

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.
- **UMPSystemCode** – 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 |
|-----------------------------|--------------------------------|--|------------|---------------|---------------|--------------|------------------|--------|
| 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 |
|----------------------------------|--------------------|-----------------------------------|---|----------------------------|------------------|--------|
| 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 |
|-----------------------------|-------------------------|--|--------------------|---------------|------------------|--------|
| 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 |
|-----------------------------|-----------------------|---------------------|-------------------|------------------|--------------|----------------------|
| 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: | Cont |
| 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:

| Code | Description |
|-------|-------------------------------------|
| 0001F | HRT FAILURE ASSESSED |
| 0005F | OSTEOARTHRITIS COMPOSITE |
| 00100 | ANESTHESIA FOR PROCEDURES ON SAL... |
| 00102 | ANESTHESIA FOR PROCEDURES INVOLV... |
| 00103 | ANESTHESIA FOR RECONSTRUCTIVE PR... |
| 00104 | ANESTHESIA FOR ELECTROCONVULSIVE... |

| Coverage Types: |
|---------------------------------|
| A - Auth Required |
| CAP - In Cap |
| EX - Excluded |
| FFS - Fee For Service |
| FFS_N - Fee For Service No Auth |
| IN - In Cap |
| TBD - To Be Determined |
| X - Auth Not Required |

| Code | Coverage | Description |
|-------|----------|---------------------------|
| 70460 | A | COMPUTED TOMOGRAPHY, H... |
| 70470 | A | COMPUTED TOMOGRAPHY, H... |
| 70480 | A | COMPUTED TOMOGRAPHY, O... |
| 70481 | A | COMPUTED TOMOGRAPHY, O... |
| 70486 | A | COMPUTED TOMOGRAPHY, M... |
| 70487 | A | COMPUTED TOMOGRAPHY, M... |

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 |
|--------------|---|---------------------------------|------------------|---------------|
| 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 |
|---------------------|--------------|------------------|------------------|--------|
| 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 -

| UM | Procedure | UM Status | UM Clock | Original Procedure |
|---------------------------------------|-------------------------|------------------------------|----------|--------------------------------|
| ▶ <input checked="" type="checkbox"/> | 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** **Saltmarsh, Hilary**

Updated **12-27-2016 5:04 PM** **Saltmarsh, Hilary**

Reviewed **12-27-2016 5:04 PM** **Saltmarsh, Hilary**

Finalized **12-27-2016 5:04 PM** **Saltmarsh, Hilary**

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.

| Flags | UM Priority | UM Hours | UM Owner | Requested Date | UM Status | Medical Group | Carrier | UM Tracking # | Patient Name | Procedures |
|-------|-------------|----------|----------|---------------------|-----------------|---------------|-----------------------|---------------|--------------------|--|
| \$ | Urgent | 56 | | 11-12-2016 2:08 PM | Received | MMG | ERIE INSURANCE | 100002 | Cline, Scott | CT Abdomen W [74160] - Abdomen |
| \$ | 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 | 51 | | 11-14-2016 12:27 PM | Received | STRAND | CONSTELLATION ENER... | 100005 | Conroy, Martin | MR Abdomen W [74182] - Abdomen |
| \$ | Routine | 0 | stick | 12-27-2016 5:12 PM | Received | MMG | ERIE INSURANCE | 100007 | Porter, Samantha | CT Pelvis Wo [72192] - Pelvis |
| \$ | 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

