Requested Date	UM Status	Medical Group	Carrier	UM Tracking #	Patient Name	Procedures
Urgent	Urgent	56		11-12-2016 2:08 PM	Received	MMG	ERIE INSURANCE	100002	Cline, Scott	CT Abdomen W [74160] - Abdomen
Urgent	Urgent	56	stick	11-12-2016 2:46 PM	Hold Received	VANTAGE	Vantage Insurance	100004	Marinko, Francesca	MR Hip Wo [MR27] - Hip joint CT Chest Wo
Routine	Routine	51		11-14-2016 12:27 PM	Received	STRAND	CONSTELLATION ENER...	100005	Conroy, Martin	MR Abdomen W [74182] - Abdomen
Routine	Routine	0	stick	12-27-2016 5:12 PM	Received	MMG	ERIE INSURANCE	100007	Porter, Samantha	CT Pelvis Wo [72192] - Pelvis
Routine	Routine	0		12-27-2016 5:30 PM	Received	VANTAGE	Vantage Insurance	100008	Aren, Misha	CT Abdomen W [74160] - Abdomen

The eRAD RIS Utilization Review screen allows a reviewer to make his or her assessment of the ordered procedure(s) to determine if it is clinically appropriate and medically necessary. This is accomplished by setting the Authorization or UM Status. Once the procedure is set to a final UM Status, the UM Clock is stopped and the utilization review process is complete.

Patient	Clinical	Order	Review Details	Review Notes	Attachments	Authorization Letter	Contact Log
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Aren, Misha | 11-12-1949 (67y 1m) | Female | #1502894DEMO

Utilization Review Details Tracking # 100000 DSN# Priority Routine Owner Saltmarsh, Hilary Group Vantage Medical Group Insurance Vantage Insurance	Referring Details Referring Arnold, Bob (555) 123-4567 UM notes	Reason for Exam Diffuse abdominal pain x2 weeks.
---	---	--

Requested Procedure(s)				
UM	Procedure	UM Status	UM Clock	Original Procedure
✓	CT Abdomen W [74160] - Abdomen	Not Recommended - Not Medically...	3 of 24	

ACR Select Additional Alternative

Authorization Status Status Not Recommended Not Medically Necessary	Authorization Dates Created 11-11-2016 9:23 PM Saltmarsh, Hilary Updated 12-27-2016 5:31 PM Saltmarsh, Hilary Reviewed 12-27-2016 5:31 PM Saltmarsh, Hilary Finalized 12-27-2016 5:31 PM Saltmarsh, Hilary
---	---

Confirmation Status <input type="checkbox"/> Confirmation Required <input type="checkbox"/> Confirmation Received Confirmed
--

Authorization Summary Billing Code: 74160 - COMPUTED TOMOGRAPHY, ABDOMEN; WITH CONTRAST MATERIAL(S) Coverage: Auth Required

From the Utilization Review screen, reviewers are able to recommend both additional and alternative procedures. For example, the referring physician may order a CT of the Lumbar Spine but, based on appropriateness criteria,

the reviewer may determine that an MR of the Lumbar Spine would be the better procedure for the patient. The reviewer also has the ability to recommend an *additional* procedure. For example, based on the results of the review, the reviewer may determine that an MR Pelvis should be performed in addition to the MR Lumbar Spine.

If confirmation from the referring physician is required for additional and/or alternative procedures, this can be configured in the UM Resolution look-up table. If applicable, RIS will set the confirmation required flag for the ordered procedure. Once confirmation has been received, the Confirmation Received checkbox is checked and the review is finalized.

