

## **Radiology Utilization Management** *Frequently Asked Questions*

- 1. What if a patient requires an immediate radiology procedure?**  
Urgent service requests can be phoned in to CMO for immediate review by calling the Radiology Pre-certification line at: 866-666-8388 or by faxing clinical information to: 914-457-9509
- 2. Can the radiology office submit the prior authorization request on behalf of the referring physician if the clinical information is obtained?**  
It is the responsibility of the referring physician to obtain prior authorization for their patients. Radiology offices must verify that the authorization is available before performing the procedure. If the referring physician office has not submitted a request, the radiology office is advised to contact the referring physician to request that a prior authorization be submitted.
- 3. What if a radiologist determines that a service that was pre-authorized to be performed with or without contrast requires modification of contrast?**  
There is no need to contact the CMO regarding any modification to contrast usage, however if a new procedure must be performed, a new authorization must be obtained.
- 4. Will prior authorization be verified by CMO Customer Service Radiology Scheduling before a patient is scheduled for a radiology service at a Montefiore Radiology site?**  
CMO Customer Service Radiology Scheduling representatives will not verify that the authorization is on file. They will schedule the appointment and advise the caller that authorization is required.
- 5. Until the patient schedules the appointment, referring physician offices do not know where the radiology service will be rendered. What should referring physician offices select as the *Refer To* provider?**  
When making a referral to any radiology site other than an MMC site, that site's specific name must be indicated, otherwise; in Post N Track, "MMC Radiology" with an address of 111 East 210<sup>th</sup> Street, Bronx, NY 10467, should be selected in the *Refer to Provider* field for members referred to any of the Montefiore radiology sites below:

- Advanced Imaging at Montefiore Medical Park - 1625 Poplar St
- Breast Imaging - 1500 Blondell Ave
- Advanced Imaging at MAP - 3400 Bainbridge Ave
- Weiler Division Radiology -1825 Eastchester Rd
- Moses Division Radiology -111 E 210<sup>th</sup> St
- Advanced Imaging - Gun Hill MRI – 200 E Gun Hill Road
- North Division - 600 East 233rd Street
- MRRC - Magnetic Resonance Research Center - 1300 Morris Park Ave
- MMG Bronx East - 2300 Westchester Avenue
- MMG Cross County - 1010 Central Avenue
- MMG Grand Concourse - 2532 Grand Concourse

6. **What if sufficient clinical information has not been provided by the referring physician office?**  
The CMO medical management team will contact the referring provider requesting additional clinical information to support the pre authorization request.
7. **What happens to a claim that has no prior authorization on file?**  
A claim for a service that does not have an authorization on file will be denied.