



RI Medical Assistance Quick Reference Guide

Effective January 1, 2008 MedSolutions, Inc. (MedSolutions) will administer the prior authorization of coverage program for all outpatient MR, CT and PET imaging studies for all RI Medical Assistance plan participants.

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 a prior authorization number by MedSolutions, Inc. Coverage will be authorized for covered imaging studies performed at a facility within the RI Medical Assistance participating providers network depending on the beneficiaries benefit plan.

MedSolutions will respond to requests for an authorization number within two business days once complete clinical information is received.

Prior Authorization Process

There are three ways to request an authorization number for an imaging procedure from MedSolutions:

1. Call

Contact MedSolutions toll-free, 8am-9pm ET 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. When calling MedSolutions with a request for an authorization number, please have the following information available:

- Patient demographic information, including Medical Assistance beneficiary 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.

2. Online

Submit your requests online at www.medsolutionsonline.com. You will need to apply for a PIN number to obtain access to the web. Once you have received your PIN, you will be able to submit request for precerts and check their status.

3. Fax

Complete the demographics box at the top of the Universal fax form and **include the office notes/previous imaging reports** for the patient and fax your request to MedSolutions at (888) 693-3210.

Authorization Numbers

Your request for an authorization number will be processed **within two business days** after the receipt of all necessary information. Once the consultation is completed, an authorization number will be faxed to the ordering physician and

requested facility, and mailed to the beneficiary. 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 an authorization number 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 will be given an opportunity to complete the prior authorization process by either faxing additional 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 beneficiary. The written notification will include information about the beneficiary appeal rights.

Peer Review

Referring physicians or radiologists may request a peer review discussion of a denial decision with one of MedSolutions' physician reviewers. To request a peer review, call MedSolutions at (888) 693-3211 during normal business hours of 8AM – 9PM Eastern Time Monday through Friday.

Expedited Requests

If the referring physician believes a medical emergency is occurring, prior-authorization 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. 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**.

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**. Here you may sign up for access to a variety of MedSolutions services, including prior authorization of coverage 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.

Fax Forms

You can request additional copies of the fax form by accessing MedSolutions' Web site at **www.medsolutionsonline.com** or by calling the MedSolutions' Customer Service Department toll-free at **(888) 693-3211 option # 3**.