

Olympic News

Serving West Puget Sound's Medical Community

SEPTEMBER 2011

Navigating the Pre-Authorization Process

Many insurance carriers now require prior authorization for MRI, PET/CT & CT services. The carrier may call it a "benefit advisory", "order ID" or "RQI" number. Pre-auth may also be required for other imaging services, such as Nuclear Medicine, Fluoroscopy, and Ultrasound.

Olympic Radiology understands that navigating the process may sometimes seem burdensome or confusing to referring clinicians and staff. We are available to help you through this.

Most insurance carrier's Radiology Benefit Management subcontractors (RBMs) have made their policies and rules very clear that radiology facilities must follow compliance requirements, and may not get too involved in securing pre-authorization approval. So while we cannot obtain the authorization for you, we can be your partner in the process.

As your partner, we can help by giving you the tools to ensure the exam is authorized and scheduled appropriately. Should you have any questions about proper CPT codes, or other pre-authorization or procedures questions, our billing department can be reached at (360) 415-7280.

A copy of our Pre-Authorization chart with requirements and instructions for common carriers can be found on our website. Updated hard copies of this chart are being delivered this month. If you need additional copies, please contact Allyson at (360) 616-0340.

Please see page 2 for helpful tips on obtaining prior authorization as well as typical timelines for common carriers



Many insurance carriers require prior authorization for radiology exams. We are here to help you navigate the twists and turns of the sometimes bumpy road.

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Pre-Auth Tips: Before the Call

In our experience, providing the following in a timely manner to insurance carriers can make the difference.



- patient name and vital information
- ordering physician name
- imaging provider information (NPI, Tax ID)
- exams requested, including modality and what body part
- patient diagnosis, including clinical symptoms
- treatment (if any) that has already occurred and the results

General Timeframe for Obtaining Pre-Authorization From Common Carriers

Are you curious how long it may take an insurance carrier, or their benefit management company to issue an authorization (sometimes called benefit advisory, RQI number, etc) after the initial contact?

Below is a guideline for some common carriers based on recent examples.

Aetna:	72 hours
Cigna:	72 hours
CHPW:	48 hours
Group Health:	5 days unless marked urgent
Regence:	usually 30 min if contacted by phone
Premera:	usually 30 min if contacted by phone
WA state L&I:	72 hours
Self insured L&I:	72 hours
Tricare:	4-5 days
OWCP :	depends on case, sometimes up to 4 days

Please consider the above before scheduling your patients and plan accordingly.

Changes in Your Practice?

If you have added any new clinicians to your practice, or if you plan to add a new clinician, please let us know. We can update our database to include all of their information, and set up PACS access for them before their first referral is ordered—making that first referral smooth and simple.

In addition, if a clinician has left your practice, or will be leaving soon, let us know as well. This ensures that our database is up to date and report delivery is timely and accurate.

Please contact our Services Manager, Allyson at (360) 616-0340 or allyson@olympicradiology.com to discuss any changes.



Your Continued Feedback is Valuable



Our brief, survey takes 2-3 minutes and may be completed at your convenience online.

Thank you to all area clinicians and medical office staff who completed our 2010 survey. **Our 2011 Survey will be released and distributed via email and hard copy in October.** This annual survey is very valuable in determining how Olympic Radiology can best serve you and your patients. Results are analyzed and new programs and tools are designed based on your feedback.

For example, in past surveys, you told us that **quality** is your most important factor in determining where to refer a patient for imaging. As a result, we implemented a **patient satisfaction survey** process to insure that our staff was providing exceptional service. Results were quite positive, as 99% of patients ranked the overall quality of care received as “excellent”.

Radiologist qualifications are also important to referring offices, so we made sure staff and patients were aware of the education and training of our physicians through our **“Meet the Physicians”** and **“Your Radiologist” programs**. **Patient choice** in where to refer increased significantly according to your responses. Olympic Radiology developed tools to help practices inform patients. In addition to the patient surveys, we created our **“Your MRI” brochures**, and provided education materials for offices regarding our **billing and payment options** for uninsured patients, or patients who may be putting off testing because of cost concerns.

Open MRI has always topped the list when we asked what services we could provide. We are pleased to now be able to offer this service to the community in our **new location in Poulsbo**. Our opening in April 2011 gave area residents convenient access to Open MRI as well as other high-quality imaging.

As always, we will continue to work with you to develop ways to make our relationships even stronger. Your feedback is very valuable in shaping this process. Should you ever have any comments, questions, or suggestions at any time, please feel free to contact Allyson Metters, Services Manager directly at (360) 616-0340 or by email at allyson@olympicradiology.com

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Questions? Contact Allyson Metters
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MRI, CT, Nuclear Medicine, Ultrasound,
Fluoroscopy, Digital X-Ray, Interventional

POULSBO

Open MRI, PET/CT, CT,
Ultrasound, Digital X-Ray

Olympic Radiology's American Board of Radiology Certified Physicians

Steven Bell, MD



Vascular & Interventional Fellowship

Serving Kitsap County for over 14 years

Bradley Brown, MD



Body Imaging & Ultrasound Fellowship

Serving Kitsap County for over 14 years

James Rohlfing, MD



Neuroradiology Fellowship

Serving Kitsap County for over 18 years

Specialties:

Musculoskeletal
Body Imaging
Angiography and Interventional Radiology

Education:

Doctor of Medicine

University of Wisconsin

Internship

UC Irvine Med. Center, General Surgery

Residency

Loma Linda University Medical Center,
Diagnostic Radiology

Fellowship

Loma Linda University Medical Center,
Angiography and Interventional Radiology

Specialties:

Ultrasound
Body Imaging
Musculoskeletal

Education:

Doctor of Medicine

University of South Carolina

Internship

LDS Hospital, Utah, Transitional

Residency

UC Davis Medical Center,
Diagnostic Radiology

Fellowship

UC Davis Medical Center,
Ultrasound with Intervention

Specialties:

Neuroradiology (Subspecialty Certification American
Board of Radiology)
Body Imaging
Musculoskeletal

Education:

Doctor of Medicine

University of Washington

Internship

University of Utah, Internal Medicine

Residency

University of Utah,
Diagnostic Radiology

Fellowship

University of Washington,
Neuroradiology