WebConsult User Guide

Contact Us

For Assistance with WebConsult contact Program Support
Email: RCSupport@HealthHelp.com
Phone: (800) 546-7092
Fax: (888) 209-5960

Login

Just go to https://portal.HealthHelp.com/WebConsult to access WebConsult. You will be prompted to login. Remember, your user ID and password are case-sensitive. Contact our support team above if you need assistance.

WebConsult is an easy way to request your procedure and print your authorization online. It will be helpful to have your patent's records in front of you to complete the 7 easy screens. This guide provides an overview of each screen and the features of WebConsult.

- WebConsult Screens
  - Home Screen
  - Member
  - Provider
  - Procedure
  - Assessment
  - Facility
  - Appointment
  - Authorization
- Special Instructions
  - Medical Oncology
  - Orthopedics (Musculoskeletal)
- Clinical Review Process
- Status

WebConsult Home Screen

The home screen is where you will start any new authorization request and access a variety of tools and resources.

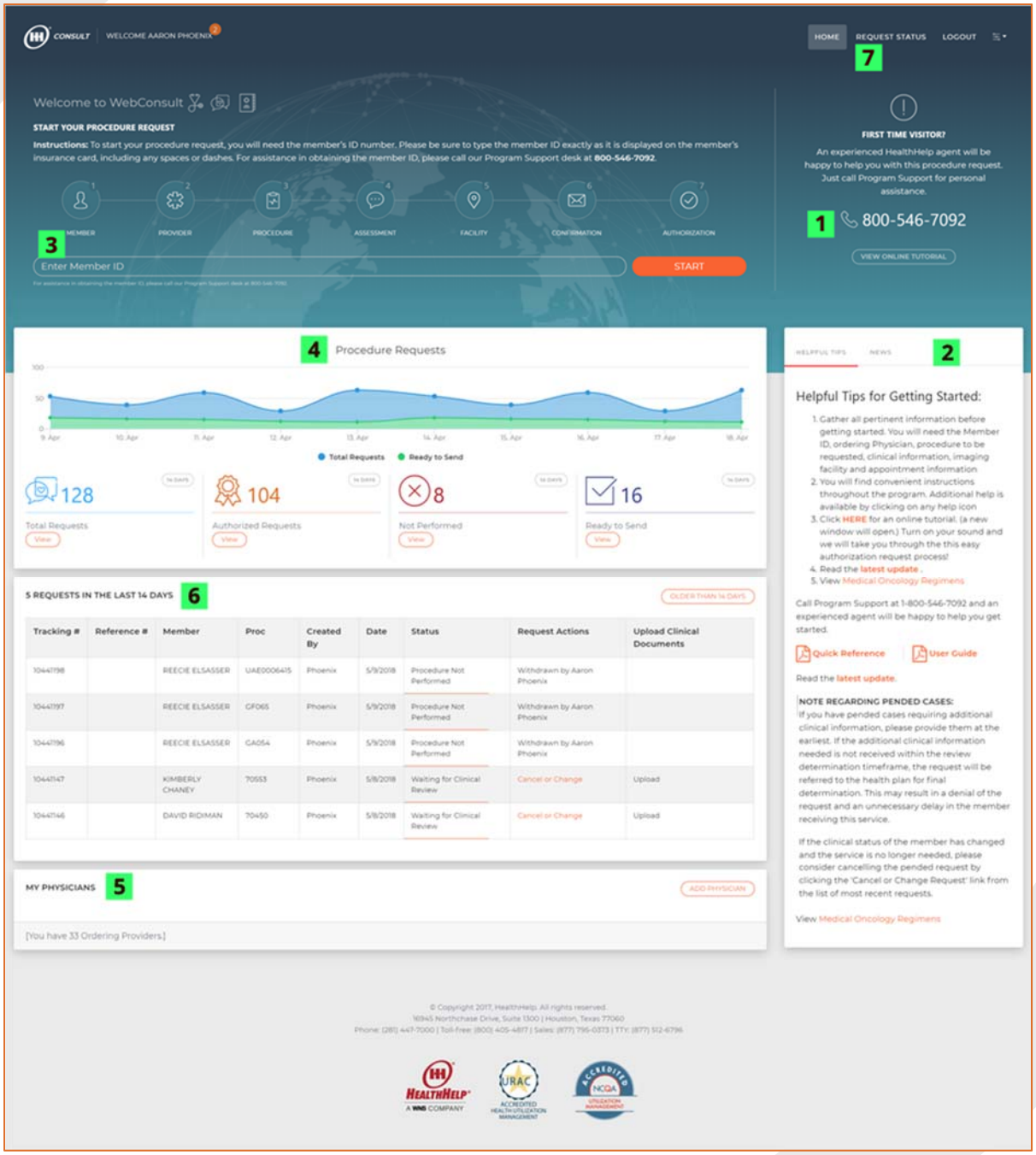
1. *On the upper right-hand part of your screen you will always find our toll free number so you can call us with any questions. There is also an online tutorial right below our phone number*
2. *The panel on the right side has a variety of resources including a downloadable user guide*
3. To start a new request *all you need to do is enter the Member ID in the box at the top and press the START button*
    - *Just follow the prompts on each screen and click on the help icons if you need more information*
    - *Since this is your first time using WebConsult, we suggest that you press the Guide Me link on each screen after the home screen for specific instructions*
4. *We provide you with data on your home screen to let you know your typical ordering habits*
5. Physicians –
    - *For users with 12 or less physicians in their profile: Your physicians are listed on the home screen as well. Use the Add Physician link if additional doctors are needed or if you need to include your doctors for additional payors*
    - *For users with over 12 physicians in their profile: Use the Add Physician link if additional doctors are needed or if you need to include your doctors for additional payors*

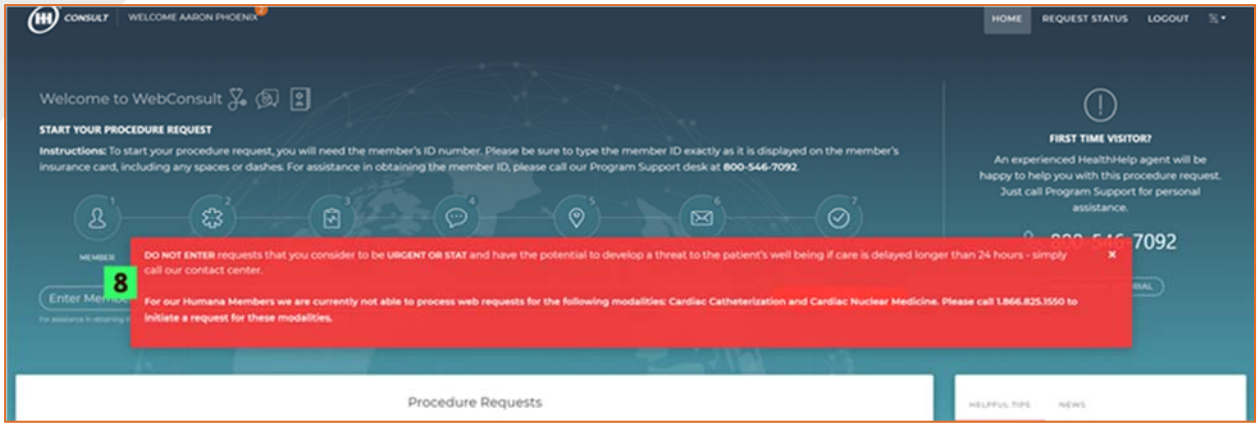
6. *Your WebConsult requests made in the last 14 days will be displayed in the center of your home screen. Here you will see the status of each request, you can print your authorization when completed, request an edit of cancel the request. Also, if your request is in clinical review you will see an upload link so you can easily deliver documentation directly to our clinical review team*

7. *At the very top is a REQUEST STATUS link where you can view status of authorization request submitted up to 90 days past. Your logout button is also on the top right of your screen.*

8. Important updates –

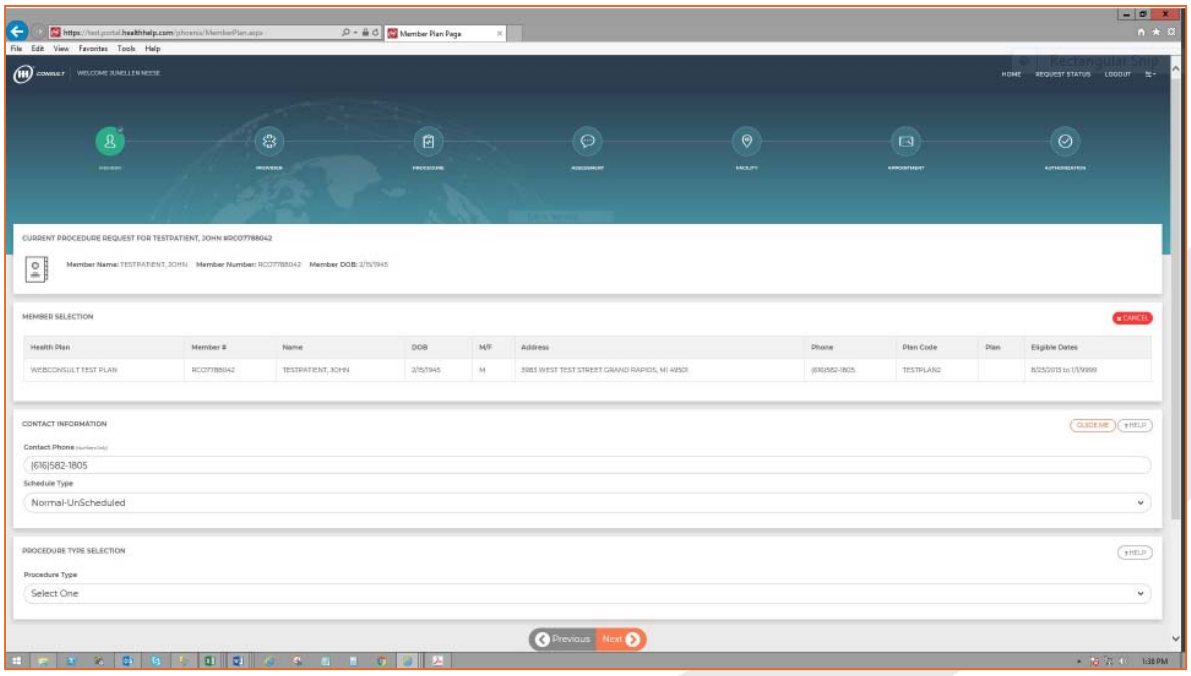
    - *Any new updates to WebConsult or your authorization process will be displayed at the top of your screen*