Patient	Clinical	Order	Review Details	Review Notes	Attachments	Authorization Letter	Contact Log															
Aren, Misha 11-12-1949 (67y 1m) Female #1502894DEMO																						
Utilization Review Details Tracking # 100006 DSN# Priority Routine Owner Saltmarsh, Hilary Group Vantage Medical Group Insurance Vantage Insurance			Referring Details Referring <u>Arnold, Bob (555) 123-4567</u> UM notes Gold Carded for all PET/CT		Reason for Exam Diffuse abdominal pain x2 weeks.																	
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Confirmation Status <input checked="" type="checkbox"/> Confirmation Required <input checked="" type="checkbox"/> Confirmation Received Confirmed 12-27-2016 2:13 PM <u>Saltmarsh, Hilary</u>																						
Authorization Summary Billing Code: 74170 - COMPUTED TOMOGRAPHY, ABDOMEN; WITHOUT CONTRAST MATERIAL, FOLLOWED BY CONTRAST MATERIAL(S) AND FURTHER SECTIONS Coverage: Auth Required																						

The UM Clock is used to track the turnaround time for the utilization review. It is based on a configurable workday (e.g. 10 hours). RIS can be configured to indicate what the allowable UM review hours are for both Urgent and Routine priorities. For example, a UM Clock showing 3 of 24 means that 3 hours have elapsed on the allowable 24.

The Utilization Review screen allows the reviewer to create notes to which are visible to relevant parties throughout the review process. For example, the External Notes are typically between the reviewer and the ordering physician while Internal Notes are seen by the UM Department only. eRAD RIS also supports allowing the reviewer to create notes containing instructions to the radiologist, technologist, and scheduler to ensure all recommendations based on the review are followed.

Patient	Clinical	Order	Review Details	Review Notes	Attachments	Authorization Letter	Contact Log
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UM, Test1258094 | 01-12-1959 (57y 9m) | Female | #8986PE

External Notes

10-21-16 10:17 AM SM - To facilitate your request, we ask that you provide the following information: all current and related history and physical exam reports, follow-up notes including treatment/response, pertinent lab reports, prior related imaging reports, and any related consult reports (initial and *fu*).

09-15-16 12:13 PM SM - Have recommended imaging w/o contrast as alternative study per standard protocol.

Internal Notes

10-21-16 10:17 AM SM - This will acknowledge receipt of the information we previously requested.

09-15-16 12:12 PM SM - Please review MRI C AND T SPINE ATTACHED a1 from 2014.

Special Instructions

Scheduler	Verify if patient wants OPEN MRI	Rad/Tech	PLEASE MARK LUMP RIGHT UPPER OUTER ARM. PACEMAKER
MD office	DR ZADEH, PLEASE SEE COMMENTS. RESPECTFULLY CONTACT ME IF YOU HAVE QUESTIONS .	Claims	


AUTHORIZATION LETTER PREVIEW AND DISTRIBUTION

eRAD RIS UM has the ability to generate and distribute a customizable authorization letter. It is up to the reviewer to decide when it is appropriate to send the letter and this can be done at any time throughout the review process. Quite often a letter will be distributed requesting additional clinical information before the review is finalized.

The distribute dialog will refer to the default delivery method of the ordering provider. This action will place the document on the Distribution Worklist with a document type of Authorization Letter.

Patient
Clinical
Order
Review Details
Review Notes
Attachments
Authorization Letter
Contact Log

1 of 1
100%
Find | Next
Distribute



RadNet Utilization Management
1516 Cotner Avenue
Los Angeles, CA 90025
Phone: 714-749-4366
Fax: 800-398-1388

Provider: Smith, Alfons
Group: Vantage Medical Group

21 South Green Milton Road 167 White Hague St.
Seattle, Vermont 48941
Phone: (778) 887-8127
Fax: (998) 884-5129

Dr. Smith:
We have reviewed the submitted information to establish the medical necessity of the "exam as requested" on this patient. This is a courtesy notification of our "Recommendation" to the Medical Group. The Medical Group shall make the "Final Status" determination. Should you want to discuss this case with **Kent Waldron Hardy**, please call .

Patient Name: Carter, Jeff William
Date of Birth: 10-10-1980
Gender: Male
Indication: Ankle pain caused by soccer injury.

Authorization #: A102406
Received: 10-21-2016 09:13 AM
Review Hours: 1

Procedure: MR25 - MR Ankle Wo
Status: Not Recommended - Medical Necessity Not Es

Reviewer's Comments: 10-21-16 10:40 AM SM - We
a "diagnosis" or "complaint".

