Introduction

The purpose of this user guide is to demonstrate how to navigate the RadPort™ radiology decision-support tool via UPMC Health Plan’s Provider OnLine.

If you do not have access to Provider OnLine, please go to: http://www.upmchealthplan.com/providers/provideronline.html and complete the Provider OnLine application or call our Web Support Line: 1-800-937-0438.

RadPort explained

RadPort is a decision-support tool that physicians use to evaluate the appropriateness of radiology tests. This tool assists physicians in making decisions, but does not take away their ability to choose what is best for their patients.

This easy-to-use radiology software evaluates the appropriateness of each test in real time. RadPort uses evidence-based clinical information to help prevent unnecessary duplicate testing to increase patient safety.

RadPort provides instantaneous responses. Using RadPort, you can log in and process high-tech imaging cases in seconds.

RadPort was selected by UPMC Health Plan for its physicians to use because it is a physician-directed tool that replaces conventional utilization management with a more direct and efficient technology-driven process.

Benefits include:

- Greater physician accountability
- Better communication
- Improved quality
- Cost savings

UPMC Health Plan chose RadPort for this service because it enables providers to order the most appropriate imaging procedure by combining these important factors:

- Clinical indicators
- Known diagnoses
- Patient demographic information

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Step 1: Login to Provider OnLine

Click on Provider Login.

Provider OnLine will be unavailable from 6:00 p.m. to 8:00 p.m. Sunday, May 15 due to system upgrades.

Login instructions

New User Registration (online application)

If you forgot your User Id or need assistance, please call our Help Desk at 1-800-937-0438. Representatives are available Monday through Friday from 8 a.m. to 5 p.m.
Step 2: Click on **Radiology Decision Support** in the left-hand navigation panel.

Step 3: To enter a new decision support session, click on **Begin New Decision Support Session**.
Step 4: Search for and select member for whom the high-tech radiology exam is being ordered.

Enter as much member information as you have and click **search**. Or, click the icon to swipe member’s card.

Grid will display with member information. Select the correct member with the radio button.
Please note that this message will be returned for members who are no longer eligible for benefits with UPMC Health Plan.

**Step 5: Select Exam from drop-down menu.**

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
<th>Birth Date</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>SUBSCRIBER</td>
<td>2/23/1976</td>
<td>123 Main St.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exam Type</th>
<th>Please select</th>
</tr>
</thead>
</table>
Once the user has selected an **Exam Type**, a link will appear to the right of the exam drop-down menu.

![Exam Selection](image)

Clicking this link will display a popup message with information about the CPT codes that can be requested by choosing the selected exam type.

![CPT codes associated with selected exam](image)

**Step 6: Select ordering provider office location (Site ID) from drop-down menu.**

Two methods exist to search for and choose the referring provider. The entry screen will default to the Search by Provider method.

![Referring Provider Information](image)
A search can be entered using the provider’s last name, the UPMC Health Plan provider ID number (6 digits), the provider’s tax ID number (TIN), or the provider’s NPI number.

Upon choosing a provider, you must specify the Site ID location to associate with the Radiology Decision Support Tool session. Only selections for which the user has been granted and for which the provider is associated will appear in this drop-down menu.
For help selecting a site, click the **Need help choosing a Site** link next to the Site ID drop-down menu.

The list of available Site IDs includes:

<table>
<thead>
<tr>
<th>General Hospital</th>
<th>Suite 000 Hospital Avenue</th>
<th>City A, PA, 00000</th>
<th>000-000-0000</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Hospital</td>
<td>Suite 111 Hospital Avenue</td>
<td>City B, PA, 11111</td>
<td>111-111-1111</td>
</tr>
<tr>
<td>General Hospital</td>
<td>Suite 222 Hospital Avenue</td>
<td>City C, PA, 22222</td>
<td>222-222-2222</td>
</tr>
<tr>
<td>General Hospital</td>
<td>Suite 333 Hospital Avenue</td>
<td>City D, PA, 33333</td>
<td>333-333-3333</td>
</tr>
</tbody>
</table>

Additional data for each Site ID location will be displayed in a popup message. To choose a site, click the **Select** hyperlink to the right of the Site ID information.

Once a provider and site have been selected, click **Continue**.

To utilize the Search by Site method, click the radio button next to **Search by Site** to change search methods. Please note: all selections on the previous search will be cleared.

Selections will appear if the user who is logged in to Provider OnLine has been given access to view these locations.

For help selecting a site, click the **Need help choosing a Site** link next to the Site ID drop-down menu.
Additional data for each Site ID location will be displayed in a popup message. To choose a site, click the **Select** hyperlink to the right of the Site ID information. Upon selecting a site from the popup, the search for providers by site will be automatically executed.

