

# CareSelect™ Imaging

## Open Access User Guide

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# Overview

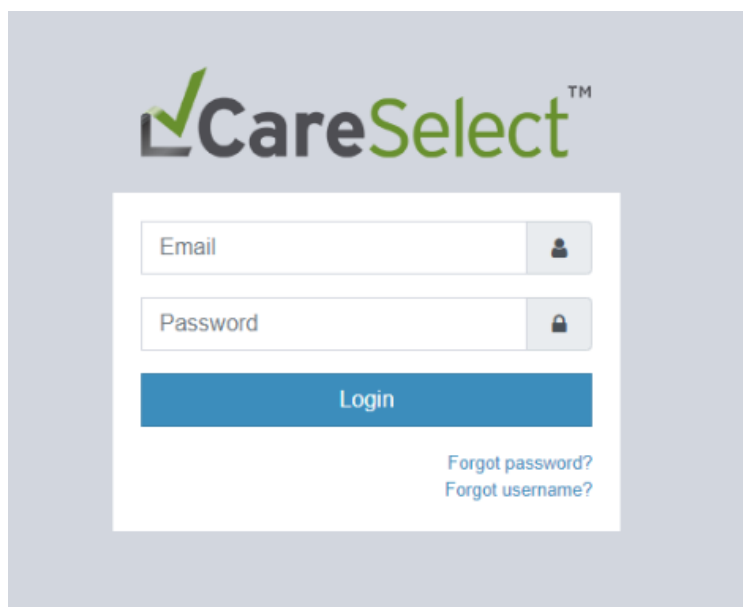
The CareSelect Imaging Open Access Portal is a web version of NDSC's qualified Clinical Decision Support Mechanism (qCDSM) that enables the use of Appropriate Use Criteria (AUC). The intention of the Open Access Portal is to provide all ordering providers with access to clinical decision support (CDS), regardless of access to an EMR integrated CDS solution. The Open Access Portal enables providers to fulfill the Protecting Access to Medicare Act (PAMA) legislative requirement that a CDS consultation must be done at the point of ordering for all high-tech imaging orders. The Open Access Portal does not use Protected Health Information (PHI) in any form.

## Access the CareSelect Imaging Open Access Portal

To access the CareSelect Imaging Open Access Portal for the first time, navigate to <http://openaccess.careselect.org/registration> and register for an account. To register, you will provide basic information, including your name, NPI, email, etc. You should expect to receive an email for verification however, if you do not receive that email, please contact your IT to whitelist [noreply@careselect.org](mailto:noreply@careselect.org). Once your registration is complete, you will be able to log into the application.

For additional information or assistance with registration, please navigate to <https://qcdsm.nationaldecisionsupport.com/> and click "**Chat with an Expert**" in the lower, right corner of the screen. The Digital Assistant provides access to documentation, allows you to search for frequently asked questions, and you can create a ticket with our support team if you can't find what you need.

To access the CareSelect Imaging Open Access Portal post registration, navigate to <https://openaccess.careselect.org> (where you will be redirected to the sign-in page) and enter the username and password you created during your initial registration.



## Consult CDS

Upon logging in, you may immediately begin consulting clinical decision support from *Consult CDS*. The workflow begins with inputting the patient's age and sex. You may consult CDS on your own behalf, or on behalf of another provider by clicking *Change Ordering Provider*.

You will by default arrive at the below screen upon logging in if you registered with (your own) NPI. However, you may still consult CDS on behalf of another provider by clicking on *Change Ordering Provider*.