Distribute

☒ Recipient
Smith, Alfons,

Location
e Hague St., Seattle, Vermont, 48941

☐ Patient
Carter, Jeff

☐ Other
Smith, Alfons,

Delivery method
Fax

Fax number:
(902) 724-3316

Priority
High

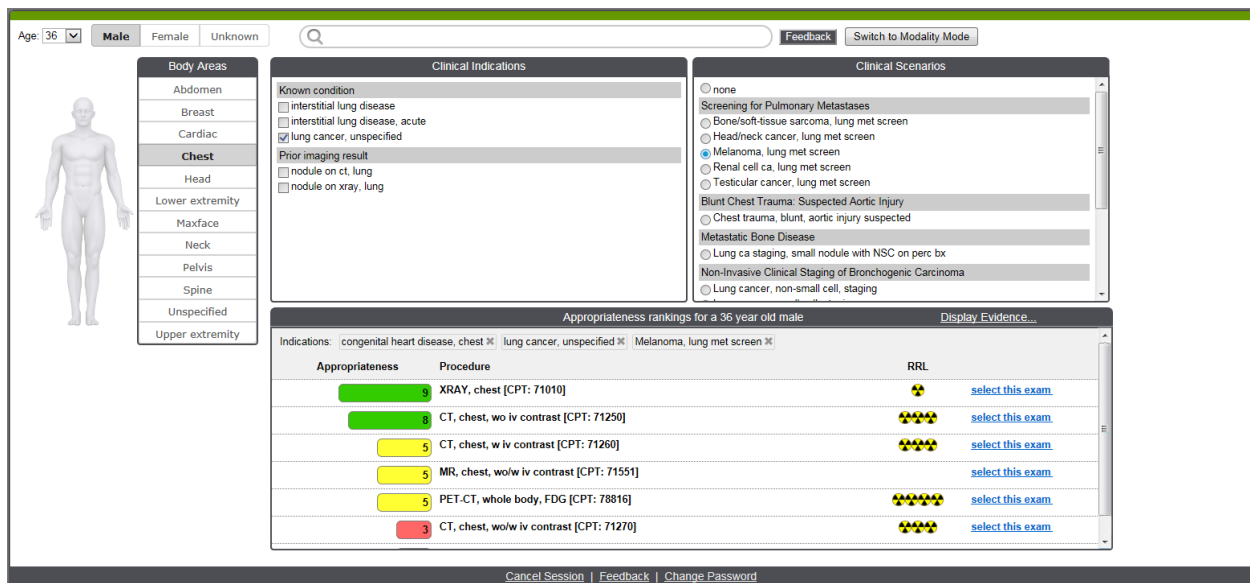
Note

OK
Cancel

ACR SELECT

eRAD RIS UM supports integration with the National Decision Support Company's ACR Select. ACR Select utilizes Appropriate Use Criteria (AUC) to determine the most appropriate procedure. By selecting the ACR Select button on the Review Details tab, the reviewer is able to launch ACR Select and pass in both the age and gender of the patient. The reviewer then selects one or more clinical indications and clinical scenarios. ACR Select will return a list of procedures ranked by appropriateness. The appropriate use criteria are available to the reviewer by clicking on the Display Evidence link.

Once an exam is selected, a Decision Support Number (DSN) is generated and stored with the order in eRAD RIS. The DSN proves that a Clinical Support System was consulted for the order.