CONSULT
WELCOME AARON PHOENIX
HOME
REQUEST STATUS
LOGOUT
7
Welcome to WebConsult
START YOUR PROCEDURE REQUEST
Instructions: To start your procedure request, you will need the member's ID number. Please be sure to type the member ID exactly as it is displayed on the member's insurance card, including any spaces or dashes. For assistance in obtaining the member ID, please call our Program Support desk at 800-546-7092.
MEMBER
PROVIDER
PROCEDURE
ASSESSMENT
FACILITY
CONFIRMATION
AUTHORIZATION
3
Enter Member ID
START
FIRST TIME VISITOR?
An experienced HealthHelp agent will be happy to help you with this procedure request. Just call Program Support for personal assistance.
1
800-546-7092
VIEW ONLINE TUTORIAL
4
Procedure Requests
Total Requests
Ready to Send
128
Total Requests
104
Authorized Requests
8
Not Performed
16
Ready to Send
HELPFUL TIPS
NEWS
2
Helpful Tips for Getting Started:
1. Gather all pertinent information before getting started. You will need the Member ID, ordering Physician, procedure to be requested, clinical information, imaging facility and appointment information
2. You will find convenient instructions throughout the program. Additional help is available by clicking on any help icon
3. Click HERE for an online tutorial. (a new window will open.) Turn on your sound and we will take you through the this easy authorization request process!
4. Read the latest update .
5. View Medical Oncology Regimens
Call Program Support at 1-800-546-7092 and an experienced agent will be happy to help you get started.
Quick Reference
User Guide
Read the latest update.
NOTE REGARDING PENDED CASES:
If you have pended cases requiring additional clinical information, please provide them at the earliest. If the additional clinical information needed is not received within the review determination timeframe, the request will be referred to the health plan for final determination. This may result in a denial of the request and an unnecessary delay in the member receiving this service.
If the clinical status of the member has changed and the service is no longer needed, please consider cancelling the pended request by clicking the 'Cancel or Change Request' link from the list of most recent requests.
View Medical Oncology Regimens
5 REQUESTS IN THE LAST 14 DAYS
6
OLDER THAN 14 DAYS
Tracking # | Reference # | Member | Proc | Created By | Date | Status | Request Actions | Upload Clinical Documents
10447198 | | REECIE ELSASSER | UAE0006415 | Phoenix | 5/9/2018 | Procedure Not Performed | Withdrawn by Aaron Phoenix |
10447197 | | REECIE ELSASSER | GF065 | Phoenix | 5/9/2018 | Procedure Not Performed | Withdrawn by Aaron Phoenix |
10447196 | | REECIE ELSASSER | GA054 | Phoenix | 5/9/2018 | Procedure Not Performed | Withdrawn by Aaron Phoenix |
10447147 | | KIMBERLY CHANEY | 70553 | Phoenix | 5/8/2018 | Waiting for Clinical Review | Cancel or Change | Upload
10447146 | | DAVID RIDMAN | 70450 | Phoenix | 5/8/2018 | Waiting for Clinical Review | Cancel or Change | Upload
MY PHYSICIANS
5
ADD PHYSICIAN
[You have 33 Ordering Providers.]
© Copyright 2017, HealthHelp. All rights reserved.
16945 Northchase Drive, Suite 1300 | Houston, Texas 77060
Phone: (281) 447-7000 | Toll-Free: (800) 405-4817 | Sales: (877) 796-0373 | TTY: (877) 512-6796
HEALTHHELP
A WNS COMPANY
URAC
ACCREDITED HEALTH UTILIZATION MANAGEMENT
ACCREDITED NCQA UTILIZATION MANAGEMENT



MEMBER SCREEN

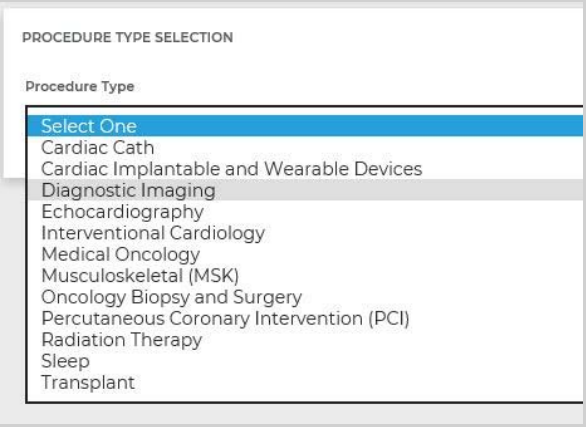
The member entered will be displayed for your confirmation. Please verify the member name and date of birth with your records. The member plan will also be displayed. If the member has more than one plan select the plan to be applied to this procedure.



You will also be prompted to select the *Schedule Type* on this screen. Most procedures will be *Normal-unscheduled* because the authorization should be secured before making the appointment.

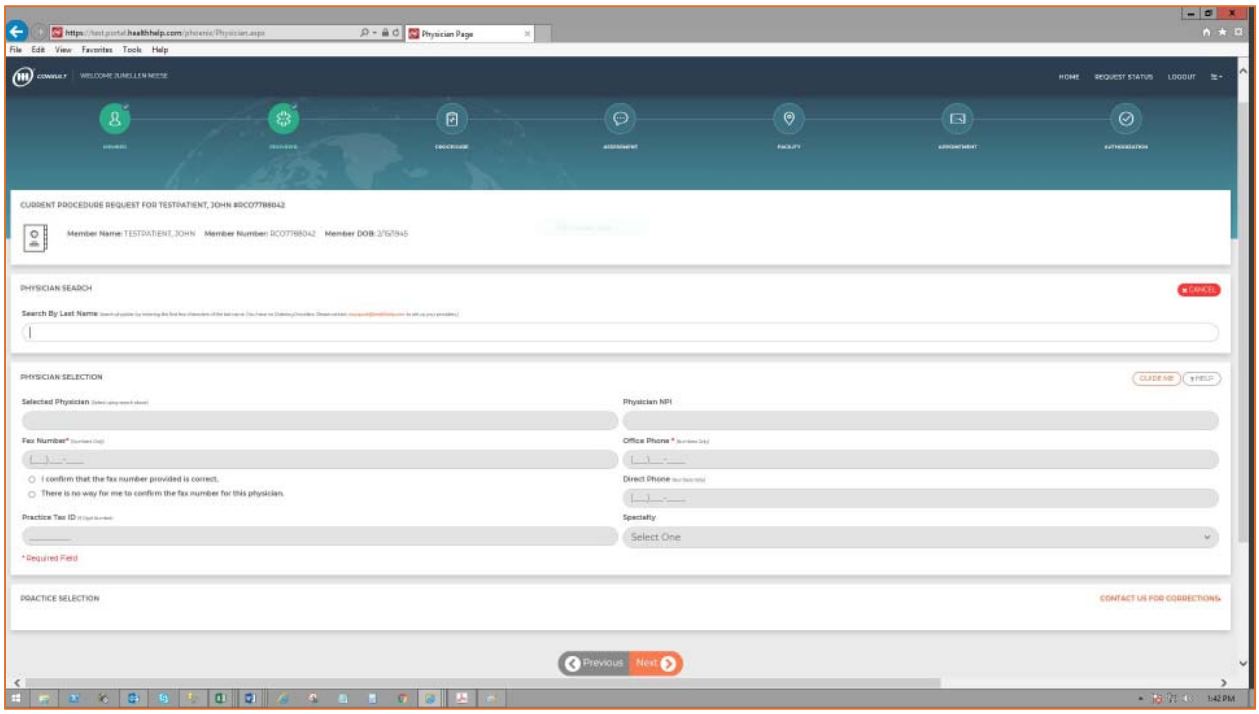
In the event that you need to schedule a STAT case a prompt will display the definition of STAT or urgent and you must check that you agree with these conditions in order to proceed with a STAT request.

Finally, select the *Procedure Type* using the drop list. The procedure types listed will vary depending upon the Member's health plan.