Once a site has been selected and the search has been executed, a list of providers for the given location will display.

Select a provider using the radio button next to the correct name and click **Continue**.
For an advanced provider search, click **Advanced Search** as shown in the previous graphic. Clicking on Advanced Search will provide the view below.

If no results were found, the following warning will appear:

**Referring Provider Information**

Select search method: Search by Provider  Search by Site

Site ID: 000A - General Hospital - City A

Provider Last Name: Smith

Provider ID:

Provider Tax ID:

Provider NPI:

**Search**  **Clear**

<table>
<thead>
<tr>
<th>Name</th>
<th>Provider ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Smith, MD</td>
<td></td>
</tr>
</tbody>
</table>

No Providers found. Please refine your search criteria.
Step 7: Select indications for the exam.

Select **at least one checkbox entry** on the **Indications** screen. Options include: Signs/Symptoms, Known Diagnoses, Abnormal Previous Exams, Special Considerations, and Patient Information. The indications screen will present different options for each exam ordered (please see pages 9-22 of the RadPort Reference Guide for the indications for UPMC Health Plan’s top-14 ordered high-tech exams).

Enter as much information on the **Indications** screen as is known for the given patient.

<table>
<thead>
<tr>
<th>Radology Exam Service Request Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Name: John Doe</td>
</tr>
<tr>
<td>Age: 34</td>
</tr>
<tr>
<td>Member ID Number: 30000000000001</td>
</tr>
<tr>
<td>Referring Provider: James White, MD</td>
</tr>
<tr>
<td>Procedure: 73200: Ubiomi CT</td>
</tr>
</tbody>
</table>

Please provide one or more indications for the selected exam and click **Continue**.

- **Signs / Symptoms**
  - Bone Pain
  - Deformity
  - Dislocation
  - Instability
  - Joint Pain
  - Limited movement
  - Neoplasm - Nonmusculoskeletal primary - specify
  - Neoplasm - primary - unknown
  - Other
  - Sensing or mass/lump

- **Known Diagnoses**
  - Arthritis
  - Aseptic necrosis
  - Fracture - Specify Location
  - Neoplasm - Musculoskeletal or primary - unknown
  - Neoplasm - Musculoskeletal or Primary - Specify Location
  - Nontunion
  - Osteomyelitis
  - Other

- **Abnormal Previous Examinations**
  - Abnormal X-Ray - D1D
  - Other

- **Special Considerations**
  - Other

- **Patient Info**
  - Other

Click **Continue** when complete or click **Back to Exam Details** if a different test or referring provider is desired.
Step 8: Review utility score.

RadPort has generated a utility score for the given exam based on the indications entered. RadPort also presents a list of alternate exam choices for physician consideration.

<table>
<thead>
<tr>
<th>Radiology Decision Support Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>RadPort Exam Service Request Summary</td>
</tr>
<tr>
<td>Member Name: John Doe</td>
</tr>
<tr>
<td>Referring Provider: James White, MD</td>
</tr>
<tr>
<td>Procedure: 73020 - Elbow CT</td>
</tr>
<tr>
<td>Indications provided:</td>
</tr>
<tr>
<td>730.8 - Dislocation</td>
</tr>
<tr>
<td>715.40 - Joint Pain</td>
</tr>
<tr>
<td>730.20 - Osteoarthritis</td>
</tr>
</tbody>
</table>

Utility Score:

8 For this clinical profile, Elbow CT is considered to be an indicated exam.

Indicated 7-9
Marginal 4-6
Low utility 1-3

Test Selection:

Listed below is the original test selected for this session, as well as any alternate procedures to consider that may be of greater utility based on the clinical indications you have provided:

- **9** Elbow X-Ray
- **8** Elbow MRA
- **8** Elbow MR
- **8** Elbow CT
- **7** Elbow CTA
- **6** Elbow Bone Scan

Exams with scores 7 to 9, shown with a green box, are considered indicated for the indications provided. Scores 4 to 6, shown with a yellow box, are considered marginal. Scores 1 to 3, shown with a red box, are considered of low utility.

At this point, proceed with one of the following actions:

1) Confirm the original exam by selecting the desired CPT code for the procedure. The original exam appears in the Test Selection box; its radio button has been pre-selected. Click **Continue**.

2) Choose an alternate exam from the list using the radio button next to the test name and confirm the CPT code for the alternate procedure. Click **Continue**.

3) Click **Set as Pending** for later review.

Clicking **Back to Indications** will permit a change of indications if desired.

