

Physician Decision Support<sup>®</sup> (PDS)  
User Guide

Advance Notification/Prior Authorization Program

December 2019





## Logging into Physician Decision Support® (PDS)

Care providers ordering laboratory tests can initiate an advance notification or prior authorization request using the BeaconLBS® Portal.

The screenshot shows the BeaconLBS Physician Login page. At the top left is the BeaconLBS logo with the tagline 'Lab Benefit Solutions'. Below the logo are two input fields: 'User ID' and 'Password'. To the right of the Password field is a blue link that says 'Can't access your account?'. Below these fields is a large grey button labeled 'PHYSICIAN LOGIN'. Underneath this button is a horizontal line with the word 'OR' centered below it. Below the line is another large grey button labeled 'SIGN UP'. At the bottom of the page, there is a small line of text that reads 'This system is for authorized users only.'

### Step 1.

From your Internet browser, go to [www.beaconlbs.com](http://www.beaconlbs.com) and select **Physician Login**

### Step 2.

Enter your credentials using the **User ID** and Password provided by your Administrator.

If you have forgotten your credentialing information, select **Can't access your Account?**

Follow the prompts for either User ID or password retrieval.

# Physician Decision Support® (PDS) User Guide Advance Notification/Prior Authorization Program

## Now that you are logged in - Let's Begin!

PDS® has a fresh, clean design that allows for faster and simpler navigation.  
Case creation is performed in a single screen.

**MDX Hawaii** Cases 0 Knowledge Center KUMAR1, RAMINI1 ▼

Practice: Martin, Melody123

### Member

[Subscriber Number](#) Member Search

Enter Subscriber Number SEARCH

Required

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### Ordering Physician

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### Diagnosis Codes

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### Tests & Panels

**What's needed to create a case?**

- Patient's Subscriber Number or Patient Last Name, First Name, DOB
- Physician name or NPI
- Diagnosis
- Test name or Test ID
- Lab Name

# Physician Decision Support® (PDS) User Guide Advance Notification/Prior Authorization Program

## Member Search

Members may be found by searching Subscriber Number or by using a combination of Last/First Name and Date of Birth.

Member

Subscriber Number Member Search

000000

Member

Subscriber Number Member Search

last name first name 03/02/2010 SEARCH

Member

Subscriber Number Member Search

H12345678 SEARCH

1 Members Found

#	Member Name	DOB	Gender	Subscriber Number	Phone #	Health Plan
1	SetNine, Mary	04/15/1945	Female	H12345678		MDX Hawai'i

Member

Subscriber Number Member Search

200123922 SEARCH

No Member Found

Ordering Physician

Diagnosis Codes

Tests & Panels

### Step 3.

Enter **Subscribers ID Number**.

### OR Member Search

Last name, First Name and Date of Birth

Click **Search**.

### Step 4.

Click on the appropriate member for which the notification/prior authorization is requested.

### Member Not Found

#### Step 5.

If the **member** is not found, verify information and reattempt.

#### Questions?

Call the phone number on the back of the member ID card.

# Physician Decision Support® (PDS) User Guide Advance Notification/Prior Authorization Program

## Creating Advance Notification for a non-Pathology test

The screenshot shows the 'Member' section with the following information: ID H12345678, Name SetNine, Mary, Female - 04/15/1945 (74), and Location MDX Hawai'i. The 'Ordering Physician' section has a 'Select Location' dropdown set to 'MDX Location', a text field for 'Physician Last Name or NPI #' containing 'long', and a date field set to '11/25/2019'. A 'CONTINUE' button is visible. Below is a 'Previously Used' table:

Location	Location Address	Physician Name	NPI
MDX Location	121 MAHALANI ST, WAILUKU, HI 967932528 USA	RICK LONG	1245233477

### Step 6.

#### Select Location

Click on the arrow and a drop-down of locations will appear. Select your location.