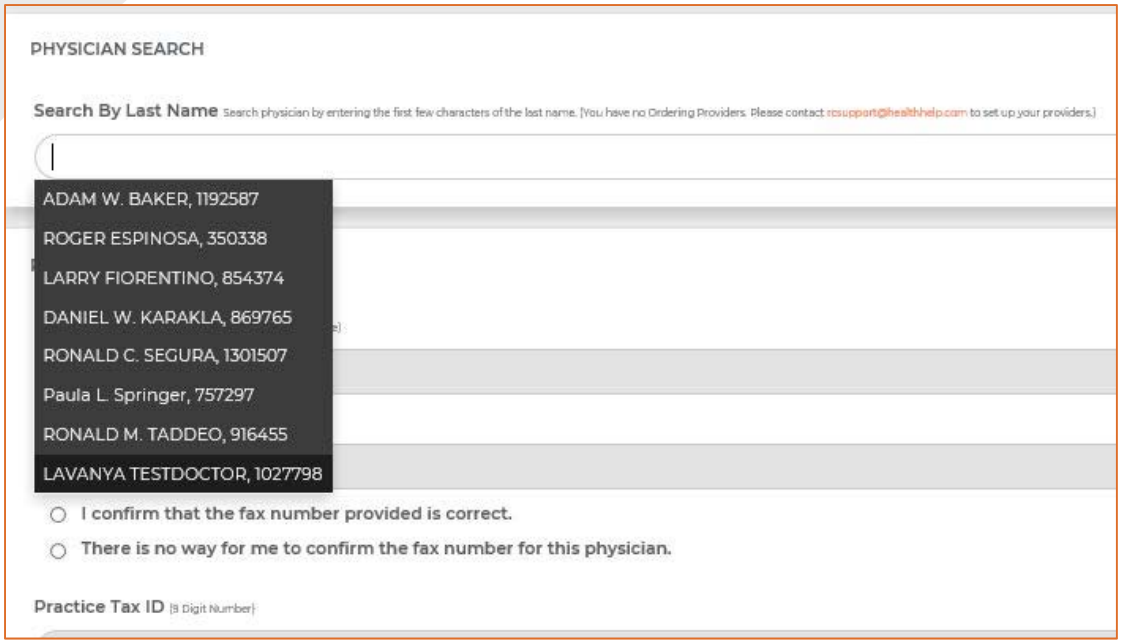
PROVIDER SCREEN

On the provider screen you can select the ordering physician and practice.



Just place your cursor in the *Physician Search* box and doctors in your profile will appear for you to select. If you have a large number of doctors just start typing the last name and your physician will appear.

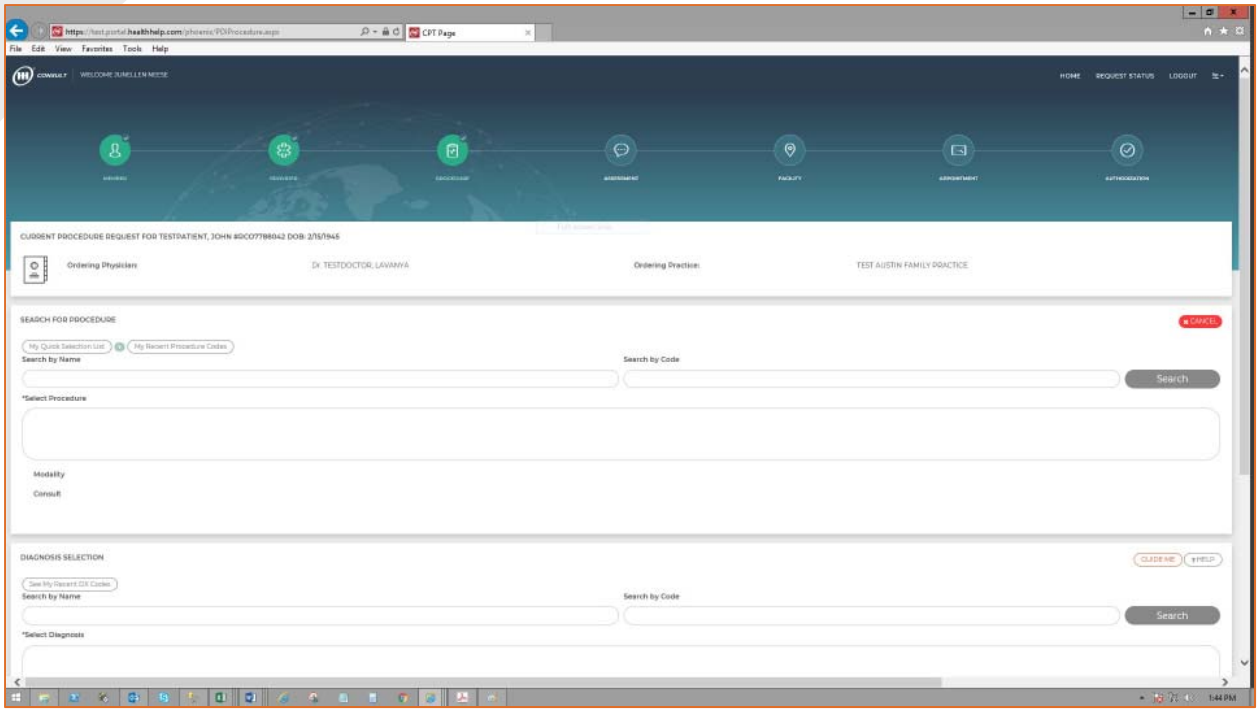
NOTE – Physicians can be added to your profile using the Add Physician form on your WebConsult Home Screen or by contacting Program Support



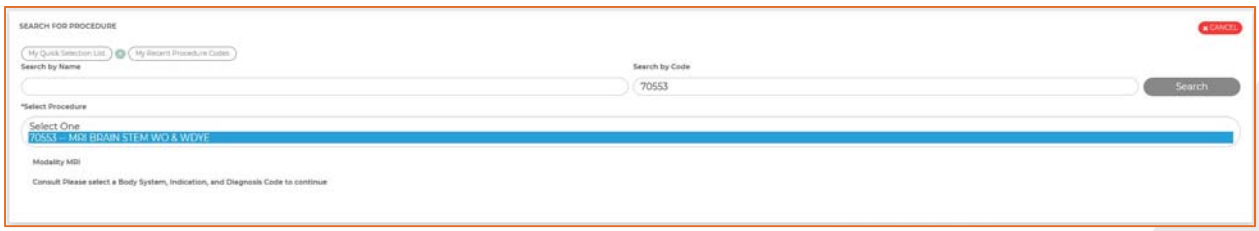
Be sure to verify the phone, fax number and tax ID. Select the physician practice where the member is being seen before you continue to the next screen.

PROCEDURE SCREEN

On this screen we will gather the details for your request. Just work from top to bottom starting with the procedure code, then the body system, diagnosis code and finally the indication.



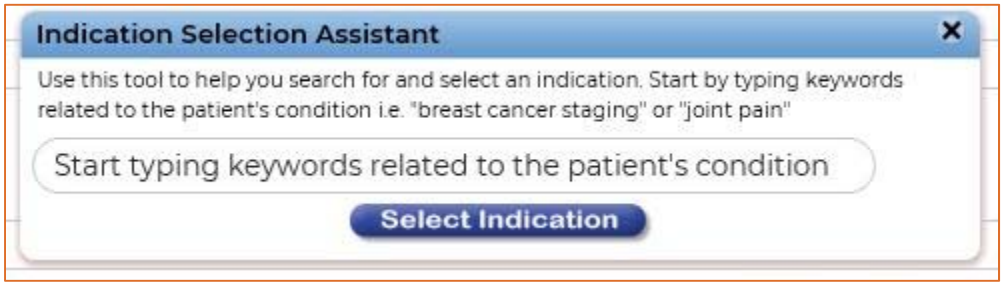
For the Procedure Code use the *Search By Code* or the *Search by Procedure* to locate the code you need.



Your *Diagnosis Code* can also be located by searching by name or code

We will need the *Indication* which you can choose from the drop list on this screen. Choose the *procedure modifier* as needed for procedures related to the extremities such as knee, foot, hip, etc.

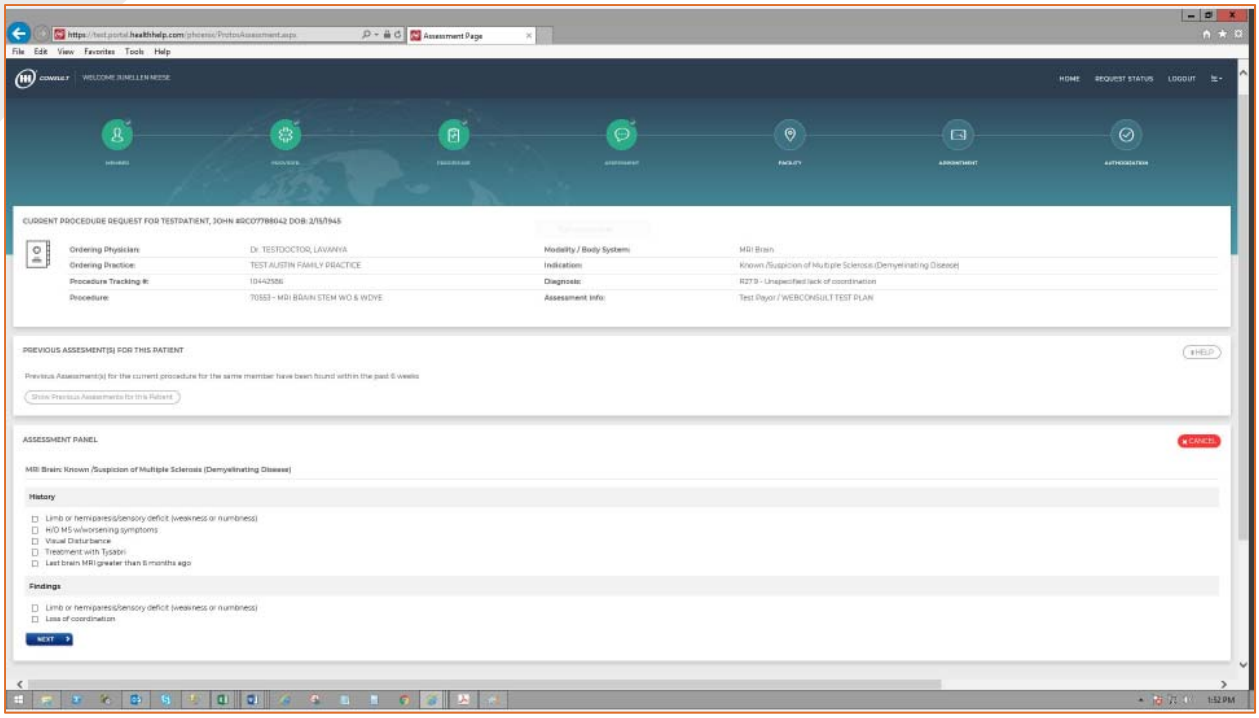
You can get help locating the indication by clicking the *Help me choose an indication* link



NOTE: It is important that you provide HealthHelp with the appropriate and most relevant indication. Choose the primary reason why the doctor is ordering this service. An indication choice of "Other" or an irrelevant indication will likely require clinical review.