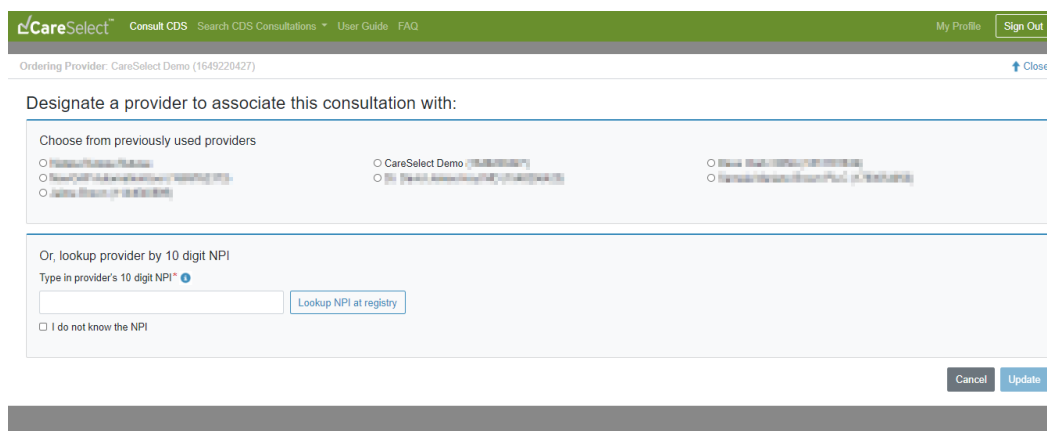
The screenshot shows the CareSelect Consult CDS interface. At the top, there is a navigation bar with the CareSelect logo, "Consult CDS", and links for "Search CDS Consultations", "User Guide", and "FAQ". On the right side of the navigation bar, there are links for "My Profile" and "Sign Out". Below the navigation bar, the "Ordering Provider" is listed as "Test User (8049021768)" with a "Change Ordering Provider" link. The main content area is titled "Patient Demographics" and contains two fields: "Patient Age" with a dropdown menu and "Patient Sex" with radio buttons for "Male", "Female", and "Unknown".

## Consult CDS (on another user's behalf)

This workflow will most often be utilized by clinically licensed proxy users who are designated to consult CDS on behalf of an ordering provider.

If you did not register for Open Access with an NPI because you do not have one, upon logging in, you will by default arrive at the below screen.

From this screen you will be able to define an ordering provider on whose behalf you are consulting CDS.



The screenshot shows the CareSelect Consult CDS interface for designating a provider. At the top, there is a navigation bar with the CareSelect logo, "Consult CDS", and links for "Search CDS Consultations", "User Guide", and "FAQ". On the right side of the navigation bar, there are links for "My Profile" and "Sign Out". Below the navigation bar, the "Ordering Provider" is listed as "CareSelect Demo (1649220427)" with a "Close" link. The main content area is titled "Designate a provider to associate this consultation with:" and contains two sections. The first section is "Choose from previously used providers" and lists several providers with radio buttons. The second section is "Or, lookup provider by 10 digit NPI" and contains a text input field for "Type in provider's 10 digit NPI" with a "Lookup NPI at registry" button. At the bottom right, there are "Cancel" and "Update" buttons.

## Option 1 – Define an ordering provider from a list of previously used providers

You will only ever need to define an ordering provider once. With every subsequent login to Open Access you will be able to use the *previously used providers* list to select who to associate a CDS consultation with. Choose a provider and select *Update* to proceed with the CDS consultation workflow.

## Option 2 – Define an ordering provider using an NPI

If your provider is not in the *previously used* list, in the *10-digit NPI* field, type in your ordering provider's NPI and then click *lookup*. This will conduct a lookup of the NPI against CMS's public national registry and populate the *provider name* field. Select *Update* to proceed with the CDS consultation workflow.

## Option 3 – Define an ordering provider using only a provider's name

If your provider is not in the *previously used* list and you do not know the NPI, select *the I do not know the NPI* option. Type in the provider's name in the given field and select *Update* to proceed with the CDS consultation workflow.

## Find the Appropriate Service

After the patient's age and sex have been defined, you may search for and select a service (i.e. an exam). Once you have selected a service, you will be prompted to select an indication (i.e. reason for exam).

The naming convention for these services is standardized in the Open Access Portal for usability. If you also use a CareSelect EHR integration, the names of services likely vary in the Open Access Portal from your organization's EHR naming convention.

Note the below naming convention for how to find the correct service in Open Access Portal's standardized list of services.



Modalities include: CT, CTA, CTV, MR, MRA, MRV, NM, PET CT, US, XR, FL, and MAMMO. If you are unsure which service to select, click on Skip Service and search for an indication.