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

Confirmation Status

Confirmation Required Confirmation Received

Confirmed

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**

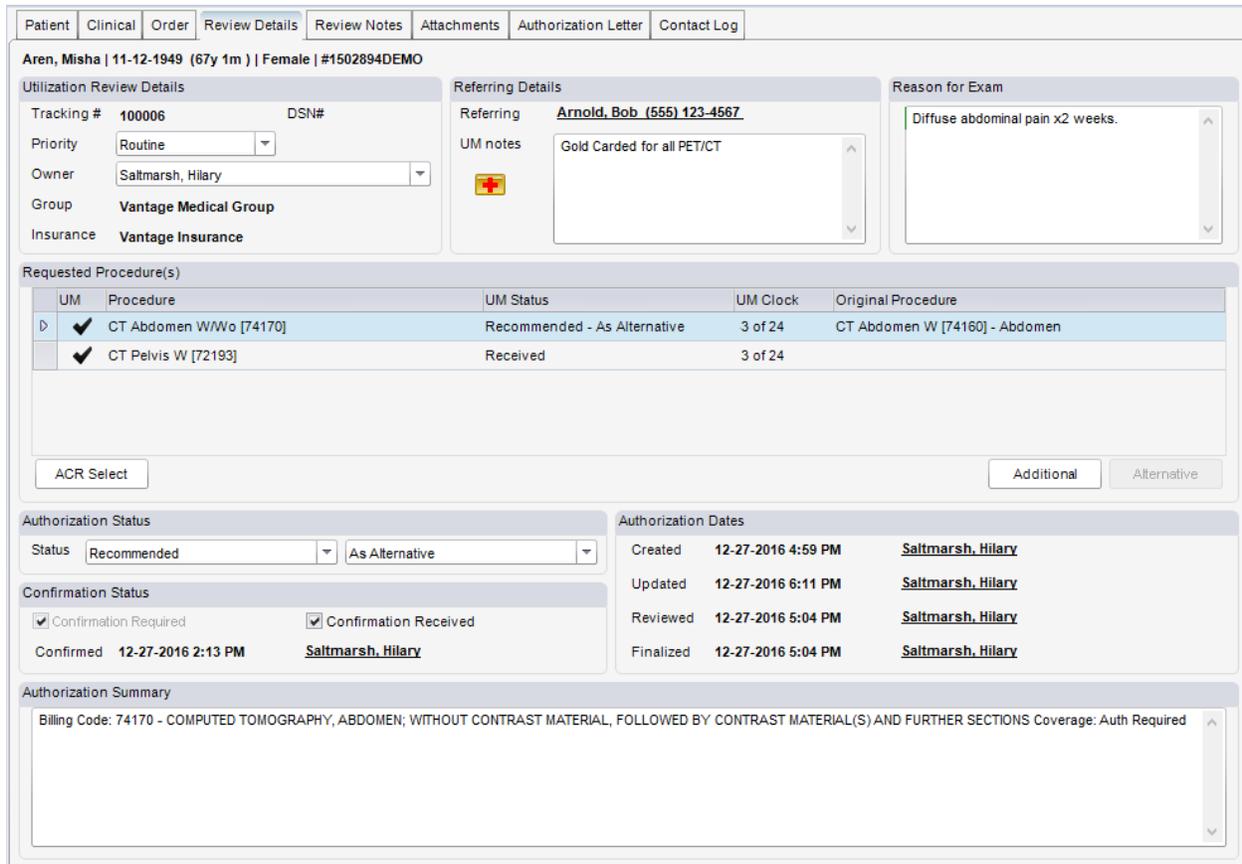
Authorization Summary

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.



Utilization Review Details

Tracking # 100006 DSN#
 Priority Routine
 Owner Saltmarsh, Hilary
 Group Vantage Medical Group
 Insurance Vantage Insurance

Referring Details

Referring Arnold, Bob (555) 123-4567
 UM notes Gold Carded for all PET/CT

Reason for Exam

Diffuse abdominal pain x2 weeks.