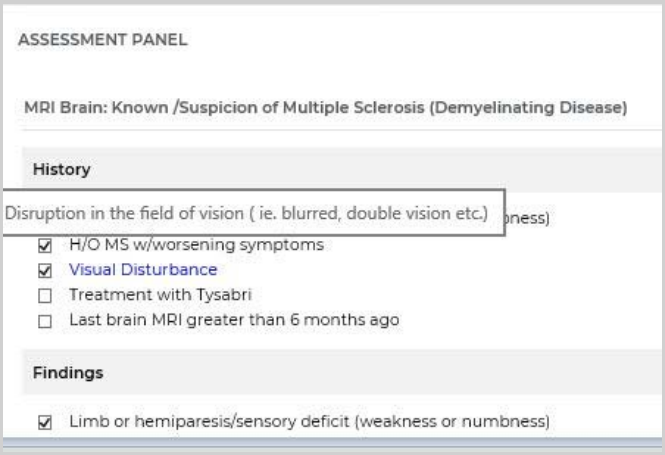
ASSESSMENT

On the assessment screen you will be presented with a list of questions. These questions are related to the procedure requested and the indication you choose on the *Procedure Screen*. We have arranged the questions in categories you will find in the patient's chart to help you locate this information.



Review the questions carefully and check those that apply to your patient. A checked question means “yes” and an unchecked question means “no” or “unknown”.

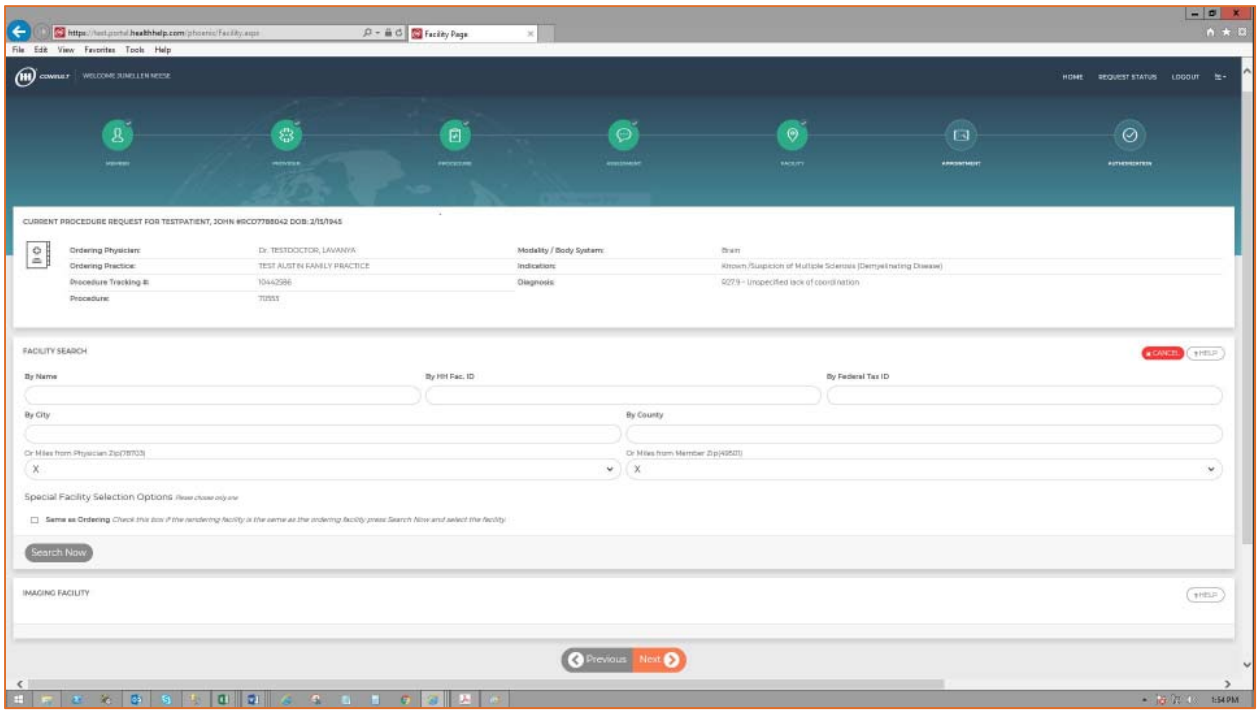
As you hover over a question you will notice additional guidance that may help you.



After you have reviewed and answered the questions press next to finalize your request.

FACILITY SCREEN

The Facility Screen allows you to search for the rendering facility where the services will be performed.

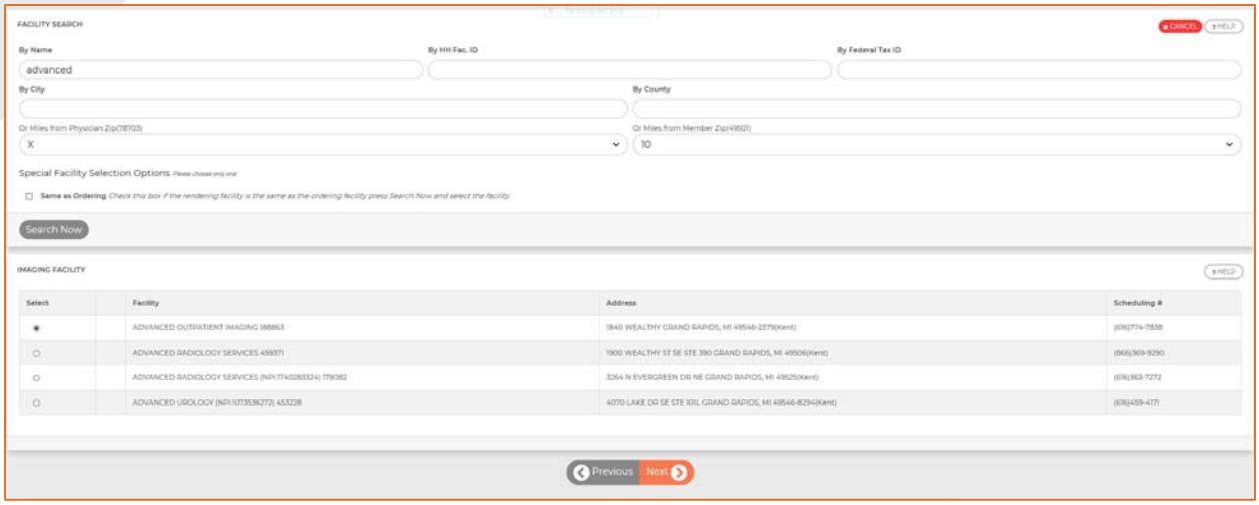


You may find the *Miles from Member Zip* to be a convenient way to locate a facility near the member. You can also search by *facility name*. Please remember that the location may have a dba. *Tax ID* search will list all facilities in the tax ID. You can also narrow your search using the *City* and *County* search fields. Contact Program Support if you are unable to locate your facility.

As you use WebConsult the program will remember you and your *recently selected facilities.* Use this feature to easily locate facilities you have recently scheduled to.

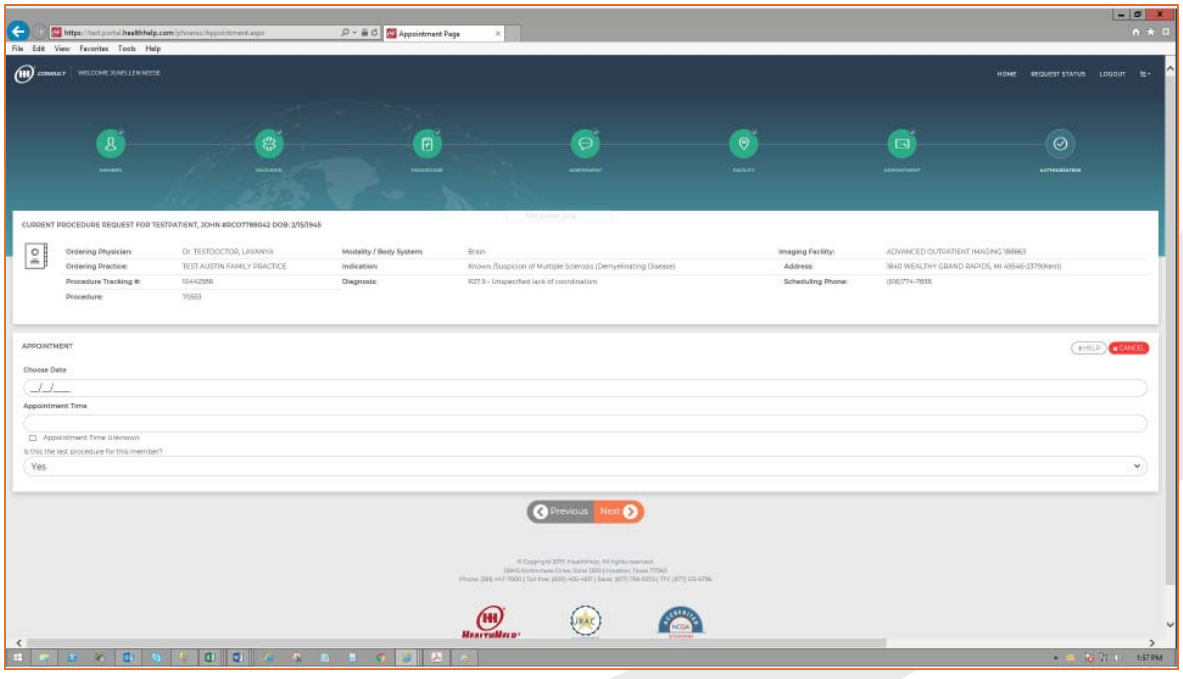
NOTE: Some health plan markets or member plans may have special guidelines for scheduling. Follow the prompts on your screen for specific instructions.