The screenshot shows the CareSelect interface. At the top, there is a green navigation bar with the CareSelect logo and links for 'Consult CDS', 'Search CDS Consultations', 'User Guide', and 'FAQ'. Below this, the 'Ordering Provider' is listed as 'Test User (8049021768)'. The main content area shows a patient profile for a '75 year old Female' with an 'Edit' button. Underneath is the 'Service Information' section, which includes a search input field containing 'ct head-brain w/o' and a 'Skip Service' button. Below the search input is a 'Services Search Results' section with four radio button options: 'CT HEAD/BRAIN W WO CONTRAST', 'CT HEAD/BRAIN WO CONTRAST', 'MR SPECTROSCOPY HEAD/BRAIN W WO CONTRAST', and 'MR SPECTROSCOPY HEAD/BRAIN WO CONTRAST'. A 'Feedback' link is located at the bottom of the search results section.

## Find the Appropriate Indication

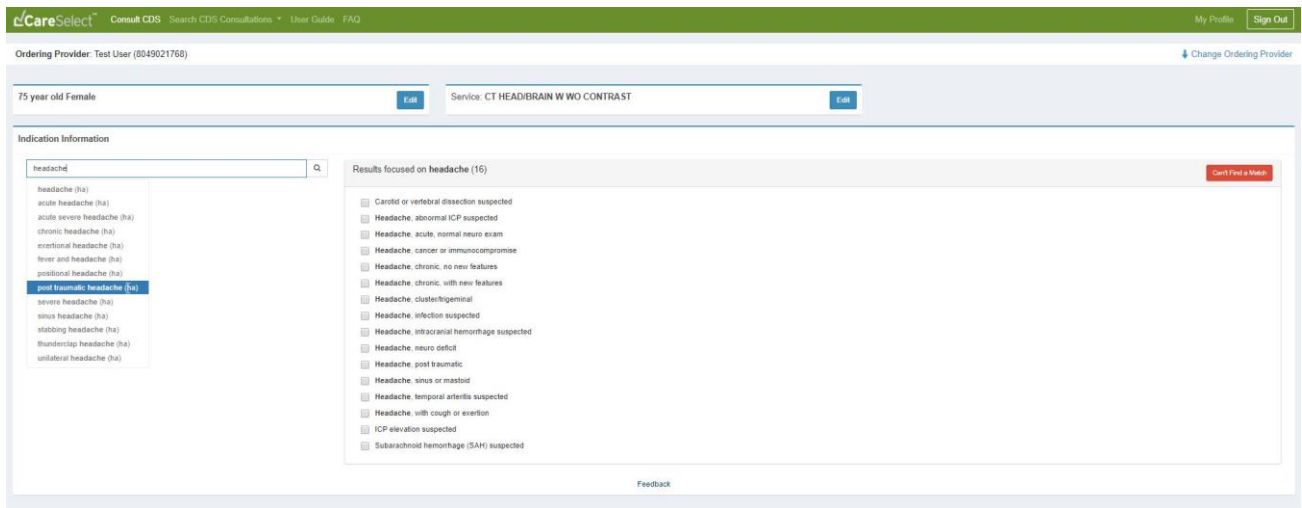
The suggestions that result from a search input include clinical terms and phrases that are broader concepts to help clinicians review high-level groupings of indications. The suggestions that you see are linked to specific indications by our clinical content team.

The *focused on* section shows indications that either match your typed text or are associated with any of the suggested search terms. The *related to* section can show additional indications based on a broader search of the content.

After indication search results display, you may choose to select one or multiple depending on the patient scenario.

Selecting an indication will yield a set of services that are most appropriate based on the selected indication(s) and patient age and sex combination. As soon as you select your first indication a set of AUC will display, including appropriateness rankings, relative costs (based on CMS RVU), and relative radiation levels (RRLs) for each service.