Requested Procedure(s)

| UM | Procedure | UM Status | UM Clock | Original Procedure |
|----|-------------------------|------------------------------|----------|--------------------------------|
| ✓ | CT Abdomen W/Wo [74170] | Recommended - As Alternative | 3 of 24 | CT Abdomen W [74160] - Abdomen |
| ✓ | CT Pelvis W [72193] | Received | 3 of 24 | |

ACR Select Additional Alternative

Authorization Status

Status Recommended As Alternative

Authorization Dates

| | | |
|-----------|--------------------|--------------------------|
| Created | 12-27-2016 4:59 PM | <u>Saltmarsh, Hilary</u> |
| Updated | 12-27-2016 6:11 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> |

Confirmation Status

Confirmation Required Confirmation Received
 Confirmed 12-27-2016 2:13 PM Saltmarsh, Hilary

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 |
|---------|----------|-------|----------------|--------------|-------------|----------------------|-------------|

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 f/u).

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.

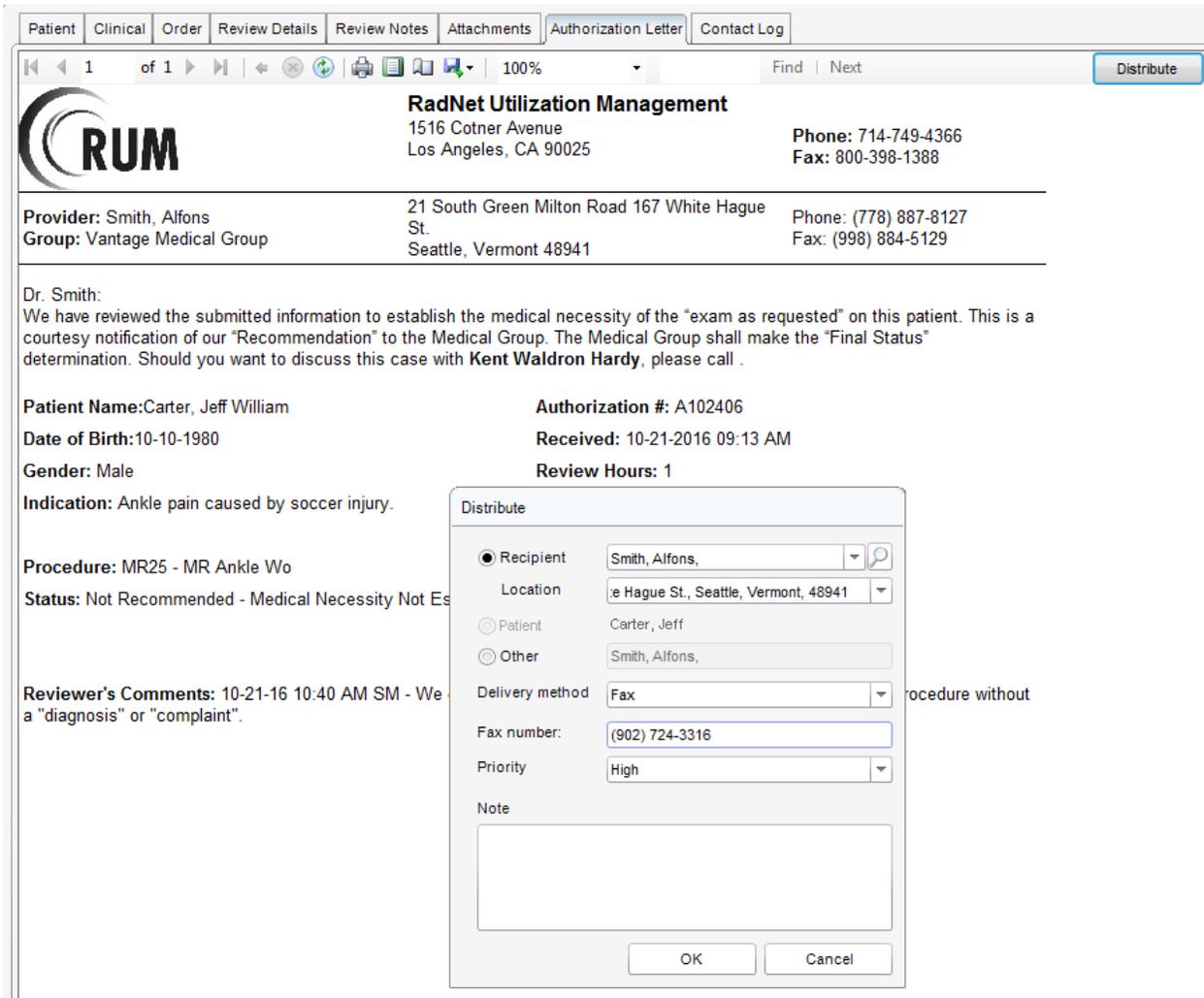
Special Instructions

| | |
|---|--|