This screenshot shows the 'Ordering Physician' section with the 'Select Location' dropdown set to 'MDX Location'. The text field for 'Physician Last Name or NPI #' contains 'long'. A dropdown menu is open, showing 'Long, Rick (1245233477)' as the selected option. A message box says 'Don't see your physician? Enter the full NPI'. The date field is '11/25/2019' and a 'CONTINUE' button is present. The 'Previously Used' table is also visible:

Location	Location Address	Physician Name	NPI
MDX Location	121 MAHALANI ST, WAILUKU, HI 967932528 USA	RICK LONG	1245233477

### Step 7.

#### Select Ordering Provider

Enter provider NPI number or physician last name. A drop-down box will appear. Select your provider.

### Step 8.

The date will automatically default to today's date. You are able to modify this field as needed.

**Note:** Once locations and providers are used, a **Previously Used** list will appear displaying last selection(s).

# Physician Decision Support® (PDS) User Guide Advance Notification/Prior Authorization Program

## Diagnosis and Lab

**Member** Edit

H12345678      \*\*\*-\*\*-\*\*\*\*  
 SetNine, Mary      MDX Hawaii  
 Female - 04/15/1945 (74)

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**Ordering Physician** Edit

1245233477      MDX Location  
 Long, Rick      1111, Honolulu HI 96813  
 Visit Date: 11/25/2019

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**Diagnosis Codes**

E06.0 - Acute thyroiditis

E06.1 - Subacute thyroiditis

E06.2 - Chronic thyroiditis with transient thyrotoxicosis

E06.3 - Autoimmune thyroiditis

E06.4 - Organized thyroiditis

E06.5 - Other chronic thyroiditis

E06.9 - Thyroiditis, unspecified

CONTINUE

C50.219 - MALIGNANT NEOPLASM OF UPPER-INNER QUADRANT OF UNSPECIFIED FEMALE BREAST

E06.0 - ACUTE THYROIDITIS

### Step 9.

#### Diagnosis

Enter **Diagnosis Code(s)** or use the Diagnosis Search button.

Once entered, click Continue.

**Note:** As you use the system, a list of **Previously Used** codes will appear for easier selection.

**Tests & Panels**

Test Search    Pathology Service

Labs-of-Choice™    thyroid panel    SEARCH

7 Tests Found

#	Laboratory	Test Code	Test Name
1	CES LAB	10016	Thyroid Panel
2	Empire City Laboratories	P476	DR CHETAN THYROID PANEL
3	Empire City Laboratories	P119	IFM THYROID PANEL
4	Empire City Laboratories	P8	THYROID PANEL
5	Empire City Laboratories	P138	THYROID PANEL DR BAE
6	HP Demo Lab	5519-1	Multigene Cancer Panels for Thyroid 20013
7	Lab Eight	5519-1	Multigene Cancer Panels for Thyroid 20013

### Step 10.

#### Test and Panels

##### Test Search

Enter Test Name, Test Code, or CPT code. Click **Search**.

A list of performing labs will appear associated with the test

Click on **the lab you wish to send the test to**.

**Tests & Panels**

Test Search    Pathology Service

Labs-of-Choice™    Search by Test Name, Test Code, CPT or Other Keywords    SEARCH

Search Labs

Labs-of-Choice™

Integrated Genetics

All Network Labs

Foundation Medicine

Z- HP Demo Lab

THE TOLEDO HOSPITAL

Test Name

Multi-Gene Tumor Panels to Guide Cancer Treatment (> 50 genes) 20004

BRCA1&2 SEQ & FULL DUP DEL

Cystic Fibrosis Profile

MAMMAPRINT

#### Or Lab Search

Click the drop-down arrow or enter a name in **Search Labs**. If found, a drop-down list will appear and labs are listed alphabetically by Labs-of-Choice first, and followed by All Network Labs.