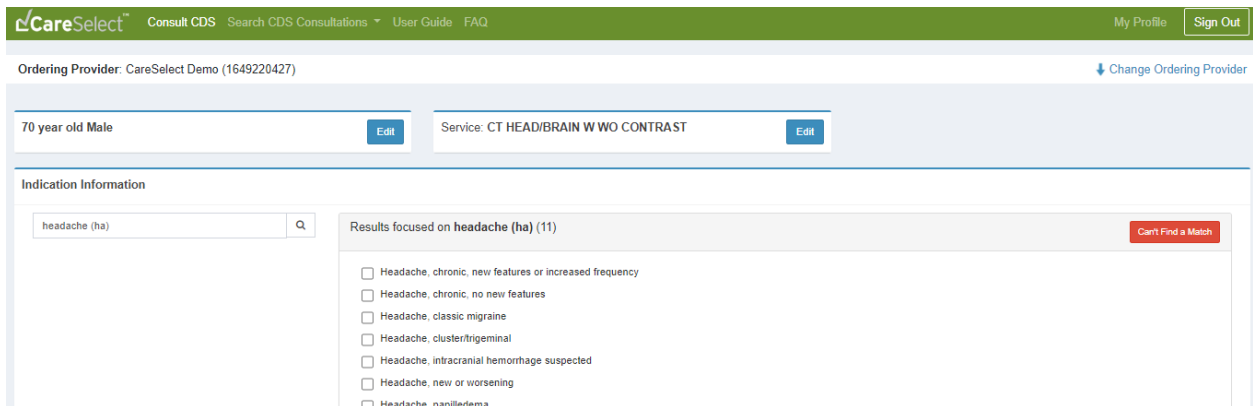
To select multiple indications, or adjust the indication already selected, click on *Edit* in the indication header, then search for and select the reason(s) for exam. With every selected indication, the list of relevant services and their AUC will update accordingly.



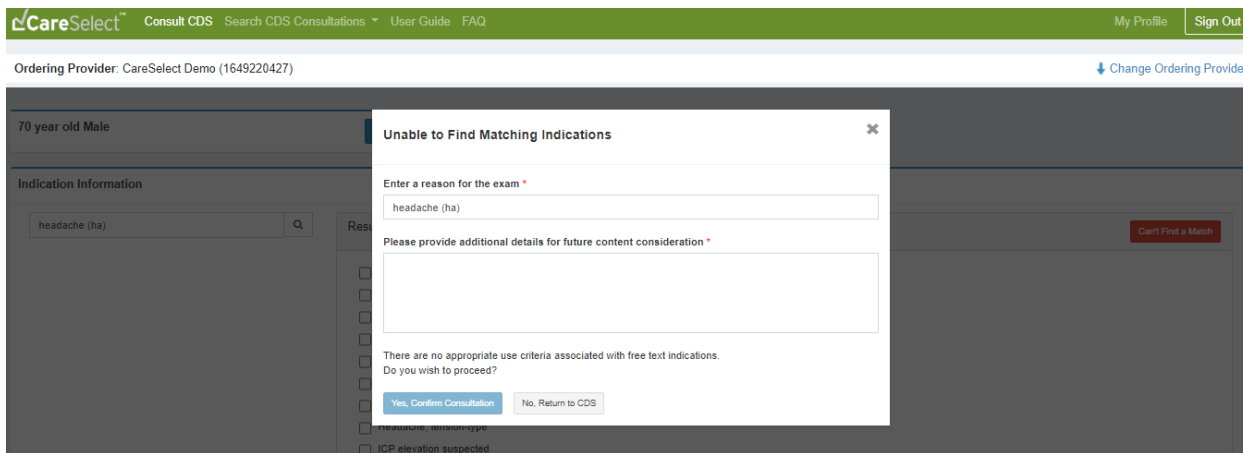
## Can't Find a Match

When searching for indications, you may not always be able to find an accurate indication. In these instances, select the *Can't Find a Match* button located in the Indication search results box. This workflow will prompt you to provide additional information as to why you were not able to find a suitable indication out of those provided by the specialty medical societies.

The feedback provided here is regularly analyzed and shared with the specialty medical societies that CareSelect partners with. The sharing of this information is meant to prompt conversations on gaps in content coverage.



Once the *Can't Find a Match* button is clicked, the below screen will display. By default, the search term initially provided will be displayed as the reason for exam. You may then edit the *reason for exam* field to what your free text indication needs to be. Providing additional details in the comment box will assist our clinical content team in helping close the content gaps.