| <p>Scheduler <input style="width: 90%;" type="text" value="Verify if patient wants OPEN MRI"/></p> | <p>Rad/Tech <input style="width: 90%;" type="text" value="PLEASE MARK LUMP RIGHT UPPER OUTER ARM. PACEMAKER"/></p> |
| <p>MD office <input style="width: 90%;" type="text" value="DR ZADEH, PLEASE SEE COMMENTS. RESPECTFULLY CONTACT ME IF YOU HAVE QUESTIONS."/></p> | <p>Claims <input style="width: 90%;" type="text"/></p> |

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.

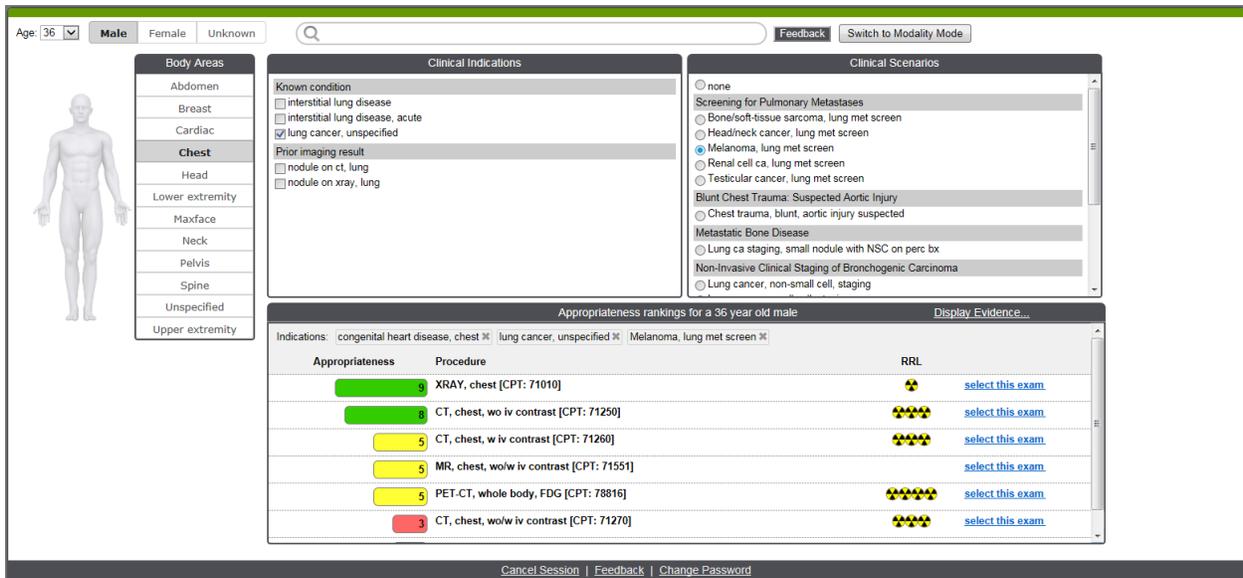


The screenshot shows the eRAD RIS UM interface with the 'Authorization Letter' tab selected. The main window displays patient information for Carter, Jeff William, including his birth date (10-10-1980), gender (Male), and indication (Ankle pain caused by soccer injury). The procedure is MR25 - MR Ankle Wo, and the status is 'Not Recommended - Medical Necessity Not Es'. A 'Distribute' dialog box is open, showing the recipient as 'Smith, Alfons' at 'e Hague St., Seattle, Vermont, 48941'. The delivery method is set to 'Fax' with the number '(902) 724-3316' and a 'High' priority. The dialog also includes a 'Note' field and 'OK' and 'Cancel' buttons.