**Tests & Panels**

Test Search    Pathology Service

Labs-of-Choice™    Thyroid panel    SEARCH

No Tests Found

#### No Test Found?

Check your code or spelling and reattempt.

# Physician Decision Support® (PDS) User Guide Advance Notification/Prior Authorization Program

**Member**  
H12345678  
Belmont, Mary  
Female - GA/75/1943 (74)

**Ordering Physician**  
134523477  
Lung, Bob  
M/D Date: 11/05/2019  
M/D Location: 1311 Honolulu HI 96813

**Diagnosis Codes**  
E08.0 - Acute thyrotoxicosis

**Tests & Panels**  
Selected Tests  
Laboratory: CLINICAL LABS OF HAWAII | Test Code: VD25 | Test Name: VITAMIN D (25-OH) | Account Number: 111

**Clinical Questions**  
The following question set was triggered for Test Code: VD25  
Which of the following conditions applies to this patient? (select the most appropriate)

- Choose kidney disease stage III or greater:
- Cirrhosis:
- Hypocalcemia:
- Hypercalcemia:
- Hyperalbuminemia:
- Hypocalcemic D:
- Parathyroid disorders:
- Malabsorption states:
- Obstructive jaundice:
- Dermatologic:
- Depreciation:
- Depressive and T score on DEXA scan < -2.5:
- Depressive and a history of fragility fractures:
- Depressive and FRAX > 3% 10-year probability of hip fracture or 20% 10-year probability of other major osteoporotic fracture:
- Depressive and FRAX > 3% (any fracture) with T-score < -1.5:
- Depressive and initiating bisphosphonate therapy:
- Depressive/osteoporosis:
- Risk factors:
- Vitamin D deficiency and on replacement therapy related to a condition listed above, to monitor the efficacy of treatment:
- None of the above:

**CONTINUE**

## Step 11.

### Additional Questions Required

Certain tests managed by the program carry questions which are to be answered by the user. When required, questions associated with the test will be displayed.

**Note:** Certain questions are automatically answered based on information derived from demographic information.

**Contact Information**

Email:  Phone:

Mark this prior authorization request as urgent.

**CONTINUE**

Enter or confirm email and phone number. This is automatically populated after the first time. The collection of contact information is in the event follow-up information is required for the Prior Authorization request.

**Note:** 1) For Prior Authorization tests, an Urgent check box will appear that users can select if they need a PA request to be handled with a quicker turnaround. 2) The Continue button will become active when all necessary data fields are completed.

**PDS Outcome Summary**

#	Lab Test Identifier	Test Name	Status
1	VD25	VITAMIN D (25-OH)	Alert

**Physician Decision Support**  
The information you provided for VITAMIN D (25-OH) does not appear to follow locally acceptable standards of practice.

By clicking Submit you attest that providers remain responsible to, and must, exercise their own clinical judgment in ordering lab tests using the Lab Ordering Services. I understand that if I am submitting a Prior Authorization request for an HMO member, I must be approved to see this member before requesting the service.

**EDIT CASE** **SUBMIT** [Print Preliminary Details](#)

\*Physician Decision Support (PDS) is a lab ordering tool operated by BeaconLBS. Successful completion of an order or notification in PDS is not a guarantee of payment or coverage. Information provided on PDS and by BeaconLBS representatives about payer clinical policies is for informational purposes only.

## Step 12.

A **Status** message will be presented.

Click **Edit Case** to modify the case or click **Submit** to finalize.



# Physician Decision Support® (PDS) User Guide Advance Notification/Prior Authorization Program

Search by Member Name, Physician Name, Subscriber ID or Prior Auth SEARCH

Showing This Month ▼ All Statuses ▼ MDX Hawai'i ▼

Member Name	DOB	Subscriber	Visit Date	Case Number	Physician Name	Healthplan	Prior Auth	Status
Setnine, Mary	04/15/1945	H12345678	11/25/2019	1000559182	Long, Rick	MDX Hawai'i		Finalized
Setnine, Mary	04/15/1945	H12345678	11/25/2019	1000559113	Long, Rick	MDX Hawai'i		Finalized
Setnine, Mary	04/15/1945	H12345678	11/25/2019	1000559112	Long, Rick	MDX Hawai'i	Pending Clinical Review	Finalized

### Step 13.

After submission, you are guided to **Completed Items**. To print or view the submission, click on **Finalized**.