Age: 36 Male Female Unknown

Body Areas: Abdomen, Breast, Cardiac, **Chest**, Head, Lower extremity, Maxface, Neck, Pelvis, Spine, Unspecified, Upper extremity

Clinical Indications: Known condition, Interstitial lung disease, Interstitial lung disease, acute, Lung cancer, unspecified, Prior imaging result, nodule on ct, lung, nodule on xray, lung

Clinical Scenarios: none, Screening for Pulmonary Metastases, Bone/soft-tissue sarcoma, lung met screen, Head/neck cancer, lung met screen, Melanoma, lung met screen, Renal cell ca, lung met screen, Testicular cancer, lung met screen, Blunt Chest Trauma: Suspected Aortic Injury, Chest trauma, blunt, aortic injury suspected, Metastatic Bone Disease, Lung ca staging, small nodule with NSC on perc bx, Non-Invasive Clinical Staging of Bronchogenic Carcinoma, Lung cancer, non-small cell, staging

Appropriateness rankings for a 36 year old male

Indications: congenital heart disease, chest X lung cancer, unspecified X Melanoma, lung met screen X	Appropriateness	Procedure	RRL	Display Evidence...
	9	XRAY, chest [CPT: 71010]		select this exam
	8	CT, chest, wo iv contrast [CPT: 71250]		select this exam
	5	CT, chest, w iv contrast [CPT: 71260]		select this exam
	5	MR, chest, wo/w iv contrast [CPT: 71551]		select this exam
	5	PET-CT, whole body, FDG [CPT: 78816]		select this exam
	3	CT, chest, wo/w iv contrast [CPT: 71270]		select this exam

Cancel Session | Feedback | Change Password

UM, Test1257618 | 10-20-1957 (59y 0m) | Male | #8987PE

Utilization Review Details

Tracking # **A102407** DSN# **11845304**

Priority **Routine**

Owner **Hardy, Kent**

Group **Vantage Medical Group**

Insurance **VANTAGE MED GROUP CAP**


UM ALERTS

UM Alerts provide the ability to notify the Medical Group via fax or email when an authorization has been distributed and is in a specified UM Status. For example, a medical group administrator may request that he or she be alerted for all procedures that are Not Recommended or Recommended as Alternative.

For fax alerts, the medical group is sent a carbon copy of the authorization letter when it is distributed to the ordering provider. Email alerts are configurable via an SSRS template.

UM Alert Regarding Authorization A102342

RadNet Utilization Management <unittest@test.radarmed.com>

 If there are problems with how this message is displayed, click here to view it in a web browser.

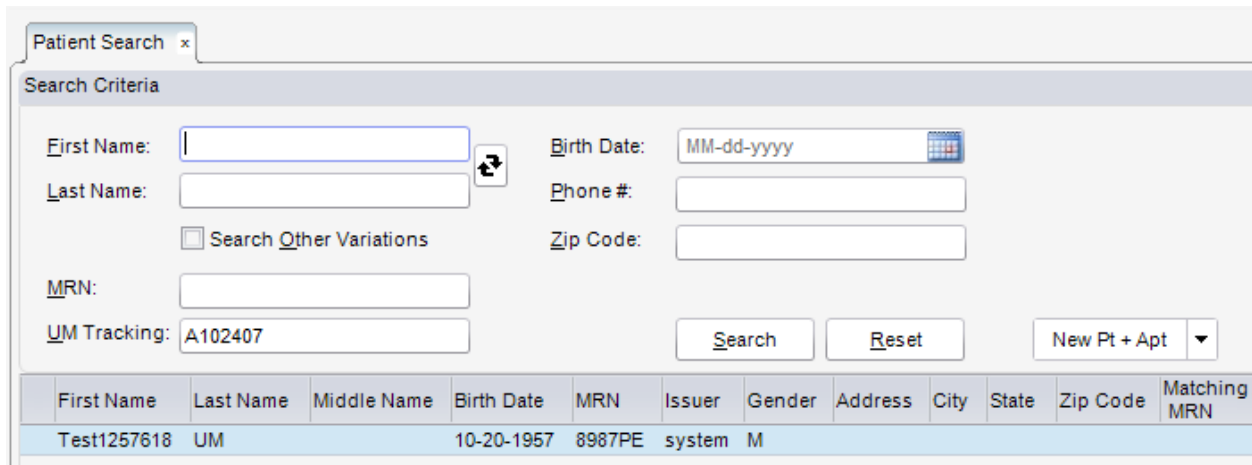
Sent: Tue 09/20/2016 3:40 PM

To: Spencer MacDougall

Medical Group:	Vantage Medical Group
Authorization Number:	A102342
Exam Requested:	MR Cervical Spine Wo
Status:	Not Recommended - Medical Necessity Not Established

SEARCHING BY UM TRACKING NUMBER

The UM Tracking Number has been added to the list of search criteria in eRAD RIS.