Once you locate and select the rendering facility press next

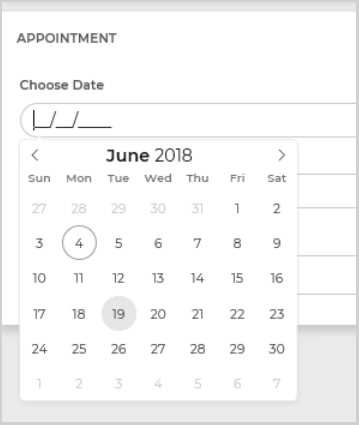


APPOINTMENT SCREEN

The last information we need is the appointment. If the appointment date is unknown you may select today's date. The appointment time is not required.

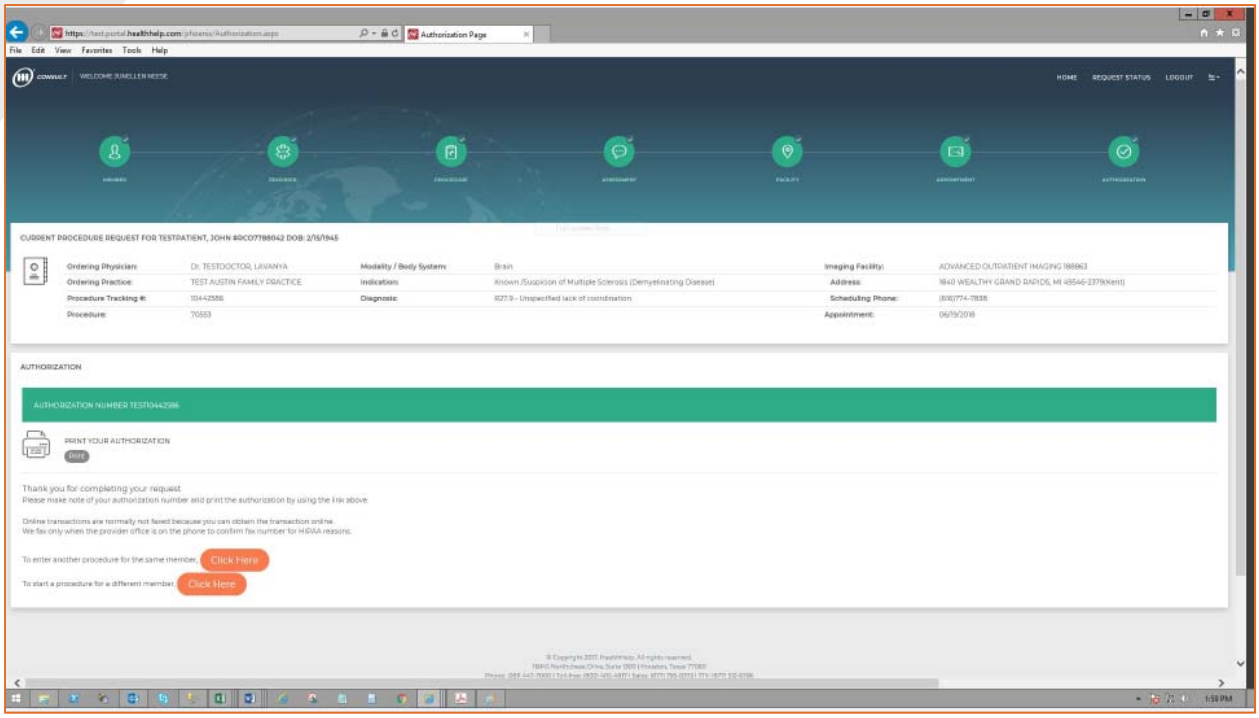


Use the calendar to select the appointment date



AUTHORIZATION SCREEN

Your final screen will provide the results of your request. The example below is an authorized procedure request. Use the print link to print or save your authorization. You may also print the authorization from the home screen.



SPECIAL PROGRAMS

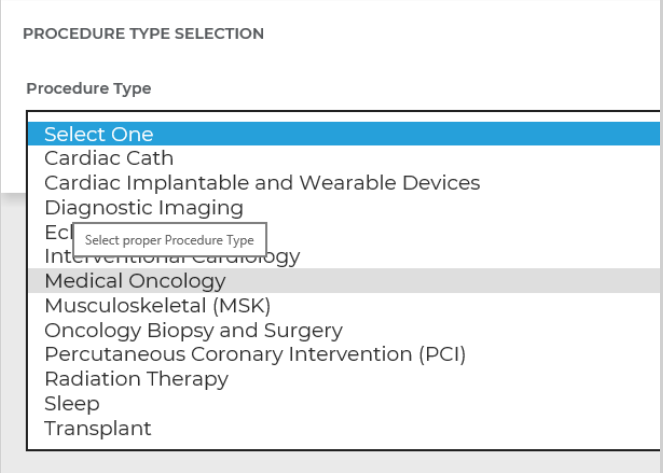
The Medical Oncology and Orthopedics (Musculoskeletal) programs have a slightly different workflow we will describe for you here. Your initial member, physician/'practice and procedure type entry is exactly the same for these programs.

Medical Oncology

Medical Oncology is ordered as a regimen which typically includes a group of drugs and sometimes growth support or antiemetic. The best way to prepare your Medical Oncology request is to first use the Medical Oncology Regimen Search tool located on the home screen before you start. Locate the regimen that covers the drugs, cycles and doses you need and make a note of the regimen ID.

The Medical Oncology Regimen search tool allows you to search our database of regimens by cancer type, indication or use keywords from your regimen such as a drug name or procedure code. You can download the listing as a reference tool.

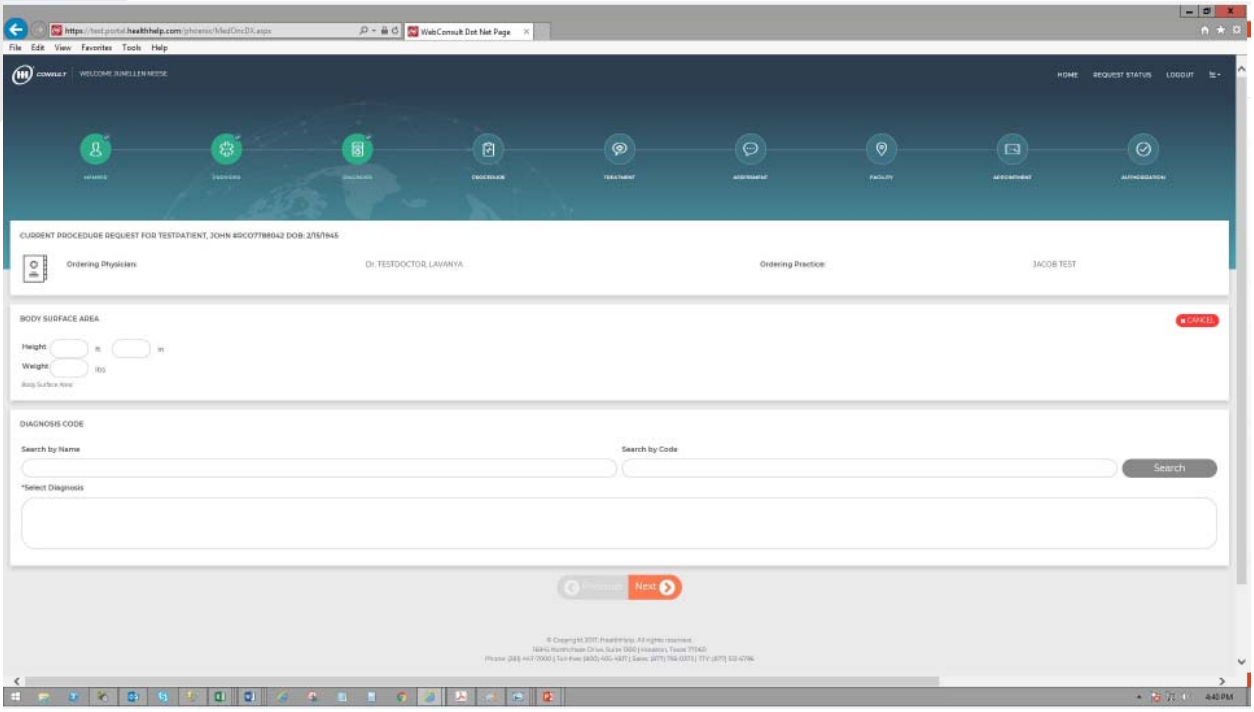
Keep the regimen code handy and begin your authorization request starting with the Member ID on the home page and select Medical Oncology on the Member screen.



Select your Physician and Practice and proceed to the Procedure Screen.