## Creating Advance Notification for a Pathology test

Tests & Panels

Test Search Pathology Service

Search Labs ▼

**All Network Labs**

- THE TOLEDO HOSPITAL
- Cincinnati Childrens Hosp
- LabCorp
- ESC Lab, Inc
- Integrated Oncology-NY
- Integrated Oncology-AZ/TN

Select a Service

- Cytology (Non-Gynecological)
- Pathology - All Other
- Pathology - Dermatopathology
- Pathology - Hematopathology

### Step 14.

Select **Pathology Services**.

Select **Lab**: only labs performing such services will be presented in the drop down menu (See step 10 Lab Search).

Select a **Service** (type of pathology).

Follow steps 11 and 12



# Physician Decision Support® (PDS) User Guide Advance Notification/Prior Authorization Program

## Case Management View

MDX Hawaii Cases Knowledge Center User

Welcome User Practice: Martin, Melody123

Incomplete (0) Complete Prior Auth NEW NOTIFICATION

Search by Member Name, Physician Name, Subscriber ID or Prior Auth SEARCH

Showing This Month All Statuses MDX Hawaii

Member Name	DOB	Subscriber	Visit Date	Case Number	Physician Name	Healthplan	Prior Auth	Status
Setnine, Mary	04/15/1945	H12345678	11/25/2019	1000559182	Long, Rick	MDX Hawaii		Finalized
Setnine, Mary	04/15/1945	H12345678	11/25/2019	1000559113	Long, Rick	MDX Hawaii		Finalized
Setnine, Mary	04/15/1945	H12345678	11/25/2019	1000559112	Long, Rick	MDX Hawaii	Pending Clinical Review	Finalized
Setnine, Mary	04/15/1945	H12345678	11/20/2019	1000558488	Long, Rick	MDX Hawaii		Finalized
Paliw, Neeraj	05/25/1984	200194173	11/19/2019	1000558370	Long, Rick	MDX Hawaii		Preliminary
Setnine, Mary	04/15/1945	H12345678	11/19/2019	1000558328	Long, Rick	MDX Hawaii		Preliminary

### Step 15.

#### Cases - Complete Tab

This tab holds all user requests for advance notification and prior authorization

**Note: Cases submitted for Prior Authorization will still receive Final Determinations directly from your Health Plan. Status update can be reviewed in the inbox or via the same method you reviewed determination before the Program. (i.e. Health Plan Portal or Final Determination letter.)**

Search by Member Name, Physician Name, Subscriber ID or Prior Auth SEARCH

Showing This Month All Statuses MDX Hawaii

Member Name	DOB	Subscriber	Visit Date	Case Number	Physician Name	Healthplan	Prior Auth	Status
Setnine, Mary	04/15/1945	H12345678	11/25/2019	1000559182	Long, Rick	MDX Hawaii		Finalized
Setnine, Mary	04/15/1945	H12345678	11/25/2019	1000559113	Long, Rick	MDX Hawaii		Finalized
Setnine, Mary	04/15/1945	H12345678	11/25/2019	1000559112	Long, Rick	MDX Hawaii	Pending Clinical Review	Finalized
Setnine, Mary	04/15/1945	H12345678	11/20/2019	1000558488	Long, Rick	MDX Hawaii		Finalized
Paliw, Neeraj	05/25/1984	200194173	11/19/2019	1000558370	Long, Rick	MDX Hawaii		Preliminary
Setnine, Mary	04/15/1945	H12345678	11/19/2019	1000558328	Long, Rick	MDX Hawaii		Preliminary

### Step 16.

#### Want to Print an Outcome Summary?

Click on the **Finalized** status column.

