

CLARIFICATION AND TIPS FOR USING CARESELECT OPEN PORTAL

AUDIENCE: Outpatient Physician Offices

October 2020

CareSelect is the name of the Appropriate Use Criteria (AUC) resource provided by National Decision Support Company (NDSC). NDSC is the company chosen by Cerner Soarian, the EHR system at Kona Community Hospital (KCH). It is one of more than 10 Clinical Decision Support companies approved by CMS to provide AUC resources nationally.

AUC authorization is required when ordering Advanced Imaging procedures (CT, MR, NM) at KCH and that can be done by using the CareSelect Open Portal. If you have not already signed up for a Clinical Decision Support company for AUC, you can do so by using the link below

<https://sso.careselect.org/Account>

At KCH we are aware that there have been some challenges for Physician offices when using CareSelect and in the next few pages we are providing some helpful hints to assist.

There is a User Guide available on the Open Portal page and we are also providing a pdf. copy for your office to use.

Things we know about CareSelect:

- It is designed to assist physicians when ordering advanced procedures. CareSelect reviews if the specific procedure ordered is the most appropriate and suggests alternatives based on the indication, sex and age of the patient. It also allows for the physician to disagree with that information and make decisions based on his or her own experience and knowledge of the specific patient.
- Provides appropriateness scoring (0-10)
- Shows cost implications and radiation exposure risk of the procedure
- Coding information that needs to be provided, along with the order to Kona Community Hospital (KCH), so that they can schedule and successfully bill for the procedure.
- Some procedures are not yet built in CareSelect so you may not be able to find them when searching. There is no definitive list of what is and what is not built, but we are attaching a list of the ones we know at this time. CareSelect is updated annually and some of those may become available at a later date.
- Searching by indication can be difficult. You may have to try synonyms to refine your search (e.g. SOB > shortness of breath > dyspnea) . It seems that “less is better” when searching.
- Even though you type in an appropriate indication it may still not find it in the search. In this instance this procedure has been built in CareSelect but that specific indication for that procedure may not yet have been included. Again these are updated annually.

On the following pages you will find some instructions on how to deal with some of the issues you may encounter.

When the process works correctly

CareSelect™ Consult CDS Search CDS Consultations User Guide FAQ

Ordering Provider: Kona

46 year old Male [Edit](#)

Service Information

CT Abdqj [x](#) [Q](#) [Skip Service](#)

Services Search Results

- CT ABDOMEN W CONTRAST
- CT ABDOMEN W WO CONTRAST
- CT ABDOMEN WO CONTRAST
- CT ABDOMEN-PELVIS ENTEROGRAM
- CT ABDOMEN-PELVIS STONE EVALUATION
- CT ABDOMEN-PELVIS UROGRAM/IVP
- CT ABDOMEN-PELVIS W CONTRAST
- CT ABDOMEN-PELVIS W WO CONTRAST
- CT ABDOMEN-PELVIS WO CONTRAST
- CT CHEST-ABDOMEN W CONTRAST

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Ordering Provider: Kona

46 year old Male [Edit](#) Service: CT ABDOMEN-PELVIS W CONTRAST [Edit](#)

Indication Information

Renal artery [Q](#) Results focused on Renal artery (2)

- Renal artery dissection suspected
- Renal artery stenosis

1. Procedure is appropriate “CT AbdomenPelvis W Contrast” (score 7). The physician could proceed with this Order . However, there are options with better scores if the physician would like to change the order. For example, US Abdomen provides a better score, is cheaper, results in no exposure to radiation and relieves all providers of the need to include AUC authorization. In this instance we will continue with the initial order.