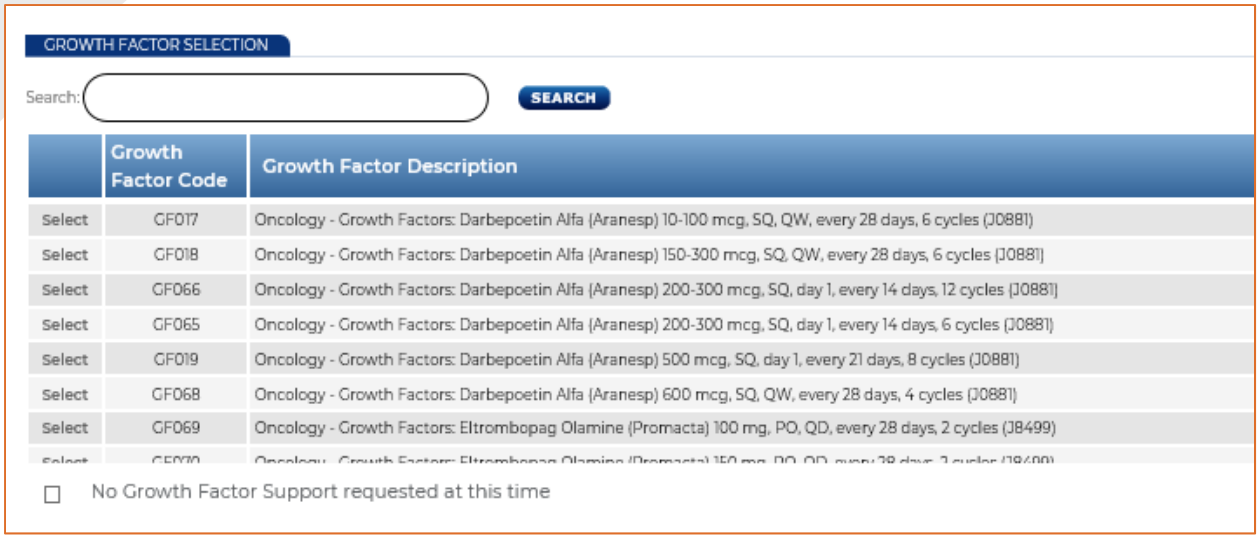
Enter the patient's height in feet and inches and the weight and the body surface area will be calculated for you.

Next provide the Diagnosis code using the Search by Code or Search by Name and choose the cancer type from the drop list.

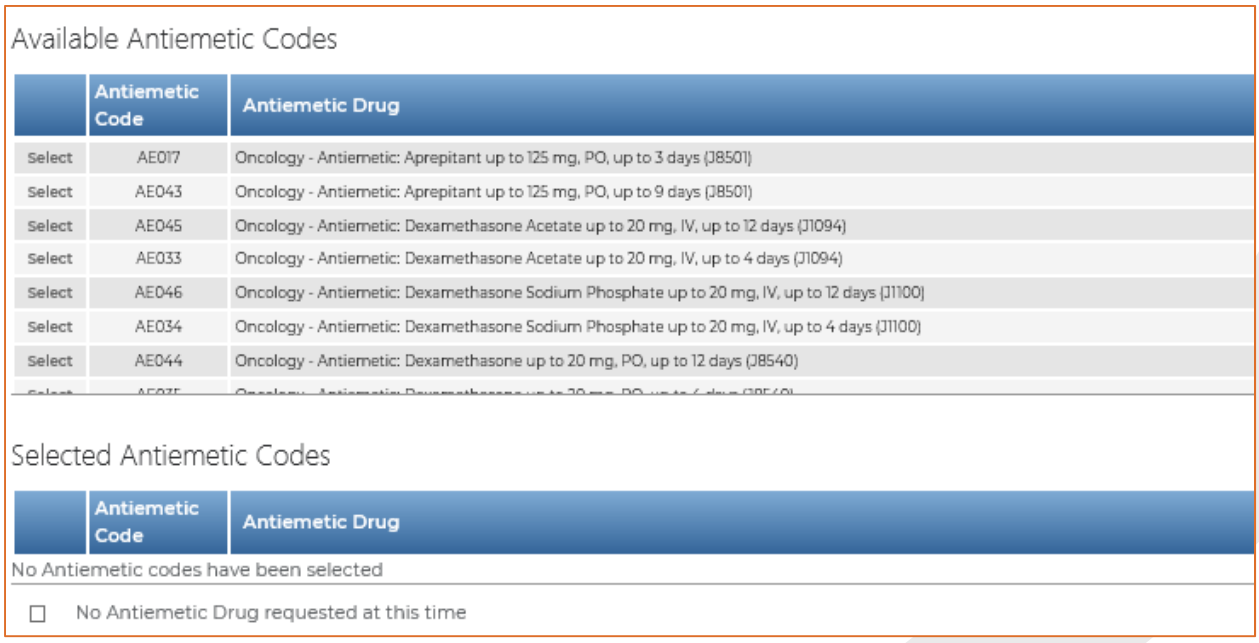


Press next to continue. On the Medical Oncology Treatment Information screen we will collect the information about the treatment. If you already have your Regimen ID you can simply enter it in the search box and select the regimen. Otherwise, scroll through the options listed to select or narrow your search using the options on the screen

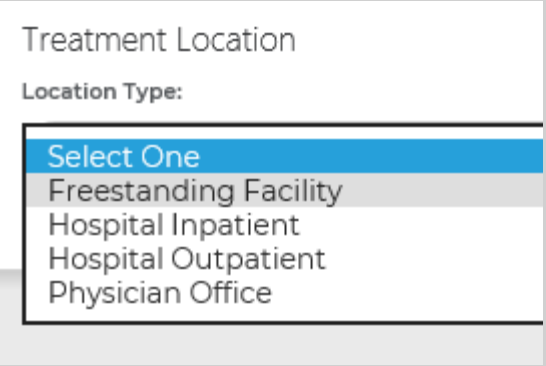
If requested, select a Growth Factor code from the list or use the search to locate the Growth Factor. Check the box *No Growth Factor Support Requested at this time* if none is requested.



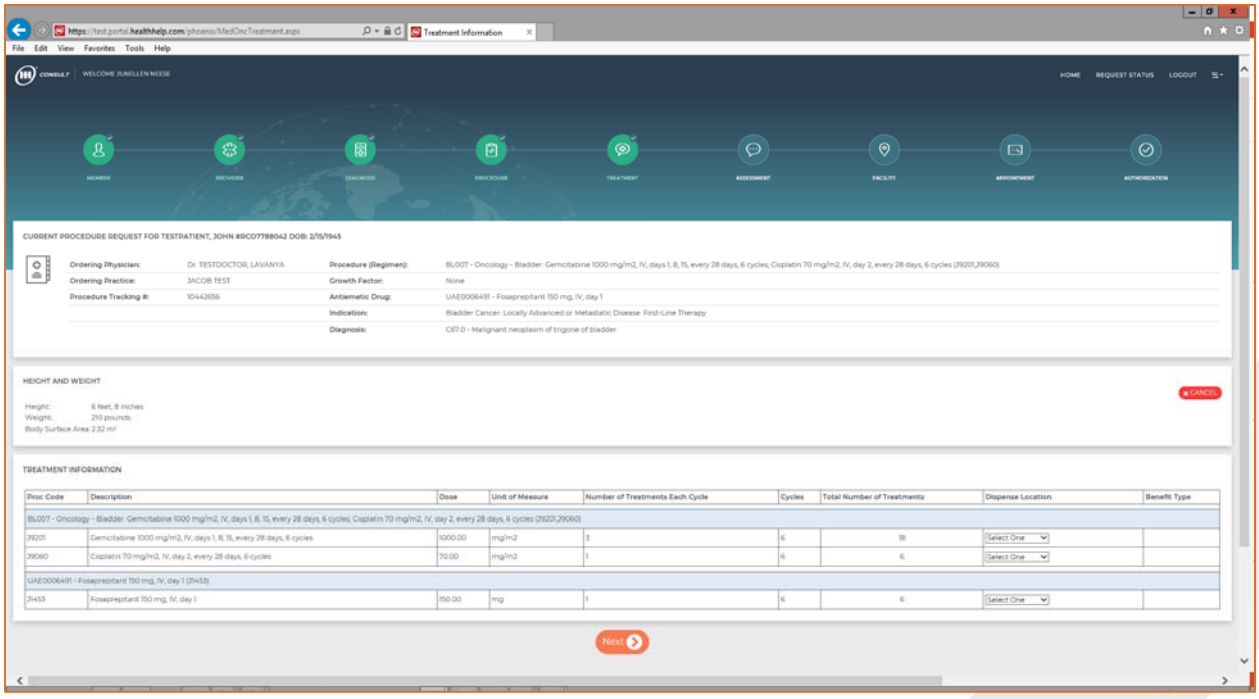
Next select an Antiemetic Code from this list or use the search to locate it. Check *No Antiemetic Drug requested at this time* if none is required.



After the growth factor and antiemetic selections please choose the treatment site for this member.