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.



The screenshot shows the ACR Select interface for a 36-year-old male patient. It includes sections for Body Areas, Clinical Indications, Clinical Scenarios, and a table of Appropriateness rankings for a 36-year-old male. The table lists procedures with their appropriateness scores and RRL (Relative Risk Level) indicators.

| Appropriateness | Procedure | RRL |
|-----------------|--|-------|
| 9 | XRAY, chest [CPT: 71010] | ☠ |
| 8 | CT, chest, wo iv contrast [CPT: 71250] | ☠☠☠ |
| 5 | CT, chest, w iv contrast [CPT: 71260] | ☠☠☠☠☠ |
| 5 | MR, chest, wo/w iv contrast [CPT: 71551] | ☠☠☠☠☠ |
| 5 | PET-CT, whole body, FDG [CPT: 78816] | ☠☠☠☠☠ |
| 3 | CT, chest, wo/w iv contrast [CPT: 71270] | ☠☠☠☠☠ |

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.](#)

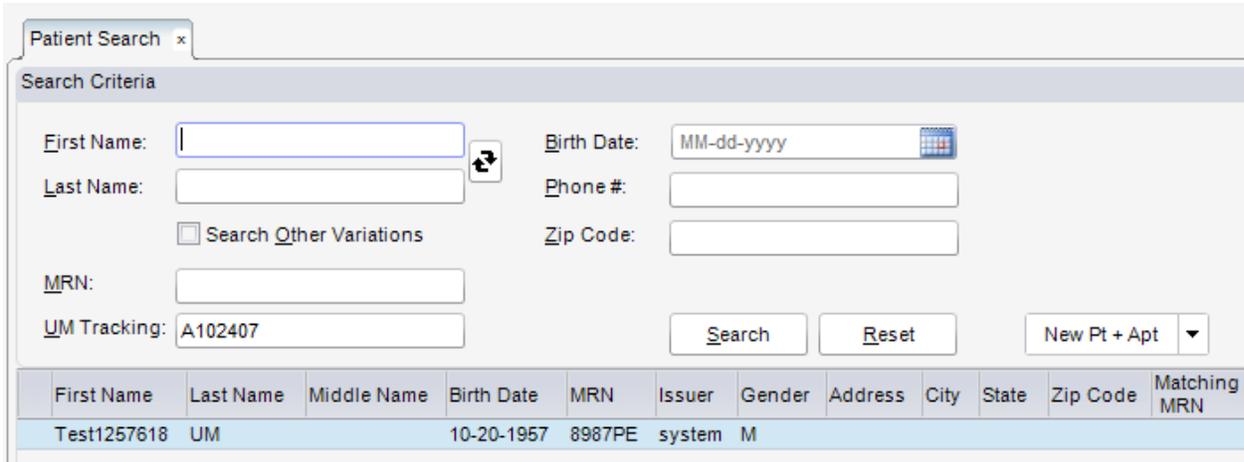
Sent: Tue 09/20/2016 3:40 PM

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.