Please note that by not selecting a structured indication via the *Can't Find a Match* workflow, your clinical decision support session will yield a *No Score* appropriateness ranking. This means that it could not be evaluated for appropriateness by the AUC content.

When using the *Can't Find a Match* workflow, do not include PHI in the free-text indication fields.

## View Research Evidence

To review the evidence and methodology behind the Appropriate Use Criteria recommendations for the defined exam and indication(s), click on the *Display Evidence* link at the top of the appropriateness rankings display window. A PDF document that explains the medical literature and rationale will open.

Note that the content in these PDFs is typically categorized by a large overarching clinical topic that is sub-divided into more specific clinical variants.

## Complete CDS Consultation

To complete your CDS consultation, you must select a service from the available appropriateness ranked AUC options, given the provided inputs (i.e. patient age and sex, exam and indication). Services are ranked in order of appropriateness.

Appropriateness rankings for a 80 year old Female Cancel CDS Consult

Appropriateness	Service	Cost	RRL	Display Evidence...
5	CT HEAD/BRAIN W WO CONTRAST	\$5	★★★★	Select this service
6	CT HEAD/BRAIN (ALL CONTRASTS)	\$5	★★★★	Select this service
8	CT HEAD/BRAIN WO CONTRAST	\$5	★★★★	Select this service
9	MR HEAD/BRAIN (ALL CONTRASTS)	\$55	★★★★	Select this service

Example: Image above represents how ACR (American College of Radiology) or SNMMI (Society of Nuclear Medicine and Molecular Imaging) content appropriateness rankings would display.



Appropriateness rankings for a 75 year old Female	
Appropriateness	Service
<div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">           Based upon lower-level evidence, there is uniform NCCN consensus that the intervention is appropriate.         </div> <div style="background-color: green; width: 100%; height: 10px; margin-bottom: 5px;"></div> SOE: 2A	CT CHEST-ABDOMEN-PELVIS (ALL CONTRASTS)
<div style="background-color: green; width: 100%; height: 10px; margin-bottom: 5px;"></div> SOE: 2A	CT CHEST-ABDOMEN-PELVIS W CONTRAST
<div style="background-color: yellow; width: 100%; height: 10px; margin-bottom: 5px;"></div> SOE: 2A	NM BONE SCAN
<div style="background-color: yellow; width: 100%; height: 10px; margin-bottom: 5px;"></div> SOE: 2A	NM BONE SCAN WHOLE BODY
<div style="background-color: gray; width: 100%; height: 10px; margin-bottom: 5px;"></div> SOE: 2A	CT CHEST-ABDOMEN-PELVIS W WO CONTRAST

Example: Image above represents how NCCN (National Comprehensive Cancer Network) or ACC (American College of Cardiology) content appropriateness ranking would display.

After selecting a service, a *Consultation Confirmation* will display. The confirmation includes the Decision Support Number (DSN), a unique transaction number assigned to every decision support session. The DSN can be used to verify that the AUC has been referenced as part of the ordering process. Additionally, if the DSN is entered in the EHR, it can be used as an identifier to link data between another system and CareSelect.

In addition to the DSN, you will receive information required for submission of claims to CMS, including (but not limited to) the HCPCS code (i.e. the G-Code) and the HCPCS modifier.

From the *Consultation Confirmation* display, you may:

- Close the *Consultation Confirmation* screen. Doing this navigates you back to the Consult CDS page.
- Use *Copy to Clipboard*. Doing this allows you to easily copy and paste all information included on the *Confirmation Consultation* display.

### Consultation Confirmation ✔

Close

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**Decision Support Number: 2147580061**

NPI: 1649220427  
 Ordering Provider Name: CareSelect Demo  
 Patient Age: 65  
 Patient Gender: Male  
 Selected Service: MR HEAD/BRAIN W WO CONTRAST  
 Selected Indication(s): Headache, cluster/trigeminal  
 Appropriateness Score: 8  
 Consultation Results: Adheres  
 HCPCS Code: G1004  
 HCPCS Modifier: ME

Copy to Clipboard

# Navigate Your Dashboard

To navigate your dashboard, click on *Search My CDS Consultations* and select *My Consultations*. The dashboard, by default, will display your CDS consultations from that day. On the dashboard you may either search for a specific DSN (i.e. unique CDS consult) or select a date range for which to display a set of DSNs.

