



American Imaging Management/HFHP Diagnostic Imaging Program Frequently Asked Questions

Q. Who is American Imaging Management? (AIM)

A. American Imaging Management is a medical management company with national experience in managing the utilization of diagnostic imaging services.

Q. What kinds of diagnostic imaging are covered under this program?

A. *Outpatient and non-emergency* CAT scans, MRI, MRA, PET scans and nuclear cardiac studies.

Q. When does this program begin?

A. The program officially begins October 1, 2003, although AIM began taking calls on September 15 for services with dates of service on or after October 1.

Q. Who is covered under the HFHP/AIM Diagnostic Imaging Program?

A. All HFHP members.

Q. Are any physicians exempt from participating in this program?

A. All physicians (including non-contracted) will be required to obtain preauthorization from AIM for HFHP members.

Q. What are the requirements for this program?

A. HFHP **non-radiological** physicians who are ordering or referring for outpatient, non-emergency high tech diagnostic imaging services (MRI, MRA, CT, Nuclear Cardiac and PET scans) must contact AIM to obtain preauthorization before scheduling these services. However, radiology providers/free standing centers should confirm that an authorization was obtained prior to service delivery.

Q. How does the preauthorization process work?

A. Ordering physicians' offices initially provide patient and clinical information to AIM's Referral Specialists (RS). If the information provided meets AIM's clinical criteria, the RS assigns the request a preauthorization number. If all criteria are not met, the case

is forwarded to a Registered Nurse (RN) who uses additional clinical experience and knowledge to evaluate and certify the request. If a preauthorization number still cannot be assigned, the case is forwarded to an AIM Medical Director (MD) who contacts the ordering physician directly to discuss and certify the case. *Only Medical Directors can nonauthorize (deny) an exam request.*

Q. For how long are preauthorization numbers valid?

A. AIM's preauthorization numbers are valid for thirty (30) days from the issue date.

Q. What if the facility that was named during the original preauthorization process is unable to schedule an exam in a reasonable timeframe? Does AIM need to be re-notified about the newly chosen HFHP facility?

A. AIM will inform callers during the preauthorization process that if the initial facility changes due to scheduling issues, it is important to call AIM with the facility that will actually perform the services. However, as long as it remains a **HFHP contracted facility**, the claim will still be paid.

Q. If a member has been preauthorized for an MRI and the member decides after arriving that an open MRI is required, is it necessary to call AIM again for preauthorization?

A. As long as the open MRI exam can be scheduled within the 30-day authorization validity timeframe, another preauthorization is not required.

Q. Will AIM accept a copy of an electronic medical record instead of the fax form?

A. Yes, AIM will accept a copy of an electronic medical record (e.g., Logician) that includes dates of present illness, medications and recent previous treatment/studies.

Q. How does a physician's office obtain preauthorization from AIM?

A. There are four ways to obtain preauthorization for diagnostic imaging services:

1. By calling AIM at (800) 694-1005
2. By registering at AIM's website: www.americanimaging.net.
After registration, a provider can follow the easy-to-use process online to request an authorization.
3. By faxing an authorization form to AIM at (800) 610-0050
4. By faxing a copy of an electronic medical record (e.g., "Logician")

AIM's Online Services: www.americanimaging.net

Q. What online services does AIM offer?

A. AIM's website includes preauthorization requests, verification of preauthorization numbers and verification of eligibility for HFHP members.

Q. How long does AIM's registration process take to obtain a password?

A. If, during the registration process, the office staff member provides an email address, the password will be sent immediately upon completion of the registration.

Q. Why is it necessary to add physicians when an office staff member is registering for a physicians' practice?

A. AIM must be able to link an office staff member with specific physicians so that only those members linked to the physicians are visible to assure privacy of medical information.

Q. AIM's website allows a registered physician's office staff to "add a physician." Can that be done for a new physician added to a practice?

A. Once the office staff member has registered and physicians linked to that office staff member, a new physician can be added to the practice on AIM's website. However, it is important to realize that adding a physician will cause the preauthorization to be pended until AIM can contact HFHP to determine if this physician has been credentialed and is a contracted provider with HFHP.