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Ordering Provider: Kona [Change Ordering Provider](#)

46 year old Male [Edit](#) Service: CT ABDOMEN-PELVIS W CONTRAST [Edit](#) Indication(s): Renal artery dissection suspected [x](#) [Edit](#)

Appropriateness rankings for a 46 year old Male [Cancel CDS Consult](#)

Appropriateness	Service	Cost	RRL	Display Evidence...
7	CT ABDOMEN-PELVIS W CONTRAST	\$\$\$	▲▲▲▲▲	Select this service
8	CTA ABDOMEN	\$\$\$	▲▲▲▲	Select this service
8	MRA ABDOMEN W WO CONTRAST	\$\$\$		Select this service
8	MRA ABDOMEN WO CONTRAST	\$\$\$		Select this service
8	US ABDOMEN	\$\$		Select this service
8	US ABDOMEN-PELVIS	\$\$		Select this service

ME code applied

Consultation Confirmation

Close

Decision Support Number: **2154703701**

NPI:

Ordering Provider Name: **Kona**

Patient Age: **46**

Patient Gender: **Male**

Selected Service: **CT ABDOMEN-PELVIS W CONTRAST**

Selected Indication(s): **Renal artery dissection suspected**

Appropriateness Score: **7**

Consultation Results: **Adheres**

HCPCS Code: **G1004**

HCPCS Modifier: **ME**

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ME - The order for this service adheres to the appropriate use criteria in the clinical decision support mechanism consulted by the ordering professional

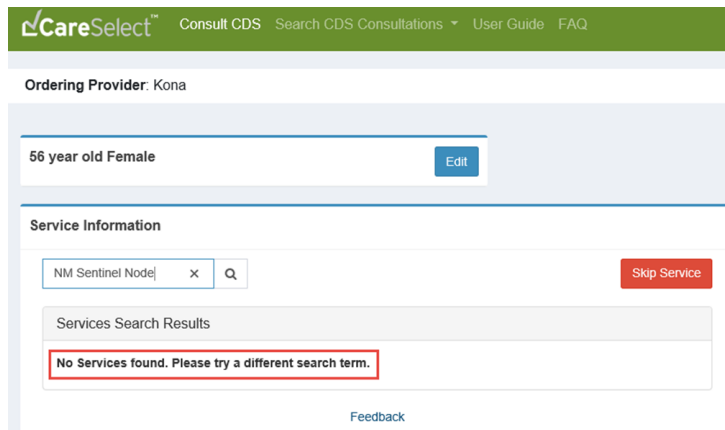
The Consultation Confirmation document must be printed and sent with the Order Request form to KCH

Unable to find a specific procedure

1. Make sure you are using the proper terminology for the procedure.

(e.g. NM Lexiscan or Cardiolyte is not the proper name for a procedure. The proper term is NM Myocardial Perf Spect StressRest).

