

Radiology Program Quick Reference Guide

The Radiology Program supports providers in helping ensure patients receive advanced imaging services that are appropriate, safe, and affordable. The Radiology Program leverages clinical appropriateness review (prior authorization) through AIM Specialty Health® (AIM) for certain advanced imaging procedures to promote a high standard of care through the consistent use of evidence-based criteria.

Radiology program requirements:

Clinical appropriateness review is required for the following advanced imaging procedures:

- Computed tomography (CT)
- Computed tomography angiography (CTA)
- Magnetic resonance imaging (MRI)
- Magnetic resonance angiography (MRA)
- Positron emission tomography (PET)
- Nuclear cardiology
 - Myocardial perfusion imaging (MPI)
 - Blood pool imaging
 - MUGA
 - First pass ventriculography
 - Infarct imaging

Excluded (services performed in conjunction with):

- Emergency room services
- Inpatient hospitalization
- Urgent-care facility visits



Who should contact AIM:

- Ordering providers (those referring the member for imaging)
- Servicing providers may also submit requests (free-standing imaging locations or hospitals that perform imaging)



When to contact AIM:

Providers should contact AIM to request clinical appropriateness review and obtain an order number before scheduling or performing any elective outpatient imaging service.

How to contact AIM:

There are two ways to contact AIM to request review and obtain an order number:



Online

- Get fast, convenient online service via the AIM **ProviderPortal**SM (registration required). **ProviderPortal** is available twenty-four hours a day, seven days a week. Go to www.providerportal.com to begin.



By phone

- Call AIM Specialty Health toll-free at (877) 291-0509
- Hours: Monday – Friday, 8:00 a.m. – 5:00 p.m. (PDT) / 10:00 a.m. – 7:00 p.m. (CDT)



Imaging request evaluation requirements:

The following information is needed to submit a request to AIM:

- Member's identification number, name, date of birth, and health plan
- Ordering provider information
- Imaging provider information
- Imaging exam(s) being requested (body part, right, left or bilateral)
- Patient diagnosis (suspected or confirmed)
- Clinical symptoms/indications (intensity/duration)



Program guidelines:

The Radiology Program follows AIM Clinical Appropriateness Guidelines for Radiology. AIM clinical guidelines are developed and revised through a rigorous review process that utilizes a comprehensive assessment of existing guidelines, evidence-based standards and literature, and extensive feedback from the AIM External Physician Specialty Advisory Panel, which includes board-certified physicians from both community and academic practice.

- AIM Clinical Appropriateness Guidelines are available on the homepage of their website at www.aimspecialtyhealth.com.



Ordering request process:

Providers contacting AIM to request a clinical appropriateness review will be guided through a series of questions where member and ordering physician information, diagnosis, symptoms, exam type, and treatment/clinical history will be requested.

The request will then be reviewed for alignment with the health plan's medical policy and AIM clinical guidelines.

If the information provided meets AIM clinical criteria and is consistent with the health plan's medical policy, the provider will then be guided to select an imaging facility where the study will be performed, and an order number will be issued.



Requests requiring additional information and/or review:

If all criteria are not met or if additional information or review is needed, the case is forwarded to a Registered Nurse (RN) who uses additional clinical experience and knowledge to evaluate the request. The nurse reviewer has the authority to issue order numbers in the event that he or she is able to ensure that the request is consistent with the health plan's medical policy and AIM clinical guidelines.

If an order number still cannot be issued by the nurse reviewer, they contact the ordering physician to schedule a peer-to-peer discussion with an AIM physician reviewer (MD). The physician reviewer can approve the case based on a review of information collected or through their discussion with the ordering physician.

In the event that the AIM physician reviewer cannot approve the case based on the information previously collected, is unable to reach the ordering physician to discuss the case, or is unable to approve the case based on the information supplied by the ordering physician during the peer-to-peer discussion, the physician reviewer will issue a denial for the request.

