The Department of Vermont Health Access (DVHA) is partnering with MedSolutions to provide prior authorization review of select high-tech outpatient elective diagnostic imaging procedures.

I. High-tech Radiology Authorizations

a. In order to ensure high quality, clinically appropriate and cost-effective care, select high-tech outpatient elective diagnostic imaging procedures require prior authorization (PA).

b. The CPT codes covered by this program are listed in Section VII of this document. The complete fee schedule is posted at dvha.vermont.gov/for-providers/claims-processing-1.

c. Prior authorization is not required for any imaging procedure performed during an inpatient or observation stay or testing done in an emergency department.

d. MedSolutions will provide one opportunity for reconsideration of a denied request if additional information is presented by the requesting provider. Appeals and Grievances will be handled in accordance with our Grievance and Appeals procedures. Our Grievance and Appeals process is described in member handbooks. This process is initiated by the member, although providers may choose to assist and support the member during the process. Members can initiate a Grievance or Appeal by contacting our Member Services Unit at (800) 250-8427 or (802) 651-1577.

II. Request Submission Procedure

a. Providers can submit requests to MedSolutions through their web site https://www.medsolutionsonline.com or by fax (888-693-3210). Urgent requests may be made over the telephone by calling 888-693-3211. Decisions for urgent requests will be made, on average, within four business hours of the request. The maximum time for responses to urgent requests will be one business day of the request.

b. During a medical emergency, providers should treat the patient immediately and request a retroactive approval afterward.

For access to submission forms and other important program details, go to the MedSolutions web site https://www.medsolutionsonline.com.

III. Clinical Practice Guidelines

The clinical guidelines used by MedSolutions are based on guidance and research from the American College of Radiology Appropriateness Criteria as well as specialty societies including:
a. MedSolutions provides access to their clinical criteria through their web site [http://www.medsolutions.com/our_difference/guidelines_index.php](http://www.medsolutions.com/our_difference/guidelines_index.php). Requests which clearly meet the clinical criteria and do not require a clinician’s review can be approved automatically through the website.

b. The Department of Vermont Health Access is committed to maintaining a transparent review system based on documented clinical research. The MedSolutions website allows providers to review the status of their requests and provides additional information about the clinical criteria used to make approval decisions.

c. MedSolutions will provide online and in-person training to providers interested in learning more about diagnostic imaging management. Please call 888-693-3211 for information about training resources.

IV. Utilization Reviewers

a. MedSolutions employees base their decisions on sound clinical evidence. MedSolutions does not reward practitioners, providers or staff for issuing denials of services, and the State of Vermont does not provide financial incentives based on PA denials made by MedSolutions.

b. All requests that are not automatically approved will be reviewed by a nurse or physician. Only physician reviewers may deny a request for PA.

V. Program Evaluation

a. MedSolutions will provide DVHA with monthly reports outlining PA decisions. These reports will be analyzed by DVHA for quality assurance purposes. Aggregate data (stripped of patient/provider identifiers) will be available for public release.

b. The DVHA Managed Care Medical Committee will randomly review decisions made by MedSolutions to ensure that requests are processed in a manner consistent with the clinical criteria.

c. MedSolutions will perform an annual satisfaction survey of health care professionals and meet with the Vermont medical society to discuss the results.