**Internet Explorer:** You will receive a pop up to open or save as a PDF.

**Chrome: PDS Outcome Summary** (Advanced Notification result) will automatically open.

Do you want to open or save outcomeSummary.pdf (48.3 KB) from beaconbs.com? Open Save Cancel

# Physician Decision Support® (PDS) User Guide Advance Notification/Prior Authorization Program

**MDX Hawai'i** **PDS OUTCOME SUMMARY** 11/25/2019 15:06:57 EST CLINICAL LABS OF HAWAII

CASE NUMBER: 1000559182 Visit Date: 11/25/2019  
Entered By: Suzy S

Member Name: Setrine, Mary Age: 74 years  
 D.O.B: 04/15/1945 Gender: Female  
 Member ID#: H12345678 SSN:  
 Member Phone #:  
 Race: Ethnicity:

Provider name: Long, Rick NPI: 124523477  
 Email: suzy.strickland@beaconlabs.com Phone#: (727) 432-6859

Priority	Diagnosis Code(s)	Diagnosis Description
1	E06.0	Acute thyroiditis

LAB TEST IDENTIFIER	TEST ORDERED (TOTAL 1)	ALL CPT CODES	STATUS
VD25	VITAMIN D (25-OH)	82306	Alert

**Physician Decision Support**  
 The information you provided for VITAMIN D (25-OH) does not appear to follow locally acceptable standards of practice.

**PDS Questions:**

## Components of the Advance Notification PDS Outcome Summary

- Name of Lab
- Case Number
- Patient Name, DOB, Member ID
- Date of Service
- User who created Summary
- Diagnosis
- Test Information
- Type of Alerts (if applicable)
- Q&A (if applicable)

**MDX Hawai'i** **PDS OUTCOME SUMMARY** 10/22/2019 11:22:37 EDT **LabCorp** Laboratory Corporation of America

CASE NUMBER: 1000548783 Visit Date: 10/22/2019  
Entered By: Ramesh Jonnada

Member Name: Lammey, Jay Age: 55 years  
 D.O.B: 01/26/1964 Gender: Female  
 Member ID#: 222334444 SSN:  
 Member Phone #:  
 Race: Ethnicity:

Provider name: Beck, Daniel NPI: 1780688465  
 Email: matrup@labcorp.com Phone#: (949) 656-9897

Priority	Diagnosis Code(s)	Diagnosis Description
1	C50.011	Malignant neoplasm of nipple and areola, right female breast

LAB TEST IDENTIFIER	TEST ORDERED (TOTAL 1)	ALL CPT CODES	STATUS
W20024	Flow Markers X24	88185	Alert

**Prior Authorization**  
 Flow Markers X24 requires prior authorization and the information you provided follows locally acceptable standards of practice. Prior Authorization information gathered has been submitted to MDX Hawai'i for a clinical review and final determination. You will be notified by MDX Hawai'i when they complete their final determination via their current processes.

**Prior Authorization Number:** **Prior Authorization Status: Pending Clinical Review**

**PDS Questions:**

Test Code : W20024 - Flow Markers X24

1 : Has routine hematoxylin and eosin (H&E) staining been performed and reviewed by a pathologist prior to the ordering of special stains or IHC? Yes  
 2 : Is this IHC or special stain testing medically necessary to determine a complete and accurate diagnosis? Yes

## Components of the Prior Authorization PDS Outcome Summary

- Name of Lab
- Case Number
- Patient Name, DOB, Member ID
- Date of Service
- User who created Summary
- Diagnosis
- Test Information
- Type of Alerts (if applicable)
- Q&A (if applicable)
- Prior Authorization Number (Aka: Reference Number)

