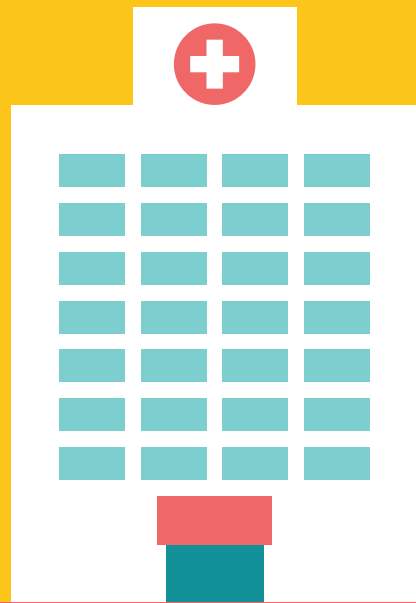


MAXIMIZE REIMBURSEMENT

WITH IMAGING PRIOR AUTHORIZATIONS



1

IMAGING PROGRAMS

While referring physicians are still the main source of prior authorizations, recent surveys show that imaging programs increasingly own the process.¹

IMAGING-OWNED PRIOR AUTHORIZATIONS INCREASED FROM



REFERRING PHYSICIAN PRIOR AUTHORIZATIONS DECREASED FROM



2

WHY DOES IT BENEFIT IMAGING PROGRAMS TO OWN PRIOR AUTHORIZATIONS?



Payer steerage

Owning prior authorizations allows you to combat payer efforts to steer your patients to lower-cost services.



Maximize revenue

Enhanced patient access allows you to provide care for patients, even if their exam wasn't authorized.



Enhanced service offering

Owning prior authorizations can strengthen your relationship with referring providers, taking the burden off their office staff.

65% of surveyed imaging programs reported offering prior authorizations services.



Of the imaging programs that have assumed responsibility for prior authorizations,

34% are obtaining at least half of the prior authorizations that they require.³

3



To avoid delays or denials from inaccurate information, verify that imaging orders are appropriate and complete. Create an ordering guidebook for referring physicians, including:

- » All exams available based on patient indications
- » CPT codes for common exams
- » Safety considerations
- » Payer contact information
- » Patient information required for pre-authorizations

4



MAKE SURE AN IMAGING CLINICIAN REVIEWS THE ORDER BEFORE THE EXAM.

This can help to:

- » Ensure the right exam has been authorized
- » Decrease your denial rate
- » Improve patient access

Create a quick reference guide for your team with appropriate-use criteria for common imaging scans. Post the reference guide where team members can easily refer to it.

These final checks can lead to an authorization success rate of about 90%.²

59%

of surveyed imaging programs don't require a completed prior authorization before scheduling.

Instead, they include a time buffer when scheduling:

54% of imaging service lines report that they allow **1-3 DAYS** to obtain final prior authorization

37% report that they allow fewer than **24 hours** to obtain final prior authorization*

5

STREAMLINE YOUR PRIOR AUTHORIZATION WORKFLOW.

- » Automate your prior authorization tracking process using a spreadsheet or similar tool
- » Simplify the steps in your prior authorization process
- » Assess and improve prior authorization performance by monitoring relevant metrics



Alliance Radiology has an unpaid claims rate of less than



2%*

*unpaid claims rates are based on data collected from Alliance Radiology's retail business partners.

6

TO ENSURE THE SUCCESS OF YOUR PRIOR AUTHORIZATIONS, ASSIGN ACCOUNTABILITY FOR THE PROGRAM.

Options include:

- » Hiring a team member dedicated to ensuring that prior authorizations are obtained successfully
- » Assigning responsibility to a centralized access coordinator
- » Hiring a third-party vendor to perform your prior authorizations

Track your prior authorization performance, and compare your results to industry performance averages.

7

CENTRALIZE YOUR PAYER INTELLIGENCE.

Create an updatable database of payer information to help train team members and to speed up the prior authorizations process. Include a method to submit new intelligence into the database.

Information can include:

- » Payer/RBM preferences and requirements
- » Details, tips, and shortcuts by payer
- » Contact information
- » Scripting for schedulers to explain to patients and referrers why a prior authorization is required



Collecting payer intelligence can help reduce the time it takes to receive prior authorization, and allow you to get patients in for their exam more quickly.

If you'd like the solution architects at Alliance HealthCare Radiology to analyze your current prior authorizations services and prepare a report on findings, email us at solutions@alliancehealthcareservices-us.com to schedule a consultation.