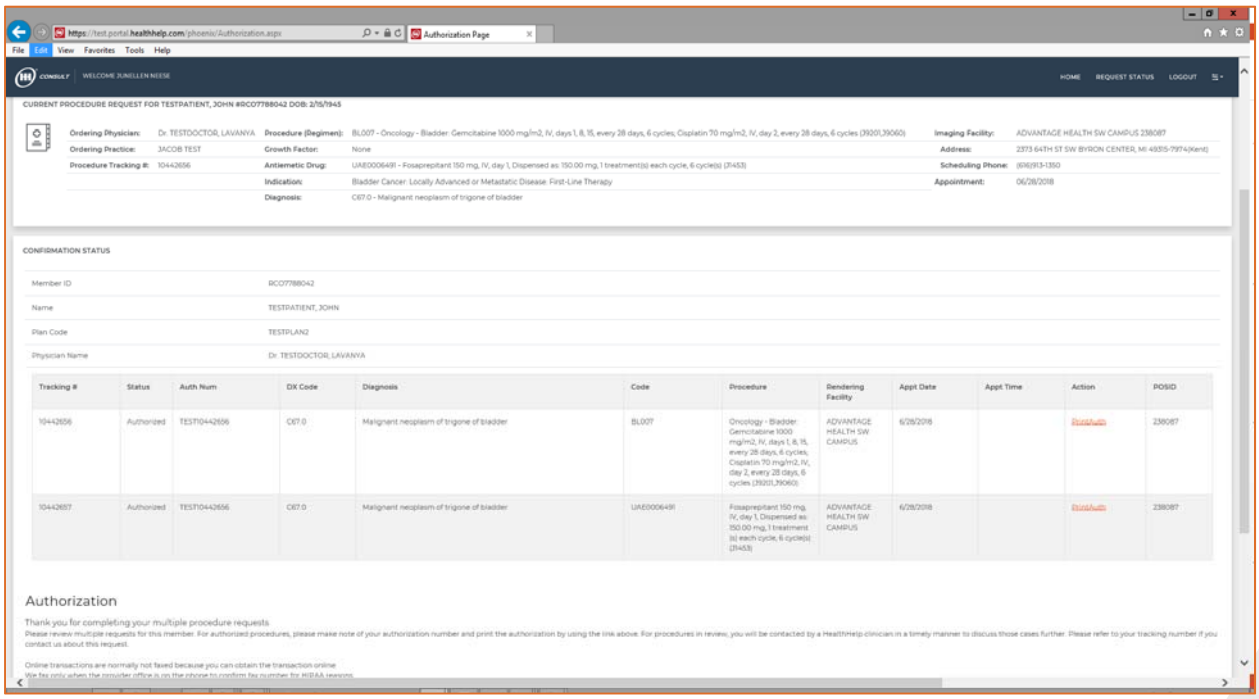
You will next see an overview of your selected regimen and support on the Treatment Screen



You will see that the entire treatment plan is summarized including the number of cycles, doses and treatments per cycle. This is the advantage of using a regimen ID as all these details

are entered for you. Just select the dispense location Treatment Site or Pharmacy for each item.

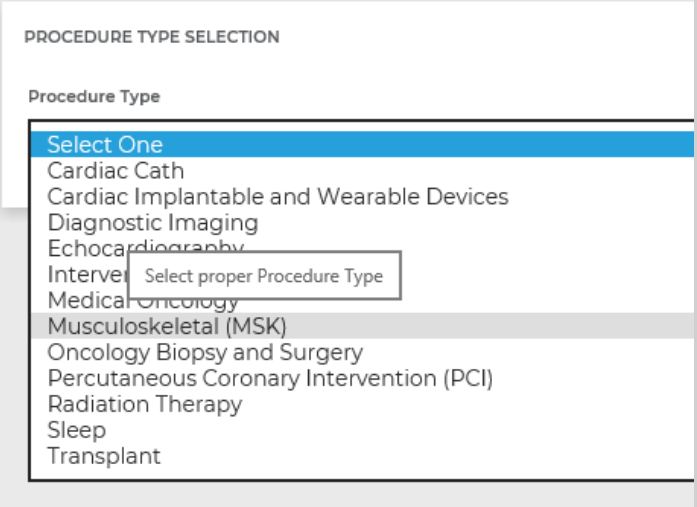
Select the facility and appointment date on the next two screens. Your Authorization screen will provide the summary of your request. If approved, use the Print links to open the authorization or follow the instructions to upload your clinical documentation.



Orthopedics (Musculoskeletal)

Musculoskeletal procedures involve several codes to complete the required services. One authorization request should be created for each body system to be treated on the same date of service at the same facility. For example, if a procedure is needed for the left knee and the right knee, these are considered separate. The only exception is the spine. Lumbar Spine, Cervical Spine and Thoracic spine should be submitted under one authorization.

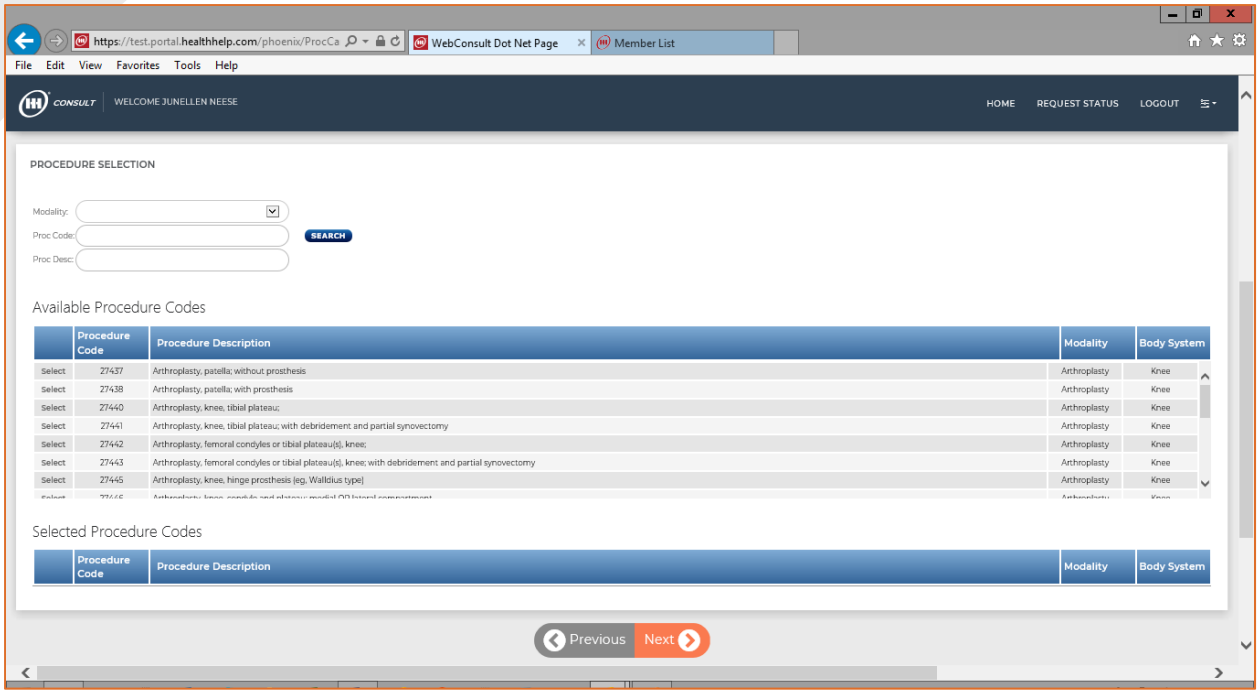
Begin your authorization request starting with the Member ID on the home page and select Musculoskeletal (MSK) from the Procedure Type Selection on the Member Screen



Continue your request by selecting the ordering physician and practice making sure all contact information is verified.

On the Procedure Screen you will first need to select the body system for this date of service.

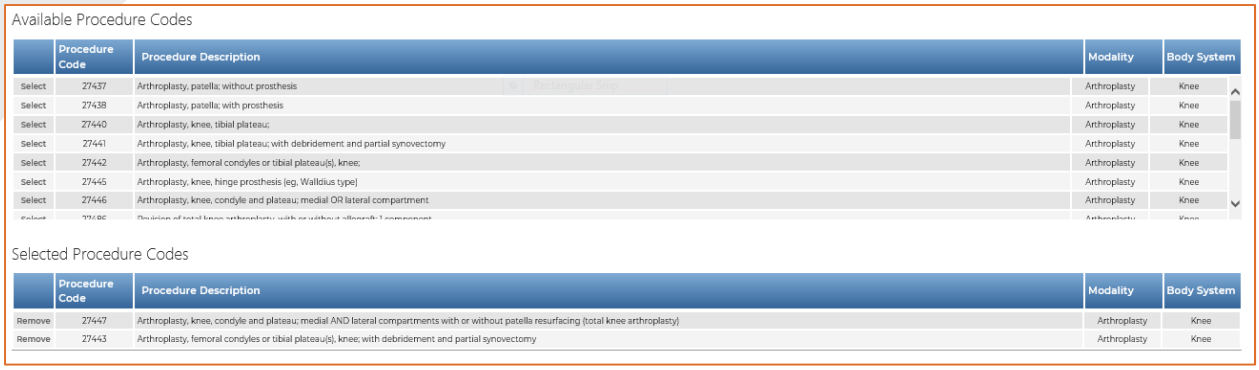
Once the body system has been selected you will be able to select your procedure codes. You will need to select all the codes to be performed for this patient on this body system and date of service.



