



Humana Cardiology Benefit Management

Consult

Today's physicians marshal powerful tools for diagnosing disease. With technologies evolving constantly, Humana's cardiology benefit management services help physicians obtain prompt access to cardiac imaging exams and interventional procedures like cardiac nuclear medicine, diagnostic outpatient cardiac catheterizations, cardiac devices, outpatient transthoracic echocardiogram (TTE) and outpatient coronary angioplasty/stent without unnecessary complications.

Consult: Collaborative Benefit Management

HealthHelp takes a consultative approach to benefit management for cardiology and gives physicians access to real-time collaboration with peer experts. This process facilitates care without misdiagnosis or treatment delays. HealthHelp reduces the number of unnecessary procedures and helps physicians select examinations and treatments for each patient.

To help you choose the most-recommended cardiac procedures, HealthHelp applies nationally recognized evidenced-based guidelines, developed through peer-reviewed literature and the collective input of practicing specialty physicians and renowned academic institutions. These guidelines are established on current clinical principles and processes and evidence-based appropriateness criteria.

With HealthHelp's Consult, your staff submits orders for cardiac procedures quickly and conveniently via the Internet or through a voice-activated call system, which they can also use to quickly check procedure request status and verify authorization numbers. Procedure requests that don't correlate with evidence-based criteria are checked first by clinical reviewers. When necessary, ordering physicians may consult with board-certified cardiologists and interventional cardiologists who are affiliated with leading academic institutions.

Step-by-Step Procedure Ordering

Humana requires preauthorization for cardiac imaging exams and interventional procedures like cardiac nuclear medicine, diagnostic outpatient cardiac catheterizations, cardiac implantable devices (e.g., pacemakers and defibrillators), as well as wearable cardiac defibrillators (e.g., LifeVest™), outpatient transthoracic echocardiogram (TTE) and outpatient coronary angioplasty/stent.

When requesting preauthorization or providing notification for Humana members, please have the following information available:

- > Member name and Humana member ID number
- > Ordering physician name
- > Ordering physician telephone and fax number
- > Patient diagnosis or clinical indication (ICD-10 code)
- > CPT code or cardiac procedure ordered (e.g. cardiac nuclear medicine)
- > Clinical information supporting procedure request (presenting symptoms, prior treatment, prior diagnostic testing results, etc.)

Step 1: Log on to Consult at www.HealthHelp.com or call 1-866-825-1550 (Available 7 a.m. to 7 p.m. Central time, Monday through Friday; 7 a.m. to 4 p.m., Saturday).

Step 2: You will be prompted to provide relevant information.

Step 3: Following instant assessment, you will be given an authorization/tracking number. You will be contacted for clarification if the information is incomplete or does not meet evidence-based criteria for the procedure requested.