



CareSelect® Imaging Open Access

Frequently Asked Questions

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

Q: What do the different HCPCS codes and modifiers mean?

A: The HCPCS code (i.e., G-Code) is the qCDISM 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 appropriate use criteria (MG) as per the CMS-defined appropriateness ranking. Learn more on the [Centers for Medicare & Medicaid Services website](#).

Q: Why do I see an MG modifier after I selected a scored appropriate use criteria (AUC) guideline?

A: The American College of Radiology has updated its AUC content definition for its Rapid Response Committee (RRC) and Pediatric Rapid Response Committee (PRRC) content. 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.

Q: What AUC content is used in Open Access and why?

A: The Open Access portal uses content from the American College of Radiology (ACR), Society for Pediatric Radiology (SPR), American College of Cardiology (ACC), National Comprehensive Cancer Network (NCCN), and Society of Nuclear Medicine and Molecular Imaging (SNMMI). All qualified Provider-led entity (qPLE) 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.

Q: Why do I need to provide my NPI at the time of self-registration?

A: 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.

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

A: To edit any information associated with your Open Access account, navigate to My Profile once you are logged into the Open Access portal. From this page, you will be able to update any information initially provided at the time of registration.

Q: Why shouldn't my entire office register under one login account for CareSelect Imaging Open Access?

A: Maintaining separate Open Access accounts will allow for Clinical Decision Support consultations to be appropriately aggregated and provides the ability to distinguish CDS consultations by ordering provider.

Q: How do I work with my staff to have them act as my proxies?

A: Your clinical staff can act as designated ordering proxies under your direction. Your clinical staff will need to create their own Open Access accounts 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 and your own dashboards (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.



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

A: In some browsers, the button to accept the End User License Agreement and complete the registration process is enabled once you scroll through and view the entire license text.

Q: 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?

A: 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.

Q: What happens if my password expires and/or I get locked out of the Open Access portal?

A: You will be able to use the “I forgot my password” link from the login page to reset your password. You will then be prompted to update your password by following a link sent to your registered email account.

Q: What browser versions are supported by Open Access Portal?

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

Q: What are the acknowledgement reasons I see when I proceed with a consultation that has an inappropriate score?

A: 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.

Q: What type of reporting will I receive by using CareSelect Imaging Open Access?

A: You can view all your CDS consultations in an aggregate view on the Open Access dashboard.

Q: How does the Services Search feature function?

A: When searching for a service, a minimum of three characters are required to populate the results. For example, “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).

Q: How does the Indication Search feature function?

A: 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 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 displays 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 a CT head.

About Change Healthcare

Change Healthcare (Nasdaq: CHNG) is a leading healthcare technology company focused on insights, innovation, and accelerating the transformation of the U.S. healthcare system through the power of the Change Healthcare Platform. We provide data and analytics-driven solutions to improve clinical, financial, administrative, and patient engagement outcomes in the U.S. healthcare system.