



Three Ways to Obtain Prior Authorization from MedSolutions for Radiological Services

For your convenience, MedSolutions offers three mechanisms to initiate a prior authorization request: by phone, by fax, and online. Requests from each of these mechanisms are routed through the same process internally at MedSolutions for determination. Here are some of the key highlights of each mechanism:

1. **Phone:** MedSolutions phone lines are available 8:00 a.m. to 9:00 p.m. Eastern Time, Monday through Friday at **1-888-233-8158**. The first point of contact on these calls is a non-clinical representative. An authorization may be granted during this initial point of contact in as little as five minutes. If an approval cannot be granted at this initial step based on the CPT/ICD-9 information provided, the call will be transferred to a nurse reviewer for additional clinical information. Determinations can be granted by the nurse within 15 minutes. If the case needs further review from a physician, the nurse transfers the case to the physician reviewer. If the physician reviewer approves the case, a fax will be generated to both the ordering physician and the performing facility. If additional clinical information is needed, MedSolutions will contact the ordering physician's office to obtain the additional clinical information necessary to process the request. **Urgent requests should be initiated via the phone.**
2. **Fax:** Body part-specific fax forms are available for providers at medsolutionsonline.com or at the provider section of BCBSRI.com. Fax forms should be completed and faxed to MedSolutions at **1-888-693-3210**. These fax forms will be automatically scanned into the MedSolutions system and processed through similar channels as those listed above in the phone call scenario during normal business hours of 8:00 a.m. to 9:00 p.m. Eastern Time, Monday through Friday. Fax forms include simple check-off boxes for providers to complete specifying clinical information needed by MedSolutions to generate a decision. Approvals generated via fax requests typically take four hours; however, if additional clinical information is needed, the ordering physician will be contacted by MedSolutions.
3. **Online:** The third option for ordering providers to use is **medsolutionsonline.com**. Unlike the phone and fax, the Web site is available 24/7. Similar to the phone and fax, providers are asked to complete demographic member information as well as clinical information related to the case. An approval may be granted in as little as 90 seconds, based on the clinical information submitted. If additional clinical information is required, a series of questions will appear (similar to those asked on the fax forms). Based on the responses to these questions, an immediate approval may be generated, or if further review is required, a nurse reviewer will review the case and will either generate an approval and fax the authorization to the ordering provider and facility *or* send the case on for further review to the physician medical reviewer. In addition to the clinical check-off boxes, the online form offers a text field to provide additional clinical information. Providers may also submit clinical documentation via the Web site. Timeframes for nurse and physician review from requests generated online are the same as those generated via phone.