

2020 Alaska Provider Training: Imaging Requests

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Qualis Health & HealthInsight
have joined forces to do great things.



Together, we're reimagining health care.



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Who We Are:

A national, nonprofit, health care consulting firm working collaboratively with patients, providers, payers and other stakeholders to reimagine, redesign and implement sustainable improvements in the health care system

Our Mission:

Together, with our partners, we work to improve health and to create a better health care system so that people and communities will flourish.

Comagine
Health

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About Us

- Our services:
 - Care Management
 - Systemwide Quality Improvement
 - Consulting and Research
 - Health IT and Analytics
- Providing care management to Medicaid and private contracts since 1984
- Office locations in Alabama, Alaska, California, District of Columbia, Idaho, Mississippi, Nevada, New Mexico, Oregon, Utah, and Washington state

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What We Do

- Contract with Alaska Medicaid to review for select services:
 - Imaging (IMG)
 - Pre-service surgical procedures
 - Initial and Concurrent inpatient reviews
 - Retrospective inpatient and outpatient reviews
- Utilize InterQual® (IQ), state guidelines, and organizational policies to conduct reviews
- Offer web-based and telephonic provider education



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What We Don't Do

We do not receive financial incentives
to deny or limit services



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Objectives

- Review the Updated AK Imaging Assessment
- Introduce the New Imaging Assessment
- Review Imaging Documentation Requirements
- Review Provider Resources
- Review Provider Portal URL Change



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Updated Imaging Assessment Located on Step 5: Add Assessment

Data saved successfully. X

THIS REQUEST HAS NOT BEEN SUBMITTED ***

Delete Request Episode ID: 75454

Member Name : Alaska, Alex
 Insurance ID : 0600516986
 DOB : 09/15/1965
 Gender : Male
 Age : 54
 Preferred Phone # :
 Product Type : MCO(Medicaid)
 Elig. Start Date : 01/01/2014
 Group : ALASKA DIVISION OF HEALTH CARE SERVICES
 Employer : ALASKA DIVISION OF HEALTH CARE SERVICES
 Episode : OP
 Primary Diagnosis : F45.4
 Episode Status : New
 Reference ID : 00183560

Procedure Details : External Reference ID 5

Assessments Summary | Title: AK Imaging | TEST-TEMPLETON | Test 07.20.2016

Assessment Status	Assessment Type	Assessment Date	Acuity	Score	Completed(%)	Action
AK Imaging	Initial Assessment					+

1. Select "AK Imaging" from the drop down box

2. The Initial Assessment will appear here

3. Click on the 'Plus' Icon to complete the Initial Assessment



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Updated Imaging Assessment

- Question number 4 of the existing AK Imaging Assessment (known as Assessment A) now contains a new dropdown box
- The dropdown box contains a list of CPT codes and an option to select 'Other', if the CPT code you are requesting is not listed
- The AK Imaging Assessment A must be completed for all Imaging Prior Authorization requests
- Imaging Assessment B (known as Trigger Assessment) is to be completed for all requests that have 'Other' selected



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New Imaging Assessment B

- Will promote a more efficient determination process
- MUST be completed for all selections of 'other' in question number 4
- Imaging Assessment B, also known as Trigger Assessment, will automatically generate on Step 5, after the initial AK Imaging Assessment is fully completed

Assessment Status	Assessment Type	Assessment Date	Acuity	Score	Completed(%)	Action
AKM Imaging Assessment B	Trigger Assessment					



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Imaging Assessment B

Trigger Assessment

A three-question assessment that includes an affirmation and acknowledgement:

1. Has the patient presented with new or changing symptoms or findings?
2. Is the requested imaging for diagnosis?
3. Is the requested imaging procedure required for treatment planning?



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Imaging Assessment B (continued)

Affirmation and Acknowledgement Section

AFFIRMATION *

Affirm that the submitted clinical documentation supports the requested stay/service(s) and are medically necessary and consistent with the recipient's current level of impairment.

I affirm

Acknowledgment *

Acknowledge the services are subject to post payment review of medical necessity and completeness of documentation according to Medicaid program rules and that the Department of Health & Social Services may recoup payment for any services that are not medically necessary, not properly documented, or not in compliance with Medicaid program rules.

I acknowledge

Acknowledge that approval of this authorization request does not guarantee payment.

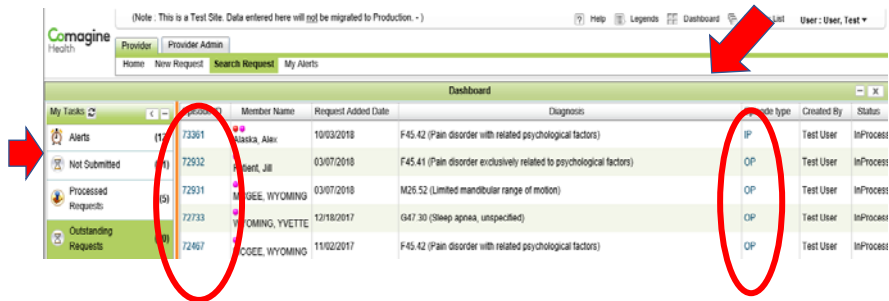
I acknowledge

* Mandatory completion



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Provider Portal Dashboard and Alerts



- Your dashboard will allow you to view your client/patient(s)
- To open a request, click on the 'IP or OP' icon next to the person's name
- The episode number will give you an abstract view only
- You can monitor your alerts for updates to the PA request



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Comagine Health Website Provider Resources

- Go to <http://www.qualishealth.org>
- Hover mouse over **Healthcare Professionals** (top of page)
- Select **Alaska Medicaid - Health Care Services**
 - Provider manual has additional details regarding appeals



<http://www.qualishealth.org/healthcare-professionals/alaska-medicaid-health-care-services>



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Provider Resources

1. Hover mouse over Health Professionals and select AK Medicaid - Health Care Services

2. Click on Provider Resources

3. Prior authorization list located under Review Guidelines and Questionnaires

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Provider Portal URL

- **Effective September 1, 2020**, the old URL will no longer redirect you to the JIVA login screen. You will need to use the following URL to access Jiva: <https://comaginepp.zeomega.com>
 - Starting August 1, 2020, the above message was sent to all providers using the old provider portal URL (<https://qualishealthpp.com>)
- Our staff are prepared to provide support and answer questions related to this change that goes into effect September 1, 2020
- Staff will be able to help redirect you to the correct page

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Comagine Health Contact Information

Utilization Review

Toll-free phone: 888-240-0437

Toll-free fax: 800-826-3630



Utilization Review Hours

6:30 am to 5:00 pm, Alaska Time
Monday through Friday

- **Lisa Layne** Non-Clinical Manager 206-288-2385 LLayne@comagine.org
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- **Yvette Stratton RN BSN CCM** Director, Care Management 206-288-2443 YStratton@comagine.org



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