

## QUICK TIPS for IMAGING FACILITIES/PROVIDERS

### IMAGING QUALITY MANAGEMENT PROGRAM

*The following process will become effective July 15, 2005.*

**Ordering physicians/providers need to call NIA before scheduling the imaging services below for Anthem Blue Cross and Blue Shield members.**

**The notification requirement applies to these *non-emergent, outpatient* diagnostic imaging procedures:**

**● CT Scan ● MRI/MRA ● Nuclear Cardiology ● PET Scan Procedures**

The following recommendations are offered to rendering facilities/providers for consideration in developing processes that will be effective for your facility. These recommendations are for informational purposes only, and are not policies of Anthem Blue Cross and Blue Shield or National Imaging Associates, Inc. (NIA).

#### **Be Aware of Possible Quality Management Notification Requirements**

To ensure that you receive the notification number from the ordering physician/provider, please consider these recommendations:

- Communicate with all personnel involved in outpatient scheduling that the Quality Management notification requirement applies to most Anthem Blue Cross and Blue Shield members for the above procedures.
- If a physician/provider office calls to schedule any Anthem Blue Cross and Blue Shield member for one of the procedures listed above, request the notification number at that time.
- If the ordering physician/provider has not obtained a notification number, inform him/her that the Quality Management notification requirement may apply to the member's plan and advise him/her to call NIA at **(866) 642-9708**. The rendering facility/provider may elect to institute a time period within which the ordering physician/provider needs to obtain the notification number (e.g. one business day).
- If an Anthem Blue Cross and Blue Shield member calls to schedule an appointment for one of the procedures listed above, and does not have a notification number, the rendering facility/provider may elect to call the ordering physician/provider to obtain the notification number, or may call NIA to initiate the review process. The rendering facility/provider may not cancel, postpone or refuse to schedule a member's imaging service, unless the cancellation is for reasons unrelated to the Quality Management program.

#### **Important Notes**

- Participating rendering facilities/providers should ensure that notification has been obtained, whenever necessary. Rendering facilities/providers can view notification numbers via [www.radmd.com](http://www.radmd.com).
- A separate notification number will be issued for each applicable imaging procedure.
- Exclusions: Services rendered as part of **emergency room** services or in the hospital **inpatient** setting, or in an **urgent care** setting at the time of the urgent care visit, are not subject to the Quality Management notification requirement. Studies ordered after normal business hours or on weekends should be conducted as requested by the ordering physician/provider. However, the rendering facility/provider

should call NIA to initiate the notification process within two business days. NIA will then contact the ordering physician/provider to proceed with the normal review process.