Patient Search x

Search Criteria

First Name: Birth Date:

Last Name: Phone #:

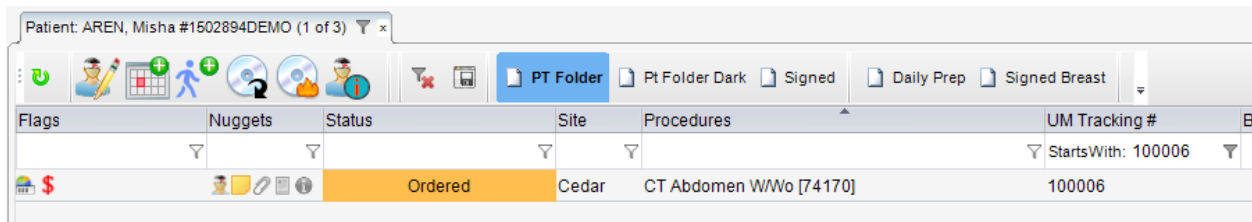
☐ Search Other Variations Zip Code:

MRN:

UM Tracking:

First Name	Last Name	Middle Name	Birth Date	MRN	Issuer	Gender	Address	City	State	Zip Code	Matching MRN
Test1257618	UM		10-20-1957	8987PE	system	M					

It is also available as a column in the Patient Folder and can be filtered to find UM exams for an individual patient.



Patient: AREN, Misha #1502894DEMO (1 of 3) x

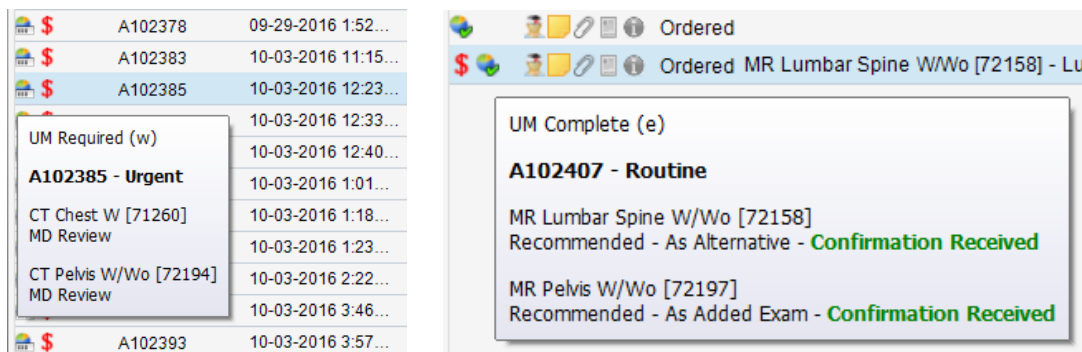
PT Folder Pt Folder Dark Signed Daily Prep Signed Breast

Flags	Nuggets	Status	Site	Procedures	UM Tracking #
					StartsWith: 100006
		Ordered	Cedar	CT Abdomen W/Wo [74170]	100006

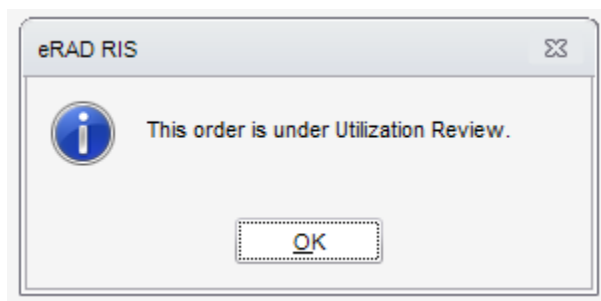
UTILIZATION MANAGEMENT AND SCHEDULING

During a typical utilization management process, the diagnostic procedure will not be scheduled until the utilization review is finalized. Having both UM and scheduling integrated into the same environment allows for a much smoother transition between workflow with much less time spent monitoring an external system.

