



April 5, 2010

Dear Colleague,

There has been some confusion as to who should call MedSolutions to obtain the newly required authorizations.

Please note that MedSolutions recommends that the ordering physician request the authorization because the ordering physician has all clinical details necessary to complete the authorization process.

However, we realize that since the rendering provider is the one who will be held financially liable if the authorization does not occur, the rendering provider has been the one to obtain the authorization for other authorization programs.

Neighborhood is not mandating which provider completes the authorization process, just that the authorization be obtained prior to the service being rendered. Neighborhood and MedSolutions will accept authorizations from either the ordering or rendering provider.

As with all services rendered to our members, we look to our network providers to work collaboratively to communicate patient information as necessary for optimal patient care.

Sincerely,

Patricia Huschle
Director, Provider Services