

# Humana cardiology benefit management: interventions and devices

## Consult

Today's physicians use powerful tools for diagnosing and treating disease. With technologies evolving constantly, Humana's cardiology benefit management services help physicians obtain prompt access to:

- Cardiac interventions – cardiac catheterization (pre-scheduled inpatient or outpatient), percutaneous coronary intervention (PCI, angioplasty/stent), and valve repair / replacement (TMVR, TAVR/TAVI).
- Cardiac devices – pacemakers, leadless pacemaker (e.g., Micra TPS™), left atrial appendage closure (e.g., Watchman), patent foramen ovale (PFO) and atrial septal defect (ASD) closure, defibrillators (implantable and subcutaneous), cardiac resynchronization therapy, ventricular assist devices (VAD), loop recorders, and external wearable cardiac devices (e.g., Holter monitor, LifeVest®).

### **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 while minimizing misdiagnosis or treatment delays. HealthHelp reduces the number of unnecessary procedures and helps physicians select procedures and treatment for each patient.

In order to ensure patients receive the recommended cardiac intervention or device, 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 specific cardiology procedures quickly and conveniently via the internet or through a voice-activated call system, which they can also use to quickly check procedure requested status and verify authorization numbers.

Procedure requests that do not correlate with evidence-based criteria are checked first by nurse 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**

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

- > Patient name and Humana member ID number
- > Ordering physician name, telephone, fax number and provider or tax ID number
- > Rendering physician name, telephone, fax number and provider or tax ID number (if applicable)
- > Patient diagnosis or clinical indication
- > Procedure ordered (procedure code)
- > Additional relevant clinical information supporting procedure ordered (e.g., presenting symptoms, prior treatment, prior testing result, family history)

Preauthorization requests for services managed by HealthHelp can be submitted via:

### **Step 1**

- WebConsult (online):
  - > Information: [www.healthhelp.com/humana](http://www.healthhelp.com/humana) (select Consult, Login button for Portal Login); or
  - > Portal Login (preauthorization request): <https://portal.healthhelp.com/webconsult>
- Phone: 1-866-825-1550 Monday through Friday (7 a.m. to 7 p.m.) and Saturday (7 a.m. to 4 p.m.) Central Time
- Fax: 1-888-863-4464
- Expedited/Urgent Status: Phone: 1-866-825-1550 or Fax: 1-800-519-9935

For questions, contact HealthHelp: 1-866-825-1550.

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

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