The UM Required Flag will give a clear indication to RIS users that the order is currently with the UM department and has yet to be finalized. The UM Complete Flag is enabled for the order once all the ordered procedures that require review have reached a Final UM Status. Both of these flags have additional UM details available on the hover value.



When a user attempts to schedule an order that is still under utilization review, he or she is presented with a message stating "This order is under Utilization Review." The user can still advance to the schedule screen and the UM tab is available but both the Room Search and Schedule buttons will be disabled unless the Clinical.UtilizationManagement.ScheduleOverride access string is set to Full for the user. Determining if an ordered procedure that requires utilization review can proceed to be scheduled is based on the Schedule Flag of the UM Status, as configured in the UM Status look-up table. For example, a status of Recommended can proceed to be scheduled where a status of Not Recommended cannot.



As mentioned previously, if confirmation is required from the ordering provider, the procedure cannot be scheduled until confirmation has been received. Once confirmation has been received, RIS will adjust the ordered procedure accordingly. For example, if the original request is for a CT Chest and utilization review determines that an MR Chest would be more appropriate, it is the MR Chest that the scheduler would see in the Procedure Picker. The CT Chest is stored in the database as the original procedure.

UM CONNECT PORTAL

The UM Connect Portal provides the ability for users external to the RIS to view and interact with the utilization review process. This includes medical group administrators and ordering providers. UM Connect users are setup in the RIS application, mapped to one or more medical groups, and given a contact type code such as Provider or Group Admin. Only orders that belong to the medical group(s) based on the user's mapping will be presented and searchable.

The tab based layout of the UM Connect portal is configurable. For example, tabs can be defined by UM Statuses such as Pending, Recommended, Not Recommended, etc. From the defined worklists, the user is easily able to view the UM Status of the order. The user can also view any attachments associated with the order and preview the UM Opinion/Authorization Letter.

Pending

Recommended

Not Recommended

Returned

Withdrawn

Edit Tabs

🔍

FILTER BY PATIENT NAME

Patient Name

FILTER

CLEAR

Today & Yesterday

7 Days

30 Days

60 Days

90 Days

📅

BY TIMEFRAME

📄

BY EXAM TYPE

📄

BY STATUS

UPDATED

↻

2 min. ago





	Patient Name	Birth Date	Sex	Type	Order Description	Order Placed	Finalized	Ordering Provider	Insurance	Status
	UM, Diana	10-10-1970	F	Diagnostic CT	CT Pelvis Wo	09-27-2016		Smith, Alfons	VANTAGE MED GROUP CAP	Received
	UM, Diana	10-10-1970	F	Diagnostic CT	CT Chest Wo	09-27-2016		Smith, Alfons	VANTAGE MED GROUP CAP	MD Review
	UM, Diana	10-10-1970	F	Diagnostic CT	CT CHEST WITH CONTRAST	09-27-2016		Smith, Alfons	VANTAGE MED GROUP CAP	Received
	UM, Diana	10-10-1970	F	Diagnostic CT	CT CHEST WITH CONTRAST	09-26-2016		Smith, Alfons	VANTAGE MED GROUP CAP	Received
	UM, Diana	10-10-1970	F	Diagnostic CT	CT Chest Wo	09-26-2016		Smith, Alfons	VANTAGE MED GROUP CAP	MD Review
	UM, James	07-31-1991	M	Diagnostic CT	CT CHEST WITH CONTRAST	09-29-2016		Smith, Alfons	VANTAGE MED GROUP CAP	Received
	UM, James	07-31-1991	M	Diagnostic CT	CT Chest Wo	09-29-2016		Smith, Alfons	VANTAGE MED GROUP CAP	Received
	UM, James	07-31-1991	M	Diagnostic CT	CT Pelvis W/Wo	09-29-2016		Smith, Alfons	VANTAGE MED GROUP CAP	MD Review
	UM, James	07-31-1991	M	Diagnostic CT	CT Pelvis Wo	09-29-2016		Smith, Alfons	VANTAGE MED GROUP CAP	Received
	UM, James	07-31-1991	M	MRI and MRA	MR Cervical Wo & Lumbar Wo	09-29-2016		Smith, Alfons	VANTAGE MED GROUP CAP	Received
	UM, Test1258094	01-12-1959	F	Diagnostic CT	CT CHEST WITH CONTRAST	10-24-2016		Smith, Alfons	VANTAGE MED GROUP CAP	Received

