



Radiology Utilization Management (RUM) Program IMPORTANT DHH Procedure Update

The Louisiana Medicaid Radiology Utilization Management (RUM) Program has now been in place for approximately three months. A number of issues were identified during the initial implementation and have been addressed. The following procedures are now in place through Med Solutions (MSI):

- **Retroactive authorization requests/reviews are accepted for a period up to 30 days from the date of service of the procedure.**
- **Requests for procedure coding additions/changes are accepted for a period up to 30 days from the date of service of the procedure.**
- **Ordering providers are allowed to start a new case in situations where the initial request is denied due to insufficient information/documentation.**
- **Ordering physicians should request a peer-to-peer conference with an MSI physician when they believe a request is denied inappropriately.**
- **If an authorization is approved to an incorrect rendering facility, the rendering facility providing the service can request a rendering facility change through MSI up to 30 days from the date of service.**
- **Ordering physicians should be allowed to use provider name (as it appears with Louisiana Medicaid) and associated NPI for ordering provider verification and rendering facility verification. Authorizations should not be withheld because an address or tax ID number cannot be verified.**

Providers are expected to request authorizations timely and prior to the delivery of services. **Requesting retroactive reviews after the performance of the procedure should be done only when unavoidable circumstances occur.** These requests will be reviewed for medical necessity. Requests that were not medically necessary will be denied.

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Providers – both ordering and rendering - **must** have procedures in place to ensure they order studies timely; review authorization information to confirm that services performed are approved; and make changes in a timely manner. MSI is available to ordering and rendering providers via telephone (1-888-693-3211) or internet (www.medsolutionsonline.com) to request an authorization or check the status of an authorization request.

Rendering facilities must take the necessary steps to ensure that ordering providers that may use their facilities for these services know the rendering facility name as enrolled with Louisiana Medicaid and associated NPI so that studies are authorized to the correct facility.

To date during the implementation phase of this program, there have been many calls to Molina Provider Relations to intervene with authorizations, and DHH has assisted with many, many requests from providers – both ordering and rendering – to obtain authorizations. With the above procedural changes and direction given to providers to ensure that accurate information for authorizations is conveyed, and the length of time since implementation of the program, providers are expected to obtain authorizations through MSI without intervention from DHH or Provider Relations. To reiterate, **providers** are responsible for implementing a procedure to ensure that the study is authorized and assigned to the correct rendering facility **prior to performing the service** in order to eliminate unnecessary problems with billing and payment.

At this time, if authorization requests do not meet the stated requirements, are not requested within the expanded timeframes when unavoidable circumstances occur, and all options through MSI have been explored including a peer to peer review, the only remaining option available to providers is an official appeal through the Department of Health and Hospitals Bureau of Appeals.

Providers with questions concerning authorizations or that need assistance with outstanding authorization requests that are within 30 days from the date of service of the procedure should contact MedSolutions at (888/693-3211) or www.medsolutionsonline.com.

Questions concerning billing issues should be directed to Molina Provider Relations at (800) 473-2783 or (225) 924-5040.

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