2. If the procedure is not built in CareSelect yet you will see this wording.



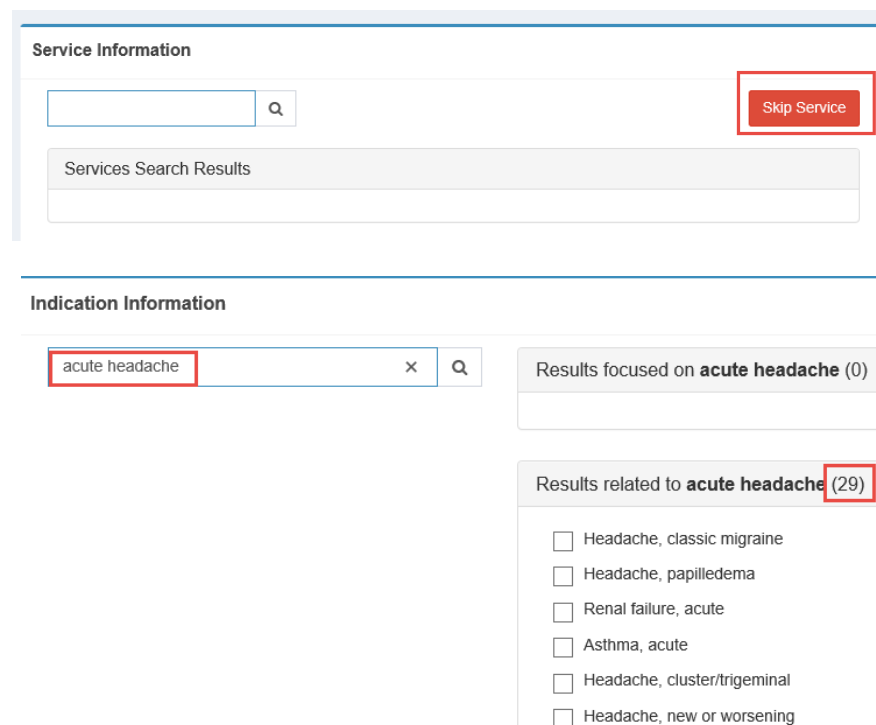
The screenshot shows the CareSelect interface. At the top, there is a green header with the CareSelect logo and navigation links: 'Consult CDS', 'Search CDS Consultations', 'User Guide', and 'FAQ'. Below the header, the 'Ordering Provider' is listed as 'Kona'. A patient profile section shows '56 year old Female' with an 'Edit' button. The 'Service Information' section contains a search bar with 'NM Sentinel Node' entered, a search icon, and a 'Skip Service' button. Below the search bar, the 'Services Search Results' section displays a red-bordered message: 'No Services found. Please try a different search term.' A 'Feedback' link is located at the bottom of the search results area.

3. Continue to place the request to KCH and make a note "Procedure not found in CareSelect". KCH imaging department schedulers will then know to use a designated code **MG** when scheduling the procedure.

MG - The order for this service does not have appropriate use criteria in the clinical decision support mechanism consulted by the ordering professional

Unsure of which service to select

If you are unsure of which procedure would be appropriate for your patient you can **Skip Service** and go straight to entering an Indication and select a procedure from a suggested list.



The screenshot shows the CareSelect interface. The 'Service Information' section has a search bar and a 'Skip Service' button highlighted with a red box. Below this, the 'Indication Information' section is visible. It features a search bar with 'acute headache' entered, a search icon, and a 'Skip Service' button. To the right of the search bar, it says 'Results focused on acute headache (0)'. Below this, there is a section titled 'Results related to acute headache (29)' with a list of procedures, each with a checkbox:

- Headache, classic migraine
- Headache, papilledema
- Renal failure, acute
- Asthma, acute
- Headache, cluster/trigeminal
- Headache, new or worsening

The procedure is available but the Indication cannot be found

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Ordering Provider: Kona

65 year old Male [Edit](#)

Service Information

NM Lung [Skip Service](#)

Services Search Results

NM LUNG VENTILATION PERFUSION SCAN

[Feedback](#)

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Ordering Provider: Kona [Change Ordering Provider](#)

65 year old Male [Edit](#) Service: NM LUNG VENTILATION PERFUSION SCAN [Edit](#)

Indication Information

Non Rheumatic Aortic valve stenosis [Can't Find a Match](#)

Results focused on Non Rheumatic Aortic valve stenosis

[Can't Find a Match](#)

Your search did not match any indications.

Suggestions:

- Make sure all words are spelled correctly.
- Try typing out the full word or phrase.
- Try using multiple terms in the search.
- Try different search terms.

[Feedback](#)

1. Try a synonym if appropriate.
2. If this does not work select [Can't Find a Match](#)
3. The next screen prepopulates the indication you entered. Below you can type information on why you would like this to be included in the future for CareSelect to consider. Click to Confirm Consultation.

Unable to Find Matching Indications

Enter a reason for the exam *

Non Rheumatic Aortic valve stenosis

Please provide additional details for future content consideration *

Would like this diagnosis added to list of indications

There are no appropriate use criteria associated with free text indications.
Do you wish to proceed?