**REQUISITION** CLINICAL LABS OF HAWAII

Collection Date: Account#: 111  
 Physician Name: Long, Rick Organization: WOMEN'S CARE OF WISCONSIN S.C  
 Org Address: 5485 W GRANDE MARKET DR STE C,  
 APPLETON, WI 54913  
 Org Phone#: Physician NPI#: 124523477 Physician UPIN#: SS#:  
 Primary Insurance Name: MDX Hawai'i Insurance Address:  
 Subscriber ID#: H12345678 Insured Name: Setrine, Mary  
 Insurance Group#: 000917184 Insurance Group#: Insured Name:  
 Emp/Group Name#: Patient Relationship: Self Emp/Group Name#: Patient Relationship:

Collection Time: Patient Name: Setrine, Mary  
 D.O.B: 04/15/1945 (74) Gender: F  
 Address: 877 Palu Hwy, Honolulu, HI 96813  
 Phone#: Patient ID#:  
 SS#:

**BLBS Requisition #: 1000559182-1**  
**Patient Status:**  
 In Hospital Patient  Out Hospital Patient  
 Surgery Center  Physician Office  
**Bill To:**  Insurance  Patient  Client  
**Patient Condition Related To:**  
 Workman's Comp  Auto Accident  
 Other:

DIAGNOSIS CODE(S)	Test Name	CPT Codes	Test Status	Send to PSC
E06.0	VITAMIN D (25-OH)	82306	Alert	<input type="checkbox"/>

**Required Information**

**Clinical Comments**

## Optional Requisition

If your Lab account number has been saved in your Practice Setup, the requisition feature has been activated. You can use this document to submit a lab test order to a laboratory.

# Physician Decision Support® (PDS) User Guide Advance Notification/Prior Authorization Program

The **Knowledge Center** contains links to helpful articles for staying informed of current industry trends.

When statistically significant information is available, the **Knowledge Center** page will display key metrics of an organization's ordering patterns compared to peers, and the industry at large, using claims experience.

BeaconLBS Lab Network Solutions

Cases **0** Knowledge Center

Practice:

### Featured Video

**Our Technology Platform**  
Modernizing how healthcare is managed at the point-of-care.

### Trending

**Vitamin D**  
Progress Toward Standardization

**Molecular Genetics** Toxicology Helpful Tools

**Urinary Cytology and Biomarkers in NMIBC: What's New?**  
While patients with non-muscle invasive bladder cancer (NMIBC) have historically had favorable survival outcomes, patients with high-grade (HG) NMIBC have the potential to progress to muscle-invasive disease that is typically not

**SMFM Statement: Maternal serum cell-free DNA screening in low risk women**

# Physician Decision Support® (PDS) User Guide Advance Notification/Prior Authorization Program

**Below are the typical issues that prevent the Outcome Summary from automatically displaying.**

## **1. Pop-up Blocker**

Instructions for turning off pop-up blockers in your browser can be found using the link below for your browser:

- Microsoft Internet Explorer version 10 and newer - <https://support.microsoft.com/Internet Explorer>
- Microsoft Edge version 14 - <https://support.microsoft.com/Edge>
- Google Chrome version 55 and newer - <https://support.google.com/>
- Apple Safari version 9.1 and newer - <https://support.apple.com/Safari>

## **2. Trusted Sites**

Sometimes it is necessary to configure [www.beaconlbs.com](http://www.beaconlbs.com) as a **Trusted Site** in your browser. To find instructions on how to add trusted sites for each specific browser, please use link above for your browser and search for **Trusted Sites**.

## **3. Adobe Reader and PDF problems opening PDF files**

Adobe Reader and PDF files - <https://helpx.adobe.com/support.html>

## **CONTACT US**

For questions or assistance, please send an e-mail to [askbeacon@beaconlbs.com](mailto:askbeacon@beaconlbs.com) or call us at **844-919-0799**

