HealthPartners recognizes the value of decision support for high tech diagnostic imaging services. In alignment with the Triple AIM, HealthPartners has established the Diagnostic Imaging Decision Support Program. The intent of the program is to encourage a collaborative approach to patient care through the ordering provider’s use of decision support, ensuring that the right exam at the right time is being appropriately ordered for the patient.

HealthPartners is introducing a new health plan sponsored solution, Medicalis. For those providers who have a “Build Your Own” solution, HealthPartners will continue to support providers on a “Build Your Own Solution”.

**HealthPartners Diagnostic Imaging Provider Notification Program**

The Diagnostic Imaging Provider Notification Program has been in effect since February 1st, 2007, to provide guidance on high tech diagnostic imaging services that do require decision support and when decision support is not required. You may access this administrative policy in the link below:

**Diagnostic Imaging Provider Notification Program**

In accordance with this policy, HealthPartners providers are required to have a decision support solution in place to perform decision support. Providers may select the health plan sponsored decision support solution, Medicalis, or may “Build Your Own” decision support solution.

**“Build Your Own” Decision Support**

Providers may “Build Your Own” Decision Support Solution. When creating a “Build Your Own” Solution, providers need to ensure that the solution meets the following criteria:

1. Is integrated into provider’s electronic medical record or be easily available by ordering Physician or Physician’s clinic staff;
2. Is integrated into Provider’s ordering process;
3. Ensure all Scans ordered go through the Program;
4. Is based on ICSI and ACR guidelines, supplemented with additional specialty guidelines;
5. Ensure there is a guideline for all Scans;
6. Include a process for reviewing literature and/or guidelines quarterly, at a minimum, for revisions to the Program;
7. Include education for ordering provider when scans ordered do not meet guidelines. Education must include a physician-to-physician consultation by a radiologist or knowledgeable peer;
8. Submit Program data to the HPI UM System on a daily basis to ensure claims payment. Provider agrees to meet the testing and file submission requirements to meet the May 2014 go-live date.
9. Is utilized for all high tech diagnostic imaging scans to include CT, MRI, PET and nuclear cardiology.
10. Include a review process for the guidelines within Provider’s program at regular intervals, but not less than quarterly.
11. Include a radiologist’s consultation requirement for scans that have a low utility score from the decision support system prior to the scan being performed.

To get set up on “Build Your Own” Decision Support Solution:

- Email HTDI@HealthPartners.com

**The Health Plan Sponsored Decision Support Solution: Medicalis**

HealthPartners has contracted with Medicalis to provide HealthPartners providers with a web-based decision support solution. To access the Medicalis tool, providers will need to complete the following steps:

- Contact Medicalis Support (1-877-579-5454 x 1 Hours of availability 9:00 AM – 5:00 PM EST)
- Medicalis will provide a Data Collection Template that will need to be completed by the provider
- Complete User Agreement
- Medicalis will set up the new organization in addition to loading all users, physicians and sites specified in the Data Collection Template into the system
- Test File
- Training

**When will the Health Plan Sponsored Decision Support Solution be available?**

The Medicalis Decision Solution will be available for providers on May 1, 2014. Providers may reach out to Medicalis prior to May 1st to set up their systems appropriately.

**2014 Pilot - Vitals Consumer Ratings & Reviews**

Since the mid-1990s, consumer ratings tools have existed in our healthcare marketplace through sources such as Angie’s List. Consumer ratings are a large part of searching for information online and employers and members want this information incorporated as part of online provider searches.

To meet this market demand, HealthPartners is implementing a pilot with one large employer group which integrates caregiver ratings information in this employer’s Find Care application. Members who belong to the pilot employer group and are logged in to HealthPartners.com will be able to view the ratings and reviews as well as enter ratings and/or reviews about their doctor. Information is not available on the HealthPartners’ public website or through the HealthPartners Clinics section of the website.

Ratings Questions for the HealthPartners’ employer members will include:

- Your overall rating of this doctor (this is the only required question that the user must answer)
- Ease of getting appointment
- Spends time with me
- Courteous staff
- Bedside manner
- Confidence in the diagnosis
- The wait time at the office was about (drop down list given to choose from)

Caregiver ratings will be initially be sourced from Vitals.com for the Minnesota and Wisconsin caregivers in our network. Vitals.com was founded in 2007 and has been compiling provider ratings since 2008.

To access current data about your caregiver ratings, please visit Vitals.com or visit the FAQs on the HealthPartners Provider website for more information.