

Humana radiology benefit management: diagnostic and cardiac imaging

Consult

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

- **Diagnostic imaging**
 - ▶ Computed tomography (CT)
 - ▶ Computed tomographic angiography (CTA)
 - ▶ Magnetic resonance angiography (MRA)
 - ▶ Magnetic resonance imaging (MRI)
 - ▶ Positron emission tomography (PET)
- **Cardiac imaging**
 - ▶ Cardiac computed tomographic angiography (CCTA)
 - ▶ Cardiac positron emission tomography (cardiac PET)
 - ▶ Cardiac nuclear medicine (CNUC)
 - ▶ Electrophysiology study (EPS) or EPS with 3D mapping
 - ▶ Myocardial perfusion imaging single photon emission computed tomography (MPI-SPECT)
 - ▶ Nuclear stress echo
 - ▶ Outpatient Transesophageal echocardiogram (TEE)
 - ▶ Transthoracic echocardiogram (TTE)

Consult: Collaborative benefit management

HealthHelp gives physicians access to real-time collaboration with peer experts. This process facilitates care without misdiagnosis.

To ensure patients receive 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, regionally accepted practice protocols and guidelines established by relevant medical associations. To request copies of a pocket-size print version, call 1-800-546-7092.

With HealthHelp's Consult, your staff submits orders for specific imaging 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 radiologists and 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, etc.)

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

Step 1: Submit a request to HealthHelp using one of the following options:

- Online at <https://portal.healthhelp.com/webconsult>
 - For information, refer to www.healthhelp.com/humana. Under "Consult," select "Enroll" or "Learn More"
- Call 1-866-825-1550 Monday through Friday, 7 a.m. to 7 p.m. Central time, and Saturday, 7 a.m. to 4 p.m.
- Fax a request to 1-888-863-4464
- Expedited/Urgent requests: Call 1-866-825-1550 or submit by fax to 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 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.