[Yes, Confirm Consultation](#)

[No, Return to CDS](#)

4. Consultation Confirmation will be available. Note that the **MG** code has been automatically applied as the **Indication** could not be found.

Consultation Confirmation

Close

Decision Support Number: **2154606120**

NPI:

Ordering Provider Name: **Kona**

Patient Age: **65**

Patient Gender: **Male**

Selected Service: **NM LUNG VENTILATION PERFUSION SCAN**

Selected Indication(s): **Non Rheumatic Aortic valve stenosis**

Appropriateness Score: **No Score**

Consultation Results: **Not applicable**

HCPCS Code: **G1004**

HCPCS Modifier **MG**

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The Consultation Confirmation document must be printed and sent with the Order Request form to KCH

Physician orders a procedure that CareSelect deems “Inappropriate” for this indication/ patient.

Please note that it is okay for the physician to disagree with the systems choices. He or she will know the patient’s specific circumstances and include that in the decision to proceed.

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Ordering Provider: Kona

56 year old Female [Edit](#)

Service Information

MR head [x](#) [Q](#) [Skip Service](#)

Services Search Results

- MR HEAD-NECK W WO CONTRAST
- MR HEAD-NECK WO CONTRAST
- MR HEAD/BRAIN W WO CONTRAST
- MR HEAD/BRAIN WO CONTRAST

CareSelect™ Consult CDS Search CDS Consultations User Guide FAQ

Ordering Provider: Kona

56 year old Female [Edit](#) Service: MR HEAD/BRAIN W WO CONTRAST [Edit](#)

Indication Information [Dizziness, non-specific](#)

[Dizziness](#) [x](#) [Q](#)

Results focused on **Dizziness** (4)

- Dizziness, arrhythmia or new vasoactive medication
- Dizziness, dehydration or hypotension
- Dizziness, non-specific
- Dizziness, persistent/recurrent, cardiac or vascular cause suspected

[Feedback](#)

1. CareSelect shows the procedure as an Appropriateness score of 1. The physician may still prefer this procedure.

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Ordering Provider: Kona [Change Ordering Provide](#)

56 year old Female [Edit](#) Service: MR HEAD/BRAIN W WO CONTRAST [Edit](#) Indication(s): [Dizziness, non-specific](#) [Edit](#)

Appropriateness rankings for a 56 year old Female [Cancel CDS Consult](#)

Appropriateness	Service	Cost	RRL	Display Evidence...
1	MR HEAD/BRAIN W WO CONTRAST	\$\$\$\$		Select this service
2	CT HEAD/BRAIN WO CONTRAST	\$\$	***	Select this service

2. Choices for the decision are provided. Select one and click “Submit”.

Please confirm ordering the following exam:
MR HEAD/BRAIN W WO CONTRAST (score: 1)

Please choose an acknowledgement reason before proceeding:

- Consulted with radiology
- Consulted with specialist
- Previous imaging result was equivocal or non-diagnostic
- Disagree with appropriateness score
- Complex patient condition
- Contraindication to modality (e.g. pregnancy, allergy, implant)
- Other (see comments)

[Submit](#) [Cancel](#)

3. Documentation of the decision is saved and an **MF** code is applied

Consultation Confirmation

Close

Decision Support Number: **2154606476**

NPI:

Ordering Provider Name: **Kona**

Patient Age: **56**

Patient Gender: **Female**

Selected Service: **MR HEAD/BRAIN W WO CONTRAST**

Selected Indication(s): **Dizziness, non-specific**

Appropriateness Score: **1**

Consultation Results: **Does not adhere**

Acknowledgement Reason: **Consulted with radiology**

Acknowledgement Reason Comment: **See above**

HCPCS Code: **G1004**

HCPCS Modifier: **MF**

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MF - The order for this service does not adhere to the appropriate use criteria in the qualified clinical decision support mechanism consulted by the ordering professional

The Consultation Confirmation document must be printed and sent with the Order Request form to KCH