

MARCH 2021

## Hawai'i Health Partners launches HHP Clinical Decision Support to improve prior authorization experience

### RESOURCES & ASSISTANCE

#### HHP Clinical Decision Support Assistance

- Janelle Papin, Project Manager

[Janelle.Papin@hawaiihealthpartners.org](mailto:Janelle.Papin@hawaiihealthpartners.org)

#### Epic Issues

- IT Service Desk  
[ITservicedesk@kapiolani.org](mailto:ITservicedesk@kapiolani.org) | (808) 522-2688

Visit the [HHP Clinical Decision Support webpage](#) for updates, information and resources.

In two weeks, on **March 30, 2021**, the Epic-based tool for high intensity, advanced diagnostic imaging, called HHP Clinical Decision Support, will go live for all Hawai'i Health Partners provider members. The HHP Clinical Decision Support tool was developed to help promote appropriate utilization, improve providers' workflows, and positively impact their patients' experience of care by alleviating some of the administrative burden and inefficiencies associated with prior authorization.

Provider frustration and challenges with prior authorization have long been recognized, and Hawai'i Health Partners sought an innovative solution in collaboration with the physician members in our pilot program, Hawai'i Pacific Health Medical Informatics team, Stanson Health, NIA Magellan, and HMSA. Additionally, with global payment by 2022 on the horizon, HHP Clinical Decision Support is designed to reinforce the pathway for provider success. With providers holding the responsibility for utilization and clinical appropriateness in capitation, it is critical to have efficient tools that empower cost-effective decision making. HHP Clinical Decision Support improves ordering convenience and efficiency, allowing more time and attention to focus on the patient.

### Next Steps

- Complete the learning module titled "2021 HHP Learning Module: Appropriate Ordering of High Intensity Diagnostic Imaging"
  - Read the [HHP Clinical Decision Support Tip Sheet](#) here.
- The "2021 HHP Learning Module: Appropriate Ordering of High Intensity Diagnostic Imaging" has been automatically assigned to you.
  - To access the learning module, visit the HHP Learning Center:

<http://www.healthstream.com/hlc/hph>

Or copy and paste the link into your web browser

### PRIOR AUTHORIZATION DIAGNOSTIC IMAGING STUDIES ADDRESSED\*

#### CT

- CT Head/Brain
- CT Maxillofacial/Sinus
- CT Soft Tissue Neck
- CT Chest
- CT Lumbar Spine
- CT Abdomen
- CT Abdomen and Pelvis

#### MRI

- MRI Brain
- MR Angiography Head/Brain
- MRI Orbit Face Neck
- MRI Cervical Spine
- MRI Thoracic Spine
- MRI Lumbar Spine
- MRI Abdomen
- MRI Pelvis
- MRI Lower Extremity (coming soon)
- MRI Upper Extremity (coming soon)

\*Subject to change

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## Frequently Asked Questions

- What does HHP Clinical Decision Support do?
  - The tool grants authorizations at the point of care when advance diagnostic imaging orders are considered clinically appropriate.
- Which patients does HHP Clinical Decision Support apply to?
  - Applies to patients with HMSA Commercial or Quest coverage and no Medicare coverage.
  - Does not apply to patients with Akamai Advantage coverage.
  - Applies to patients of providers who use registration in Epic and whose insurance information is current.
- Which providers can use HHP Clinical Decision Support?
  - The ordering provider must be a Hawai'i Health Partners provider member.
- What types of orders apply to HHP Clinical Decision Support?
  - Applies to outpatient orders only.
  - Applies to certain advanced diagnostic imaging studies to start with; see side panel for complete list.
- If I receive an automatic authorization through the HHP Clinical Decision Support tool, does that mean my patient's insurance will cover it?
  - Prior authorization is not a guarantee of coverage. Patients should have their health insurance coverage and eligibility checked for the test being ordered.
- What is a Group Fast Pass?
  - With a group fast pass, all HHP providers' advanced diagnostic imaging orders on HMSA patients will be authorized, eliminating administrative burden, such as peer-to-peer review to appeal your case.
- How does Fast Pass relate to HHP Clinical Decision Support?
  - The goal is to for all Hawai'i Health Partners provider members to earn a Group Fast Pass.
  - Calculations to earn the HHP Group Fast Pass will include approvals and denials of prior authorization requests submitted through both the HHP Clinical Decision Support and RadMD.
- Who is eligible to use Fast Pass benefits if HHP earns it?
  - If earned, the Group Fast Pass will apply to all HHP provider members; it is not limited to providers who use Epic in their practice.
- What are the requirements for HHP to earn the Group Fast Pass?
  - The performance requirement to earn a Group Fast Pass is  $\geq 95\%$  aggregate appropriateness rate over a rolling 6-month period for all prior authorization requests (i.e., submitted through HHP Clinical Decision Support or RadMD).

Visit the [HHP Clinical Decision Support webpage](#) for updates, information and resources.