You may select *Consultations on My Behalf* and see CDS consultations completed by other users on your behalf. *Consultations on My Behalf* will only display data if, and only if, users who consulted CDS on your behalf associated a consultation with your NPI.

On either results page, you may also use the appropriateness filter to display different search results. Note that you can view only your own CDS consultations on the CareSelect Dashboard; you may not view other users' consultations unless they were completed on your behalf (viewable via *Consultations on My Behalf*).

The screenshot shows the CareSelect dashboard interface. At the top, there is a navigation bar with 'CareSelect' logo, 'Consult CDS', 'Search CDS Consultations', 'User Guide', and 'FAQ'. A 'Sign Out' button is in the top right. Below the navigation bar, there is a search area with a date range '2020-02-13' and a calendar icon. A dropdown menu is open, showing 'My Consultations' and 'Consultations on My Behalf'. A 'Search' button is next to the dropdown. To the right, there is a 'Search by DSN' field and another 'Search' button. Below the search area, there is a filter section for 'Appropriateness Score' with checkboxes for 'Green (7-9)', 'Yellow (4-6)', 'Red (1-3)', and 'No Score', and a 'Filter' button. The main content area is titled 'Search Results' and contains a table with the following data:

DSN	Service	Indication	Score	Date Created	Acknowledgement Reason
2147528067	CT HEAD/BRAIN WO CONTRAST	Headache, post traumatic	8	Feb 13, 2020, 2:54 PM	<a href="#">Details</a>

For details pertaining to any one specific historic CDS consultation, click on *Details* to see the same details associated with that session as you saw at the time of the actual consultation.

The screenshot shows a 'Consultation Details' modal window with a 'Close' button in the top right. The details are as follows:

**Decision Support Number: 2147580061**  
NPI: 1649220427  
Ordering Provider Name: CareSelect Demo  
Patient Age: 65  
Patient Gender: M  
Selected Service: MR HEAD/BRAIN W WO CONTRAST  
Selected Indication(s): Headache, cluster/trigeminal  
Appropriateness Score: 8  
Consultation Results: Adheres  
HCPCS Code: G1004  
HCPCS Modifier: ME

## Provide Feedback

During the CDS consultation workflow, you may provide feedback to CareSelect. You may provide feedback at any point after the patient age and sex have been defined by clicking the *Feedback* link at the bottom of the page. When doing so, please include additional comments.

Please do not include Protected Health Information (PHI) in comments. The feedback will be used by NDSC and the medical specialty societies to improve both the content and user experience.

## Edit Your Profile

You may use the *My Profile* feature to edit information associated with your profile. To do so, navigate to the *My Profile* link in the upper right-hand corner once you are logged into the Open Access portal.

This editing ability will be useful if you:

- Change your name
- Did not provide your NPI at the time of registration but do have one
- Mis-typed your information at the time of registration
- Erroneously, as a designated proxy, associated a physician's name and NPI with your own profile instead of your own information

CareSelect™ Consult CDS Search CDS Consultations User Guide FAQ My Profile Sign Out

### CareSelect Imaging Open Access Portal Profile

Email	Password
<input type="text" value="test@openaccess.com"/>	<input type="password" value="*****"/>
New Password	Confirm Password
<input type="password" value="*****"/>	<input type="password" value="*****"/>
<input type="button" value="Change Password"/>	
First Name*	Last Name*
<input type="text" value="FirstTest"/>	<input type="text" value="LastTest"/>
Role*	National Provider ID (NPI)*
<input type="text" value="Physician assistant"/>	<input type="text" value="1234567890"/>
	<input type="checkbox"/> I do not have an NPI
Organization Type*	Organization Name*
<input type="text" value="Other"/>	<input type="text" value="Test Medical Center"/>
Practicing Zip Code*	
<input type="text" value="12345"/>	
<input type="button" value="Update"/>	<input type="button" value="Cancel"/>