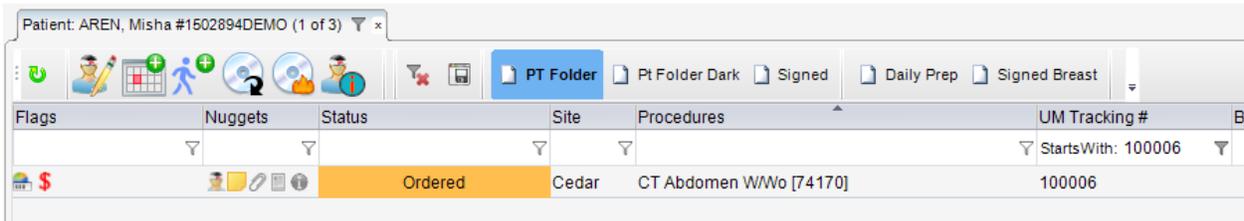
The screenshot shows a 'Patient Search' window with the following search criteria:

- First Name: [Empty]
- Last Name: [Empty]
- Birth Date: MM-dd-yyyy
- Phone #: [Empty]
- MRN: [Empty]
- UM Tracking: A102407
- Search Other Variations:
- Zip Code: [Empty]

Buttons: Search, Reset, New Pt + Apt (dropdown)

| 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.



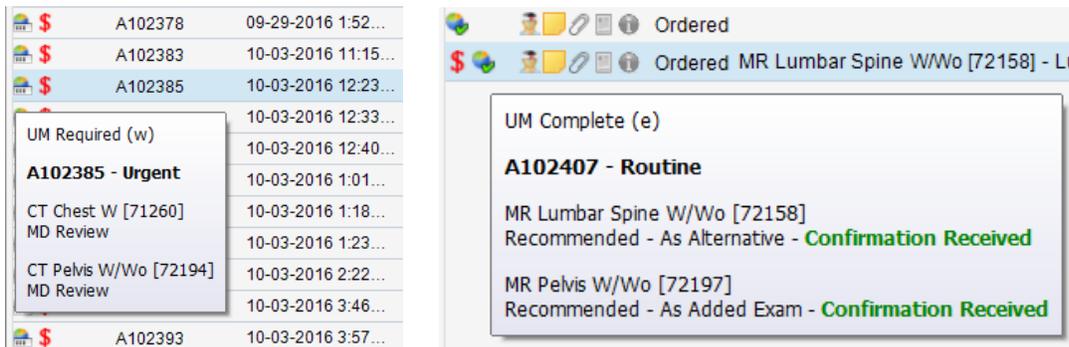
The screenshot shows a 'Patient Folder' window for 'Patient: AREN, Misha #1502894DEMO (1 of 3)'. The table below shows exam details:

| Flags | Nuggets | Status | Site | Procedures | UM Tracking # |
|-------|---------|---------|-------|-------------------------|---------------|
| | | 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.

