

Consult

Today's physicians marshal powerful tools for diagnosing disease. With technologies evolving constantly, Humana's radiology benefit management services help physicians assist patients with obtaining prompt access to imaging exams and radiation oncology treatments without unnecessary radiation exposure.

Consult: Procedure Ordering Support

Consult gives physicians access to real-time collaboration with peer experts. The process facilitates care without diagnosis or treatment delays.

To help you select the most-recommended imaging procedures, you will receive the *Medical Imaging Consultant (MIC)*, which lists the best imaging tests for more than 600 disease conditions based on current peer-reviewed medical literature and is soon to be available in the App Store, regionally accepted practice protocols and guidelines established by relevant medical associations. To request copies of the pocket-size print version, call 1-800-546-7092.

The MIC is for diagnostic imaging only. When needed, you will also receive fact sheets detailing best practices in radiation oncology. These sheets were developed using National Comprehensive Cancer Network (NCCN) guidelines* and other sources of the latest medical evidence.

With Consult, your staff submits orders for individual diagnostic imaging exams and complete radiation therapy treatment plans 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 Consult's evidence-based criteria are checked first by clinical reviewers. When necessary, physicians may consult with board-certified radiologists, cardiologists and radiology subspecialists affiliated with leading academic institutions.

*NCCN guidelines can be found at www.nccn.org.

Step-by-Step Procedure Ordering

Humana requires preauthorization for MRI, MRA, CT, CTA, PET, nuclear medicine, cardiac imaging procedures, and radiation therapy treatment plans, including two-dimensional (2D) and three-dimensional (3D) conformal radiation, intensity-modulated radiation therapy (IMRT), brachytherapy, stereotactic radiation therapy and proton-beam procedures.

When requesting preauthorization or providing notification for diagnostic imaging, please have the following information available:

- > Physician information
- > Patient history and Humana ID number
- > Preliminary diagnosis
- > CPT code
- > Procedure requested

When requesting preauthorization or providing notification of Humana members' radiation therapy treatment plans, please have the following information available:

- > Radiation treatment modality ordered (CPT code)
- > Number of fractions/total radiation dose
- > Prior surgical intervention
- > Cancer stage/performance status
- > Prior radiation treatment

Step 1: Log on to Consult at www.HealthHelp.com or call 1-866-825-1550.

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.

Step 4: Assistance in locating an imaging facility will be offered.