



CareSelect® Imaging Open Access Portal

Frequently asked questions

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

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

A complete list of EMRs that are integrated with CareSelect Imaging can be found [here](#) on the Customer Community Portal. We strongly encourage you to use an EMR-based integration as it will provide the most efficient method of CDS consultation.

What happens if the system goes down?

If the site stops working during your CDS consultation, use the **MC** (vendor unavailable) modifier and **G1004** (CareSelect) G-Code.

What do the different HCPCS codes and modifiers 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) ranking as per CMS-defined appropriateness. For more information, navigate to www.cms.gov.

Why do I see an MG modifier after I selected a scored Appropriate Use Criteria (AUC) guideline?

The American College of Radiology has updated their AUC content definition for their Rapid Response Committee (RRC) and Pediatric Rapid Response Committee (PRRC) content. Beginning in January 2021, Open Access users will receive the Not Applicable AUC HCPCS modifier of MG, regardless of a recommendation's score for clinical scenarios from the RRC or PRRC.

What AUC content is used in Open Access and why?

The Open Access portal uses content from the American College of Radiology (ACR), 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?

To edit any information associated with your Open Access account, log in to the Open Access portal and navigate to “My Profile”. From this page, you will be able to update any information initially provided at the time of registration.

I am trying to register but my NPI says it is in use. How do I clear my NPI?

There are instances in which a registered user needs to unregister their NPI from an old email address and re-register with a new email and same NPI. In this case, you need to de-link your NPI from the old email address before you can use it again. To de-link your NPI:

1. Navigate to [CareSelect™ Imaging Open Access Portal](#) and log in using the One Healthcare ID credentials.
2. Click on “**My Profile**”.
 - a. National Provider ID (NPI) - **do not enter a value in this field.**
 - b. Check the “I do not have an NPI” checkbox.
3. Click the **Update** button.
4. If you are unsure of the email address that the NPI is linked to, please refer to the bottom of this document for support.

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 designated ordering proxies under your direction. The 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. Designated proxy users must register for Open Access with their own information, not the physician’s information.

When a designated proxy consults CDS on your behalf using the Change Ordering Provider feature (and thus attributes the CDS consultation to your NPI), those CDS consultations will be visible on your designated proxy’s Dashboard, as well as your own (given that you are a registered Open Access user who has provided your own NPI at the time of registration.) If your designated clinical staff creates an account using their email and your NPI, you will be unable to register for your own account until the NPI account data is cleaned up by your designated proxy in their own Open Access account. To do this, your designated proxy should log into the Open Access portal and navigate to the My Profile page to edit the erroneously provided information.

The “Accept” button does not appear 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 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?

It is likely that one of your designated proxy users erroneously registered for Open Access using your NPI information. Consult with your designated proxy who might have registered using your NPI. They can update this information in their own Open Access account using the My Profile page. If you are

unsure of the email address that the NPI is linked to, please refer to the bottom of this document for support.

What happens if I run into issues logging in to the Open Access portal?

A One Healthcare ID is needed to access the portal. From the login screen, click on Sign Up or Log In with One Healthcare ID to either register for an account or locate assistance for any sign-on issues. The One Healthcare ID page provides links to identify a forgotten One Healthcare ID or to reset a Password. There is also a Help Center and the ability to Chat with support to correct expired passwords, locked accounts, and overall assistance with account management.

I have not received the password reset link or access code in my e-mail. What do I do?

It can take up to 15 minutes to receive the email. Check your Spam or Junk folder for the email. If you do not find the email in your Spam or Junk folder and have not received the email after 15 minutes, select the option to resend the email or select an alternative way to verify your identity. If you use an email from a corporate email domain and continue to have trouble receiving email about your One Healthcare ID, ask your IT team to whitelist @optum.com and @onehealthcareid.com.

What browser versions are supported by Open Access Portal?

Supported browser versions include Chrome, Edge, and Firefox.

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 can view all your CDS consultations and CDS consultations completed on your behalf in an aggregate view on the Open Access dashboard.

How does the search services feature function?

When searching for a service, a minimum of three characters are required to populate the results. Enter the patient's age and sex. Search for and select the service using the naming conventions. Including: CT, CTA, CTV, MR, MRA, MRV, NM, PET CT, US, XR, FL, and MAMMO. Then enter Modality, Body Area and IV Contrast if applicable.

How does the indication search feature function?

When searching for an indication, a minimum of 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 will also see your 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). For example, if you define an 80-year-old 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”.

I tried “Skip Service” and then “I Can’t Find an Indication” and still cannot find what the provider ordered. What do I do?

When searching by service/exam, if you can’t find the exam or indication you are looking for, start a new service search and select the red **“Skip Service”** button to search by indication instead of exam. If the indication is not available, or no exams are listed after selecting the indication, you will need to start over and search again by service/exam and select the “I Can't Find an Indication” option to complete your consultation. After following these steps, if you are unable to find the exam that the provider ordered there may not be any AUC content for that exam. You can use the **MG modifier** and the **G1004 G Code** to report your AUC consultation.

MG - The order for this service does not have appropriate use criteria in the clinical decision support mechanism consulted by the ordering professional.

Content Scoring Differences

Red – Rarely Appropriate (1-3)

Yellow – May be Appropriate (4-6)

Green – Appropriate (7-9)

Grey – No Score

How do I get assistance with CareSelect Open Access?

For additional information or assistance with the Open Access Portal, please navigate to [CareSelect Open Access Overview](#) site and click **“Get support”** in the middle of the screen.