

CLINICAL DOCUMENTATION REQUIREMENTS

Clinical documentation to support authorizations is required so we may review your request. Please follow these guidelines and tips to facilitate your authorization requests.

1 DOCUMENTS REQUIRED FOR ALL CASES

- Last two office visit notes including patient history, current findings and response to recent treatments
- Current medications
- Recent diagnostic imaging or other screening related to the case



In addition to the above please provide additional information based on the procedure type

2 SLEEP MEDICINE

- Report from recent home study or in-lab
- Comorbidities
- Patient height and weight
- Patient neck circumference
- Any new symptoms such as increased snoring, breathing difficulties and or cognitive issues

3 CARDIOLOGY

- Recent EKG report, ECHO, STRESS test or any other cardiac testing
- Cardiac history past symptoms, new symptoms
- Interventional cardiology and devices: include the Physician's procedure plan



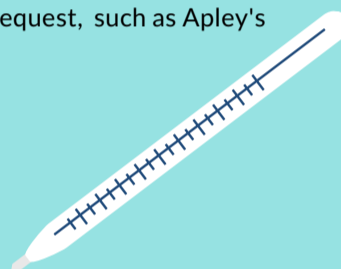
4 ORTHOPEDICS

- Recent conservative treatment and for how long such as:
 - medication
 - rest
 - physical therapy (indicate if supervised if unsupervised) or **include any activity modifications if no PT was prescribed**
 - other conservative treatments
- Any ortho testing such as X-rays, depending on area of request, such as Apley's test, McMurray exam, Empty can test



5 ONCOLOGY

- Reports from recent diagnostic staging
- Physician's treatment plan
- Patient's ECOG Performance Status
- Patient's prognosis



6 SURGERIES AND PAIN MANAGEMENT

- Recent conservative treatment and for how long such as:
 - medication
 - rest
 - physical therapy (indicate if supervised if unsupervised)
 - other conservative treatments
- Physician's surgical plan
- Comorbidities



7 DOCUMENT UPLOAD BEST PRACTICE

The best way to deliver your clinicals is to use the WebConsult upload feature. This delivers your records direct to our nurse reviewer team. Faxed documents require a manual process so we highly recommend using the upload feature. To learn more about how to use WebConsult or to obtain a login to manage your authorizations online please contact Program Support at the number shown below.

UPLOAD TIPS

- Prepare your clinical documentation before logging in. We suggest a consolidated PDF that includes all the information shown above based on your case type
- Avoid punctuation in your file name (such as commas or special characters)
- Use the upload link when prompted in WebConsult or from your home page dashboard
- Include a cover sheet with complete contact information for the requestor and ordering physician
- If it is absolutely necessary to fax the clinical documentation rather than upload, always use the cover sheet provided by HealthHelp or include the tracking number clearly on the document
- Do not write STAT or urgent on your clinical documentation. We already have your request and the fastest way for us to review it is for you to upload your documents as soon as you submit your request

8 STATUS OF DOCUMENTS AND AUTHORIZATION

- We suggest that all WebConsult users "opt-in" for daily status update emails by clicking the button on the home screen.
- View case details and status at www.healthhelp.com/webstatus
 - Click view to see complete case details
 - Scroll to the bottom where you may confirm that clinicals have been received
 - Contact Program Support for privileges to physicians or rendering facilities as well as new login requests
 - Submit any requests for changes using the Change/Cancel link on your WebConsult home screen
 - View a brief (recorded) webinar, [Quick & Easy Auth Status with WebStatus](#)
- Case processing starts once we have complete information. The timeline is in compliance with the member's line of business, state and health plan guidelines