There are some exams for which RadPort does not currently provide utility scores. If this is the case, the system will display the following text instead of a utility score:

*RadPort does not provide decision support for this exam and therefore no score will be provided.*

If not enough information is provided for RadPort to generate a score, the following information will display instead of a utility score:

*The indications selected cannot produce a utility score. You may:*

- **Revise indications.**
- **Continue by choosing a CPT.**
- **Cancel the session.**

A RadPort Reference Number (RRN) will still be generated for either of these situations. Click **Continue** and proceed to the confirmation screen.
Clicking **Continue** (option 1 or 2 on the previous page)

RadPort will generate an RRN for any CPT we have designated as an HT radiology procedure.

This confirmation page can be printed for the provider office or for the member. The provider office version appears with all the fields above; the member print version will not contain name, age, or member ID.

The member may take his or her copy of the confirmation to the selected facility as proof that the RadPort Reference Number (RRN) was generated for the exam. However, the facility is not required to submit the RRN to UPMC Health Plan for billing purposes.

A link appears below the confirmation heading at the top of the screen. Selecting this link will redirect the user to the entry screen with the member and provider – from the previously generated RRN – already populated on the screen.
Navigation buttons on the Confirmation screen permit the entry of a new decision-support session for another patient by selecting Continue Using RadPort or exiting to the Provider OnLine home page.

For an exam choice with a utility score of 1 to 6 (red or yellow), the system will require an additional justification of the exam choice:

Please select as many answers as appropriate, including details in the textbox if Other is selected.

Clicking Continue finalizes the session, generates an RRN—when appropriate—and displays a confirmation (see top of page). Clicking Set as Pending holds the session for later review.
Clicking Set as Pending

Setting an exam as pending permits the utility score and indications to be reviewed at a later time. Pending exams can be accessed by any user with security for a physician office location (Site ID), including physicians.

**Please Note** Pending exams expire after one business day. If the exam choice is not confirmed and no RRN is generated after one business day, the decision-support session must be restarted.

Navigation buttons on the Confirmation screen permit the entry of a new decision support session for another patient by selecting Continue Using RadPort or exiting to the Provider OnLine home page.
Continuing a Pending Session

Two search methods exist to search for and choose the ordering provider, which will then display sessions that have been pended.

The Continue a Pending Session screen will default to the Search by Provider method. Search for the provider and select the Site ID location associated with the pending session. All pending exams for the selected physician and site will display.

Select Referring Provider Office Location (Site ID) from the drop-down menu. Selections will appear if the user that is logged in to Provider OnLine has been given access to view these locations.

All pending exams for all physicians under the selected office location will display. Use the physician search criteria to limit the viewable selections.
RadPort Reference Number Inquiry

Referring provider office locations will have access to this function through the main RadPort landing page on Provider OnLine. Facilities wishing to inquire regarding a reference number will be taken directly to the Search Screen from the left-hand navigation panel, bypassing the RadPort landing page.

Referring provider office locations: Click RadPort Reference Number Inquiry.

RRN Lookup: Search for a Member.

UPMC Health Plan participating providers are required to obtain a RadPort™ Reference Number (RRN) when ordering a high-tech radiology exam for UPMC Health Plan members.

To determine if a RRN has been generated, search for and select a UPMC Health Plan member. Any of the fields below can be used to narrow the search for a member.

Last Name: Doe (Full or partial)  Member ID: (As shown on ID card)
First Name: John (Full or partial)
Date of Birth:  Home Phone: (111)2223333
Click Here to Swipe Card

Select a member below:

<table>
<thead>
<tr>
<th>Name</th>
<th>ID Card/Member#</th>
<th>Relationship</th>
<th>Birth Date</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doe, John</td>
<td>90000000201</td>
<td>Subscriber</td>
<td>12/25/1976</td>
<td>123 Main St.</td>
</tr>
</tbody>
</table>

Enter as much member information as you have and click search. Or, click the icon to swipe member’s card.
A grid will display with member information. Select the correct member with the radio button.

All open RadPort Reference Numbers (RRNs) for the selected member will display.

<table>
<thead>
<tr>
<th>Name</th>
<th>DOB</th>
<th>Exam Name</th>
<th>RRN</th>
<th>DSN</th>
<th>Ordered Date</th>
<th>Referring Provider</th>
<th>Expiration Date</th>
</tr>
</thead>
</table>

The RRN will display for any exam for which UPMC Health Plan has not received a claim. RRNs expire six months from the ordered date. The RRN does not have to be submitted on the claim at the time of billing.
For more information about RadPort, contact your Provider Advocate at 1-866-918-1595 or Physician Account Executive/Network Manager.

You may also follow this link: www.upmchealthplan.com/providers/RadPort.