

Physician's Guide to Radiology Quality Initiative (RQI) Program

Scott & White Health Plan Effective 11/1/2007

Through American Imaging Management, Inc. (AIM)

Scott & White Health Plan (SWHP) recognizes the increasing importance of high tech imaging studies for your patients' care. To assist in having these critical outpatient diagnostic tests utilized in the most beneficial manner, an RQI Program is being implemented through American Imaging Management, Inc. (AIM) for SWHP members. Tests must be performed at an SWHP contracted imaging provider location. Effective for tests performed on or after 11/1/2007, ordering physicians must obtain an RQI number for non-emergency outpatient diagnostic imaging CT, MRA, MRI, PET, and Nuclear Cardiology procedures by following the steps below:

RQI:

Internet Requests

Visit AIM's Web site at www.americanimaging.net 24 hours a day, 7 days a week. AIM's **ProviderPortal_{SM}** is fully interactive, processing RQI requests in real-time using proprietary clinical criteria. RQI numbers are provided immediately for approved requests over the Internet. Ordering physicians and imaging providers must register at www.americanimaging.net to begin using AIM's **ProviderPortal_{SM}**. Once a physician is registered, she or he can request an RQI number or verify that an RQI number was issued or is correct. The content of AIM's **ProviderPortal_{SM}** is secured through Verisign at 128-bit encryption.

Telephone Requests

Call AIM's Call Center toll-free at 1-866-714-1104, Monday through Friday 6am to 6pm CST, to request an RQI number or to verify that an RQI number has been issued.

Fax Requests

Complete the AIM referring physician/professional provider fax form, including all relevant information and fax to AIM at 1-800-610-0050.

REQUIRED INFORMATION:

Please utilize the checklist below as a guideline to ensure you have all the necessary information prior to requesting an RQI from AIM:

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

For most situations the above will suffice. For complex cases more information may be necessary, including:

- ✓ Results of past treatment history (previous tests, duration of previous therapy, relevant clinical medical history)

Based on clinical criteria, AIM will either issue an RQI number or forward the case to a nurse or physician for review. The physician reviewer may contact the ordering physician to discuss the case in greater detail within two (2) business days of receipt of the request. Ordering physicians may also contact AIM's physician reviewer at any time during the RQI process. AIM will provide the ordering physician with an RQI number, which will be valid for 60 days from the date issued. Issuance of an RQI number is not a guarantee of payment. When submitted, the claim will be processed in accordance with the terms of a subscriber's health benefit plan.

RQI numbers are valid for 60 days from the date issued. Note: Retrospective requests will not be considered