CareSelect Imaging
Open Access

Frequently Asked Questions

March 2020

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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.

What do the different HCPCS codes mean?

The HCPCS Code (i.e. G-Code) is the qCDSM identifier assigned to CareSelect Imaging by CMS. The different HCPCS Modifiers are indicators of whether the consultation outcome adhered (ME), did not adhere (MF), or did not have applicable AUC (MG) as per the CMS defined appropriateness ranking. For more information, navigate to https://www.cms.gov/.

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?

Providing *your own* NPI at the time of self-registration will assist with the proxy user workflows (i.e. clinical staff members consulting AUC under *your* direction as an ordering provider). The NPI is used to allow *you (i.e. the ordering provider)* to see AUC consultations done on your behalf when your designated proxy user attributes an AUC consultation to your NPI.

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

Contact our support line at openaccess@nationaldecisionsupport.com.

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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.

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. Your clinical staff will need to create *their own* Open Access account and use the *Change Ordering Provider* functionality to consult on your (and any other users') behalf. Proxy staff *must register with their own information.*

When designated staff consults CDS on your behalf (and attributes the CDS consultation to your NPI), the CDS consultations will be visible on your staff's and your own Dashboard.

If your staff creates an account using *their* email and *your* NPI, you will be unable to register for your own account until the account data is cleaned up. You will need to contact openaccess@nationaldecisionsupport.com for this support.

What should I do if I receive a message that my email address and/or NPI is already in use when I try to register for Open Access?

You will need to contact openaccess@nationaldecisionsupport.com for this. It is likely that one of your designated proxy users erroneously registered for Open Access using your information.

The "Accept" button is not appearing when I try to complete the registration process and accept the EULA. What do I do?

In some browsers, the button to *Accept* the EULA and complete the registration process is enabled once you scroll through and view the entire license text.

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.

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.

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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" link from the login page to re-set your password. You will then be prompted to update your password by following a link sent to your registered email account.

What browser versions are supported by Open Access Portal?

Supported browser versions include Chrome, Edge, Firefox and Internet Explorer 11 (and higher).

How does the search services feature function?

When searching for a service, at minimum three characters are required to populate the results. Eg. "CT" will yield no search results, "CT H" will yield search results including *CT Head,* and *CT Chest*, and further refining the search text, e.g. "CT Head" will yield results including services that have those terms in the exam name. There is no synonym searching on the exam names, i.e. searching for "CAT" will not display "CT" exams in the results.

How does the indication search feature function?

When searching for an indication, at minimum two characters are required to begin populating results. As you type, we'll suggest matches for your search. The suggestions are clinical terms and phrases that are broader concepts to help providers review high-level groupings of indications. The suggestions that you see are linked to specific indications by our Clinical Content Team.

You'll also see results next to the search box. The **focused on** section shows indications that either match your typed text or those that are associated with any of the suggested search terms. The **related to** section can show additional indications based on a broader search of our content.

The list of indications that display based on the typed in text is filtered by the selected exam (when defined). E.g. if you define an 80 y.o. male patient and select CT Head as the exam, when you search for indications and type in "abdominal", results are filtered to not include abdominal indications in the output because the exam is s CT "head".