



# CareSelect Imaging Open Access

**Frequently Asked Questions**

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## Introduction

The intent of this document is to provide an overview of information to ensure successful use of the CareSelect Open Access portal.

## Frequently Asked Questions

### **How do I know if my EMR supports direct, point-of-order integration with CareSelect Imaging?**

You can review this information on <https://nationaldecisionsupport.com/>. The list of EMRs who are developing an integration with CareSelect Imaging continues to grow. We strongly encourage you to use the EMR based integration as it will provide the most efficient method of CDS consultation.

### **When will the HCPCS Code (i.e. G-Code) for CareSelect and HCPCS Modifier be available?**

CMS is expected to release a transmittal clarifying claims requirements (including this information) this summer (2019).

### **What Appropriate Use Criteria (AUC) content is used in CareSelect Imaging Open Access portal and why?**

The Open Access portal uses content from the American College of Radiology (ACR), Society of Pediatric Radiology (SPR), American College of Cardiology (ACC), National Comprehensive Cancer Network (NCCN), and Society of Nuclear Medicine and Molecular Imaging (SNMMI). All qPLE (qualified Provider Led Entity) content sources are used as a condensed list of services to provide the most robust AUC content possible. The Open Access portal presents the most recent version of the CareSelect Imaging content.

### **Why do I need to provide my NPI at the time of self-registration?**

This unique identifier will be necessary for planned future functionality allowing for proxy workflows (i.e. clinical staff members consulting AUC under the direction of an ordering provider) and aggregated reporting for a given provider's consultations.

### **What do I do if I register with a typo in my NPI or name?**

A profile editing feature will be available later in 2019 to allow for the updating and correction of these errors.

### **What are the acknowledgement reasons I see when I proceed with a consultation that has an inappropriate score?**

Acknowledgement reasons allow you, as the ordering provider, to specify more details as to why the selected AUC is the best option for the patient even if it displays as



inappropriate. We understand that certain scenarios are more complex than others and provide this functionality to allow for the documentation of those instances. This information can be seen on the *Consultation Confirmation* display, and your dashboard.

**What type of reporting will I receive by using CareSelect Open Access?**

You will be able to view all your CDS consultations in an aggregate view on the Open Access dashboard.

**What happens if my password expires and/or I get locked out of the Open Access portal?**

You will be able to use "I forgot my password" to re-set your password. If you do not log into the Open Access portal for an extended period (90 days), your account will be deactivated. When this happens, you will be prompted to reactivate your account at the time of login by providing the email address for the account, and following a link provided in a received email.

**How do I work with my staff to have them act as my proxies?**

Your clinical staff can act as ordering proxies under your direction. Future functionality of the Open Access portal will allow proxy users to associate CDS consultations with an ordering provider's NPI.

**Why shouldn't my entire office register under one login account for CareSelect Open Access?**

Maintaining separate Open Access accounts will allow for CDS consultations to be appropriately aggregated and provide the ability to distinguish CDS consultations by ordering provider.