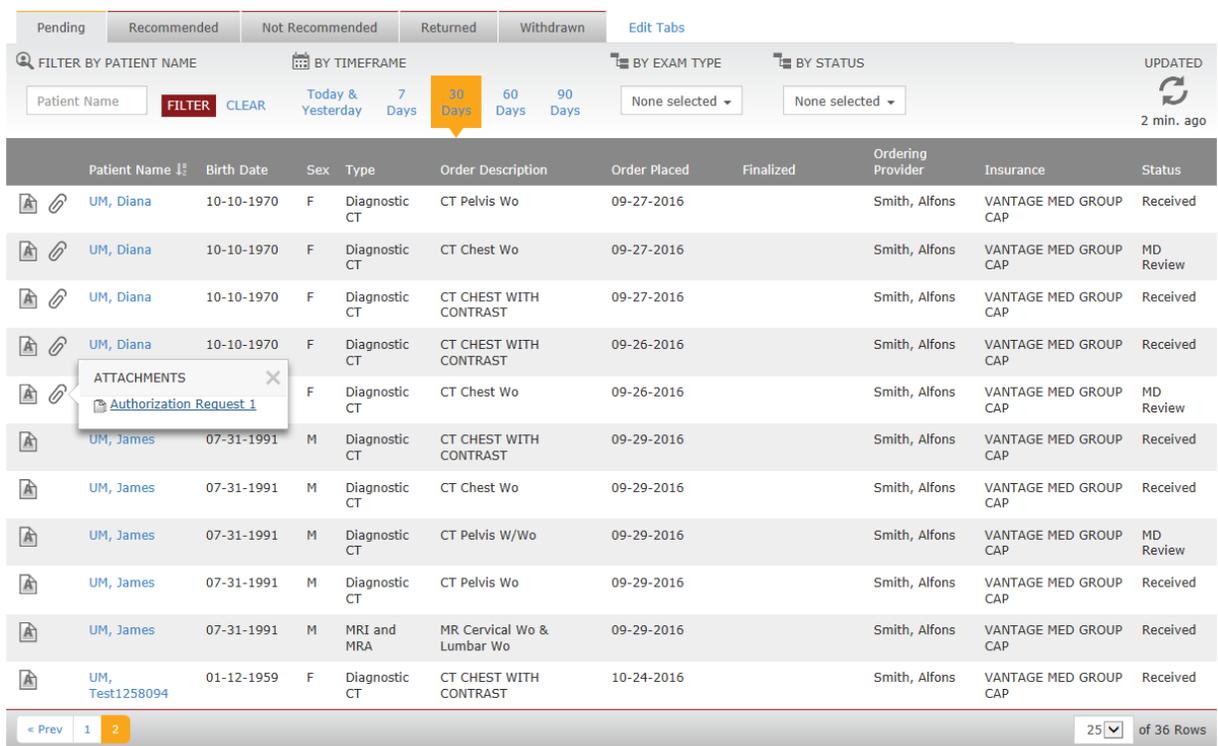


As mentioned previously, if confirmation is required from the ordering provider, the procedure cannot be scheduled until confirmation has been received. Once confirmation has been received, RIS will adjust the ordered procedure accordingly. For example, if the original request is for a CT Chest and utilization 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.



The screenshot displays the UM Connect Portal interface. At the top, there are tabs for 'Pending', 'Recommended', 'Not Recommended', 'Returned', and 'Withdrawn'. Below the tabs is a search and filter section with 'FILTER BY PATIENT NAME' and 'BY TIMEFRAME' options. The '30 Days' timeframe is selected. There are also 'BY EXAM TYPE' and 'BY STATUS' dropdowns. An 'UPDATED 2 min. ago' indicator is present. The main area is a table with columns: Patient Name, Birth Date, Sex, Type, Order Description, Order Placed, Finalized, Ordering Provider, Insurance, and Status. An 'ATTACHMENTS' popup is visible over the fourth row, showing 'Authorization Request 1'. The bottom of the interface shows a pagination bar with '2' of 36 Rows.

| 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 |

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 *
 Patient's First Name
 Patient's Birth Date 
 UM Tracking Number
 Created Date (mm-dd-yyyy): From  To  Today & 7 30 60 90 1
 Yesterday Days Days Days Days Year
 Hide Advanced Search Options
 Ordering Provider's Last Name
 CC'd Ordering Provider's Last Name
 Status 
 Exam Type 

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) |     |
| CT CHEST WITH CONTRAST Ordered | Authorization Letter Orders Attachments |
| MR Cervical Spine Wo Ordered MR Thoracic Spine Wo Ordered | <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">  </div> <div> RadNet Utilization Management 1516 Cotner Avenue Los Angeles, CA 90025 Phone: 714-749-4366 Fax: 800-398-1388 </div> </div> <hr/> <p> Provider: Smith, Alfons Group: Vantage Medical Group </p> <p> 21 South Green Milton Road 167 White Hague St Seattle, Vermont 48941 Phone: (778) 887-8127 Fax: (998) 884-5129 </p> <hr/> <p> 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 . </p> <p> Patient Name:UM, Test1258094 Authorization #: A102341 Date of Birth:01-12-1959 Received: 09-15-2016 12:11 PM Gender: Female Review Hours: 1 </p> <p> 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. </p> <p> Procedure: 72141 - MR Cervical Spine Wo Status: Recommended - As Alternative </p> <p> <small>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.</small> </p> |