The Procedure Screen provides you with four easy ways to locate your procedure codes:

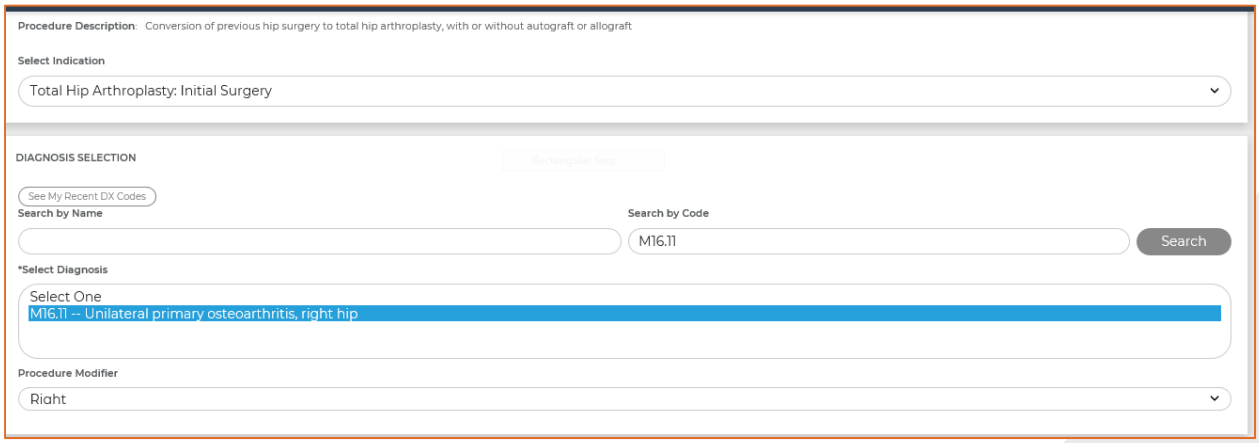
- Scroll through the list provided to locate your codes
- Select the Modality to narrow the list of available codes
- Enter the procedure code in the Proc Code box (returns the specific code)
- Use the Proc Desc box to enter a keyword, such as patella or tibial to narrow your list

Click on Select to choose a procedure code and you will see it in your Selected Procedure Codes list. Continue to search and select until all the codes are in the Selected Procedure list.

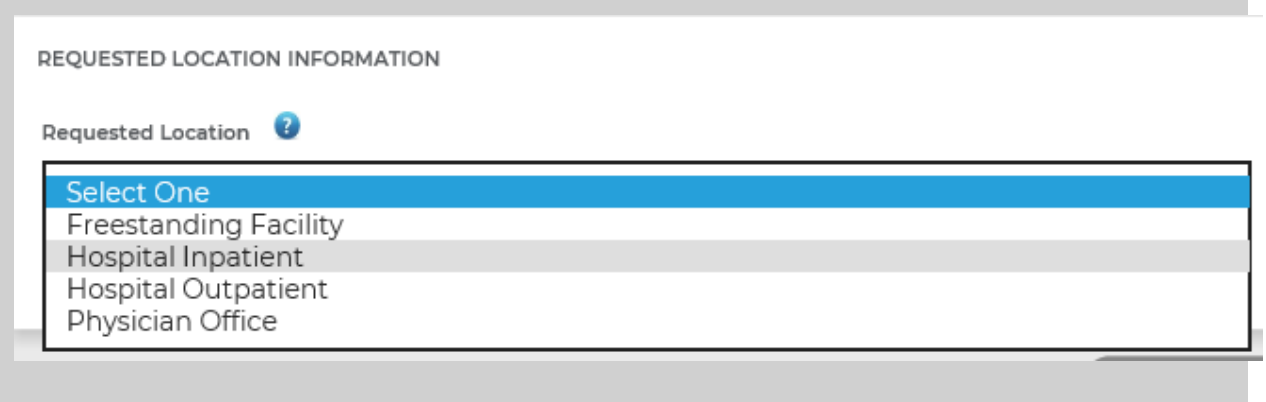


Use the Remove link to take away any selected codes that are not needed. Make sure all the codes for the body system and date of service are selected before clicking next to continue. If additional body systems are to be requested a separate procedure request will be needed.

On the next screen select the indication from the drop list. Continue to the Diagnosis code. You may search by code or by description. User the primary diagnosis code if there is more than one.

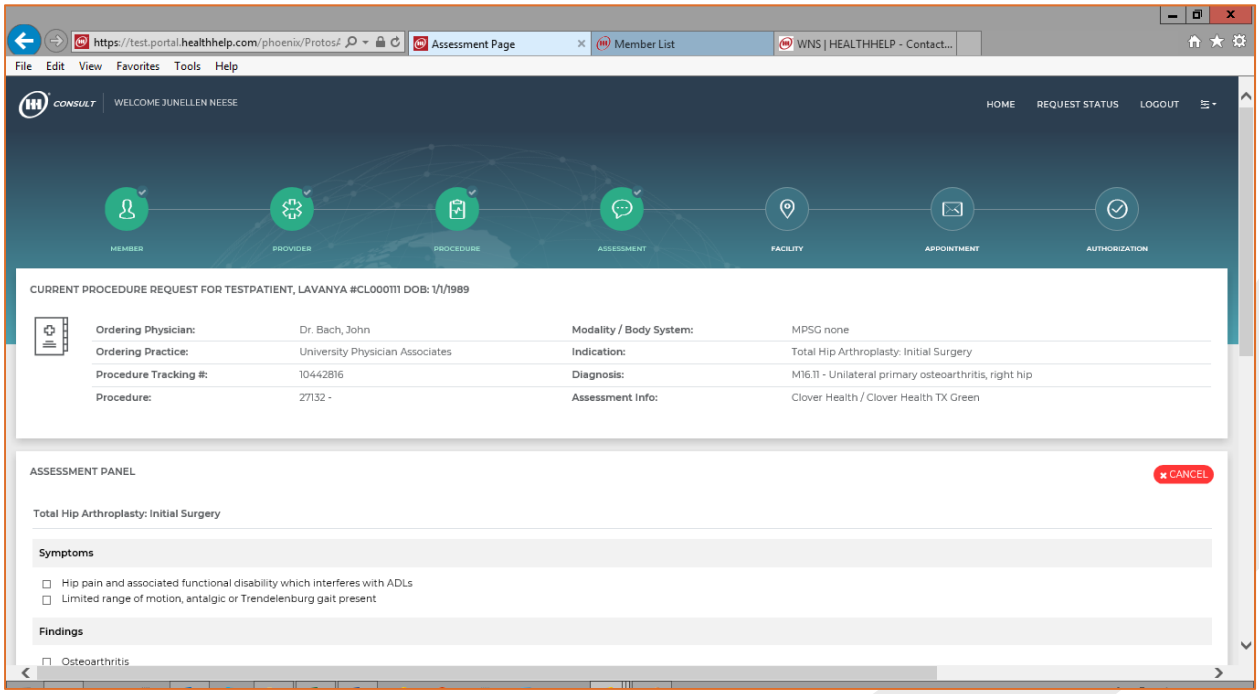


On the same screen use the drop list to select the *Requested Location Information*



Press next to continue

On this screen please all the Assessment questions and check each question that applies to this patient. Checking the question indicates yes, leaving the question unchecked indicates no or unknown.



Depending on the procedures and indications selected you may have additional questions. Please review and answer then press next to continue your MSK request with the Facility and Appointment screens.

You will return to the procedure page for the next code you selected. Select the Indication for this procedure code. You will notice that the remaining data is already completed for you so press next to move forward. Answer any clinical questions. The facility and appointment is already completed.

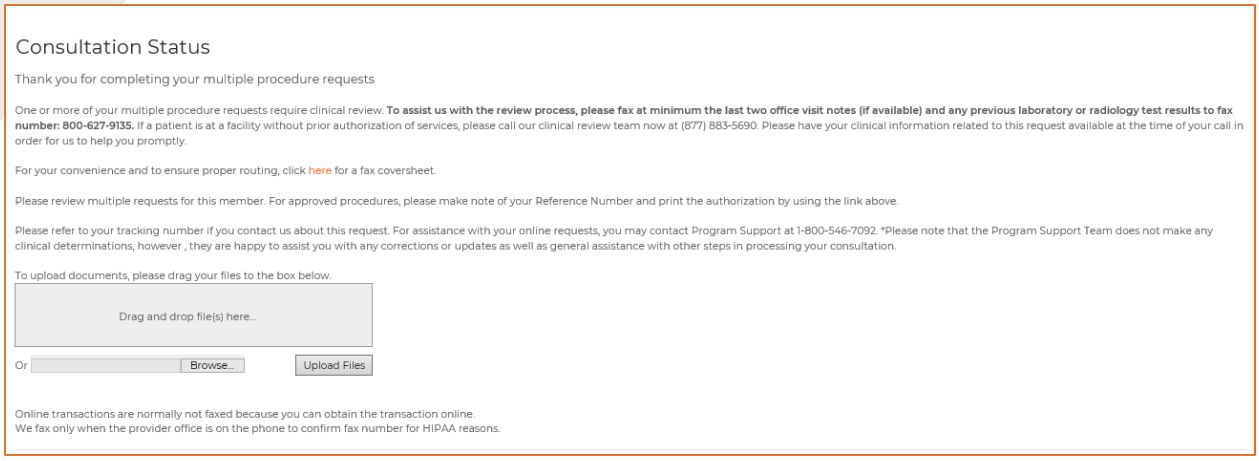
NOTE: If you change the facility and/or appointment date the new information applies to all selected procedures.

Once all procedure related data is competed your final screen will list a summary of all requested procedures. When all procedures meet criteria for an immediate authorization you will be able to print your authorization from this screen or from your WebConsult home screen.

If your case is in clinical review follow the Clinical Review guidelines found in this document.

CLINICAL REVIEW PROCESS

If we need additional information or the case is in clinical review use the Upload Documents link provided on the Authorization page or the link on your home screen.



10441147		KIMBERLY CHANEY	70553	Phoenix	5/8/2018	Waiting for Clinical Review	Cancel or Change	Upload
10441146		DAVID RIDIMAN	70450	Phoenix	5/8/2018	Waiting for Clinical Review	Cancel or Change	Upload

By uploading your clinical information using these links your files will be delivered directly to our clinical team.

If you would like a copy of our Clinical Guidelines please contact us or ask your nurse reviewer.

STATUS

The authorization requests submitted under your login within the last 14 days are listed on your home screen. Additional status queries can be entered using the Request Status link