Humana sleep studies benefit management: sleep studies (PSG, facility-based, adult)

HealthHelp
A WNS COMPANY

Consult

Two broad categories of biometric devices are available for the testing/diagnosis of obstructive sleep apnea (OSA):

- In-lab sleep studies (PSG), the current gold-standard for defining the presence and severity of OSA, are very common medical procedures in the United States. The test is typically carried out as an in-facility procedure lasting one or more nights and requiring the oversight of a technologist.
- An in-home sleep test (HST) typically involves portable biometric devices that are applied by patients and worn overnight, unattended by a technologist.

These two types of tests differ in several important ways including: (i) range of data collected; (ii) reliability of the test for assessing different levels of OSA severity; (iii) perceived acceptability by patients; and (iv) cost.

***Consult*: Collaborative benefit management**

HealthHelp takes a consultative approach to benefit management for sleep studies for adults and gives physicians access to real-time collaboration with sleep study specialists. This process facilitates care and may minimize patient distress.

For sleep studies, HealthHelp applies nationally recognized evidenced-based guidelines, developed through peer-reviewed literature, professional sleep guidelines 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. HealthHelp's Consult helps to identify and stratify pre-diagnostically according to the patient's OSA-risk status (OSA assessment), then directs the ordering physician to the appropriate sleep study (PSG vs. HST).

With HealthHelp's Consult, your staff submits orders for specific sleep studies 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 sleep specialists.

Step-by-step procedure ordering

Humana requires preauthorization for sleep studies. HealthHelp's analysis for each patient yields a recommendation for in-lab PSG or in-home HST based on the calculated likelihood of having moderate/severe OSA.

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

- Patient name and Humana 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 diagnoses or clinical indication
- Procedure ordered (procedure code)
- Complete the Sleep Studies (PSG) Clinical Information form (e.g., age, body mass index, neck circumference, snoring/breathing while sleeping, hypertension and/or diabetes mellitus history, etc.).
- Additional relevant clinical information, such as evidence of comorbidities, including pulmonary diseases, neuromuscular diseases, congestive heart failure or narcolepsy.

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.