< Prev






12

25 of 36 Rows

The search capabilities of UM Connect will allow the user to search by a number of different criteria including patient name, birth date, provider, UM Tracking Number, and UM Status. The results are limited to only orders that belong to the medical groups to which the UM Connect user is mapped. This is based on the primary insurance of the order.

Patient's Last Name *	<input type="text" value="Patient's Last Name"/>				
Patient's First Name	<input type="text" value="Patient's First Name"/>				
Patient's Birth Date	<input type="text" value="mm-dd-yyyy"/>				
UM Tracking Number	<input type="text" value="UM Tracking Number"/>				
Created Date (mm-dd-yyyy): From	<input type="text" value="10-25-2015"/>		To	<input type="text" value="10-24-2016"/>	
				Today & Yesterday	7 Days
				30 Days	60 Days
				90 Days	1 Year
 Hide Advanced Search Options					
Ordering Provider's Last Name	<input type="text" value="Ordering Provider's Last Name"/>				
CC'd Ordering Provider's Last Name	<input type="text" value="CC'd Ordering Provider's Last Name"/>				
Status	<input type="text" value="None selected"/>				
Exam Type	<input type="text" value="None selected"/>				
<input type="button" value="SEARCH"/> <input type="button" value="CLEAR"/>					

The Authorization Letter, Order information and Attachments are available for each of the patient's UM Orders.

UM, Test1258094 01-12-1959 (58) Female MRN: 8986PE (system)	   		
	Back Details Download Print		
	Authorization Letter Orders Attachments		
	 <div> RadNet Utilization Management 1516 Cotner Avenue Los Angeles, CA 90025 Phone: 714-749-4366 Fax: 800-398-1388 </div>		
CT CHEST WITH CONTRAST Ordered MR Cervical Spine Wo MR Thoracic Spine Wo Ordered	Provider: Smith, Alfons Group: Vantage Medical Group	21 South Green Milton Road 167 White Hague St Seattle, Vermont 48941 Phone: (778) 887-8127 Fax: (998) 884-5129	
Dr. Smith: We have reviewed the submitted information to establish the medical necessity of the "exam as requested" on this patient. This is a courtesy notification of our "Recommendation" to the Medical Group. The Medical Group shall make the "Final Status" determination. Should you want to discuss this case with Janet Kirkpatrick , please call .			
Patient Name: UM, Test1258094 Date of Birth: 01-12-1959 Gender: Female		Authorization #: A102341 Received: 09-15-2016 12:11 PM Review Hours: 1	
Indication: 57 YO F...COMPARE 2014 MRI T SPINE REPORTED: A focal osseous hemangioma is present within the T7 vertebral body with additional small focus of osseous hemangioma present inferiorly within the T6 vertebral body. The hemangioma within the T7 vertebral body appears to be lipid poor based on imaging characteristics. There is a focal area of T2 hyperintensity seen centrally within the spinal cord beginning at T6 and extending to T10. This measures approximately 1 mm and is suggestive of a mild persistent central canal, likely of no clinical significance.			
Procedure: 72141 - MR Cervical Spine Wo Status: Recommended - As Alternative			
The reviewer recommends this PROCEDURE THAT DIFFERS in some significant aspect from the exam(s) you have requested. If provider approves, he or she must sign this STATEMENT APPROVING OF ALTERNATIVE EXAM and once you have faxed this form back to us you may schedule this procedure at a RadNet site.			