HEALTHHELP

A **WNS** COMPANY

We have made some process improvements so we may review our cases more efficiently. To do this, we have created a special team, who will assist you by making sure all the supporting information is first reviewed by our nurse team so the review can be completed in the most efficient manner.

If your Diagnostic Imaging request requires clinical review here are the steps to follow:

1. *Submit your clinical documentation at your earliest convenience. (see the clinical documentation recommendations below)*
   a. *WebConsult users – the best way to submit your clinical documentation is to create a consolidated PDF and use the UPLOAD link on the final request screen or your home page*
   b. *Others – Please fax the documentation. If a Fax Cover sheet has been provided please use this document to assist with routing your information*
2. *Make sure your contact information is up to date online and on your clinical records. Include an extension and alternate phone number when applicable*
3. *Our Nurse reviewer will review your case.* <u>*You can always check status online*</u>
4. *If the nurse needs to discuss the request with you they will call for this review. If a voicemail or message is left please return the call with your tracking number and case details ready*

Recommended Clinical Documentation for Diagnostic Imaging Review

Please include the following:

- Last two office visit notes
- Recent diagnostic testing (Include the reports no images)
- Recent conservative therapies such as prescription and non-prescription medication, physical therapy or prescribed rest
- List comorbidities, if any and for how long
- Case-specific information
  - For Orthopedic cases please include physical therapy completed and if this therapy was supervised or unsupervised
  - For Cardiology cases please include the most recent EKG report
  - For Cancer patients please include the treatment plan and staging

Clinical Guidelines

To locate the appropriate HealthHelp Clinical Guideline, you can search our library by keyword, service type OR procedure code at
www.healthhelp.com/resources