



## Cardiac Solution Frequently Asked Questions

### **Why do some cardiac-related procedures need preauthorization?**

Precertification is required to minimize radiation exposure and promote the most appropriate procedure for quality care. It will also help contain costs. Health plans spend millions annually in unnecessary medical care. Trends in imaging and imaging-related areas are higher in Hawaii than national benchmarks. Precertification will help avoid unnecessary testing.

### **How does the program work?**

The Cardiac Solution Program assesses imaging technologies used to diagnose and monitor patients with cardiac-related conditions in non-emergent cases. The program takes a comprehensive approach to determine if a recommended procedure is the proper next step in diagnosing cardiac-related conditions or if another procedure is more appropriate.

### **Which procedures are included in the program?**

Preauthorization through Magellan is required for the following cardiac modalities:

- CCTA
- Myocardial perfusion imaging (MPI)
- Stress Echocardiography
- Implantable cardiac devices
- Cardiac catheterization

### **What do ordering providers need to do?**

Ordering providers need to obtain preauthorization for non-emergent outpatient:

- Computed tomography (CT), computed tomography angiography (CTA)
- CCTA
- Myocardial perfusion imaging (MPI)
- Stress echocardiography
- Implantable cardiac devices
- Cardiac catheterization

Providers can submit a precertification request online at [www.RadMD.com](http://www.RadMD.com) or by calling 1 (866) 306-9729.

### **Who will administer clinical oversight of the cardiac program?**

Board-certified cardiologists will work with community-based physicians to develop evidence-based clinical guidelines and algorithms to determine the best options. These cardiologists will also consult referring physicians to apply these guidelines and algorithms to each patient's symptoms and medical history. Determining the most appropriate clinical imaging protocol for each patient will help reduce duplicate testing, minimize patient radiation exposure, avoid indication drift, shorten diagnosis time, and improve the overall health care experience.

### **Can I submit preauthorization requests via the Internet?**

Yes. If you haven't done so already, please take a few minutes to submit an application on RadMD.com. The Magellan portal is the most efficient way to process your preauthorization requests. You can also call 1 (866) 306-9729 to submit a preauthorization request. For customer service inquiries, call 1 (800) 327-0641 toll-free.

### **Clinically urgent or emergent cardiac procedures**

Clinically urgent requests are intended to evaluate a condition that requires prompt medical intervention to prevent additional consequences to the patient's health and well being.

Conditions that require urgent intervention include conditions that:

- Cannot be postponed for 24 hours without risking progression to an emergent condition.
- Cannot be postponed for 24 hours without risking loss of life or limb, or risk of permanent disability.
- Would subject the patient to severe pain that cannot be adequately managed without the care or treatment that's the subject of the request, in the opinion of a physician with knowledge of the patient's medical condition.

### **How do I obtain a clinically urgent preauthorization?**

There are two ways to obtain a clinically urgent preauthorization:

1. RadMD.com:
  - Enter patient demographics and answer a few clinical questions
  - Select the clinically urgent indication.
  - Receive preauthorization number
  
2. Call Clinically Urgent line at 1 (866) 842-1776
  - Urgent line availability:
    - i. Monday – Friday: 6 a.m. to 6 p.m. Hawaii Time.
    - ii. Saturday: 8 a.m. to 2 p.m. Hawaii Time.
  - Answer a few demographic and clinical questions from a Magellan representative.
  - State that the case is clinically urgent.
  - Attest case meets clinically urgent criteria.
  - Receive preauthorization number.

**Is preauthorization required if HMSA is secondary to another carrier or coverage?**

Yes, preauthorization is required even if HMSA is secondary to HMSA Akamai Advantage.

**Exceptions:**

- If Medicare Part B is the primary insurer, then NO preauthorization is needed.
- If the member has more than one insurance plan with HMSA, then only ONE preauthorization is needed (under the member's primary plan).

**How long is a preauthorization valid?**

Preauthorizations are valid for 90 days from the date of request or 90 days from the date of service.

**Is a preauthorization needed for generator/battery replacements?**

No, preauthorization is not needed for generator/battery replacements. However upgrades such as single chamber generators to dual chamber would require preauthorization.

**Do Right Heart Catheterizations require a prior authorization?**

No, Right Heart Caths do not need a prior authorization however, a Left Heart Cath does.

**Key Provisions**

- Imaging procedures performed as part of an admission to an emergency room, inpatient, observation, or surgery center settings don't require preauthorization.