

March 19, 2010

Dear Colleague:

MedSolutions is pleased to announce its partnership with Neighborhood Health Plan of Rhode Island (Neighborhood) to provide radiology management services for its members for dates of service beginning May 1, 2010. MedSolutions will begin accepting authorization requests on April 26, 2010.

All outpatient elective MR, CT, NCM/MPI, and PET studies performed on or after May 1, 2010 require prior authorization from MedSolutions. A list of all services that now require authorization is attached for your information. Imaging studies performed in conjunction with an inpatient stay, 23 hour observation, or testing done in the emergency room are not subject to authorization requirements.

If any of the above services are currently authorized by Neighborhood for dates of service after May 1, 2010, they will not need to be re-authorized through MedSolutions. Neighborhood will honor those authorizations. Neighborhood will not be issuing authorizations for these services after April 26, 2010.

To request an authorization, you may use our 24/7 web portal (www.medsolutionsonline.com) or call (888) 693-3211 or send a MedSolutions request form (available on web portal) by fax to (888) 693-3210. MedSolutions recommends that ordering physicians secure the authorization and pass the authorization number to the rendering facility at time of scheduling.

When imaging is required in less than 48 hours due to a medically urgent condition, please call for authorization. MedSolutions will expedite the review process. Please indicate clearly that the authorization is for medically urgent care.

MedSolutions will communicate authorization decisions via fax to both the ordering physician and requested facility. Authorizations contain an authorization number and one or more CPT codes specific to the studies authorized. Should the radiologist believe imaging different than what is authorized is warranted, the rendering facility must contact MedSolutions for review and authorization prior to claim submission.

Studies performed without required authorization may be denied payment and providers may not seek reimbursement from eligible Neighborhood members.

To aid in the transition, MedSolutions will be hosting web orientation sessions. These sessions will provide you with what you need to be successful in requesting an authorization from MedSolutions. I have placed a schedule at <http://www.medsolutions.com/implementation>, and I strongly encourage you to attend. If you have any questions regarding this new program or about MedSolutions, please contact our Customer Service Department at (888) 693-3211.

Sincerely,



Gregg P. Allen, MD
Chief Medical Officer
MedSolutions, Inc.