

# BlueAdvantage Administrators of Arkansas Integrated Imaging Program Reminders

BlueAdvantage Administrators of Arkansas is eager to simplify and expedite the process for our physicians and their staffs regarding the Integrated Imaging Program, which requires prior authorization for outpatient diagnostic imaging procedures for

Walmart associates and Tyson team members nationwide. In addition to telephonic authorizations, **providers may request an authorization online at [www.aimspecialtyhealth.com/goweb](http://www.aimspecialtyhealth.com/goweb).**

## Based on provider feedback, following are tips to remember:

- 1. DO** secure prior authorization on these outpatient services:
  - CT Scan
  - Nuclear Cardiology
  - MRI/MRA
  - PET Scan
  - Echocardiography (SE, TTE, TEE)
- 2.** Prior authorization is **NOT** required in these instances:
  - Emergency room procedures
  - Inpatient imaging procedures
  - Observation bed stay (*in a hospital*)
- 3.** The **ordering physician is responsible for obtaining the prior authorization** number for the study requested. Patient symptoms, past clinical history and prior treatment information will be requested and should be available at the time of the call.
- 4.** Prior authorization **IS necessary** for all Walmart associates and Tyson team members and their covered dependents.
- 5.** Please have this **required information** available when calling:
  - Name and office telephone number of ordering physician
  - Member name and ID number
  - Name and street address of provider or facility where the service will be performed
  - Anticipated date of service (if known)
  - Requested Examination and (if possible) ICD9 Code
  - Details justifying examination
    - Symptoms and duration
    - Physical exam findings
    - Conservative treatment patient already has completed
    - Preliminary procedures already completed
    - Reason study is being requested
- 6.** Prior authorization **does not guarantee payment** if the procedure is not covered under the patient's coverage policy. Please check the member's eligibility and benefit-plan provisions.
- 7.** An ordering office **CAN request an expedited authorization** (by telephone only) to a nurse clinical reviewer (level 2) if the test requested is urgent and the appropriate clinicians are available to answer additional clinical questions. Please remember that the initial intake information is necessary to determine member eligibility and to process the request.
- 8.** When awaiting an AIM peer approval, please do not call your doctor out of an exam room until the AIM physician is on the line.
- 9.** A Prior Authorization can be requested after a procedure has been performed; however, the authorization must be obtained **within two (2) business days from the date of the procedure.** After two days, AIM will refer the caller to the health plan.
- 10. Always refer** to [www.aimspecialtyhealth.com/goweb](http://www.aimspecialtyhealth.com/goweb) for guidelines for the prior authorization process.

[www.aimspecialtyhealth.com/goweb](http://www.aimspecialtyhealth.com/goweb)  
(For online authorizations and  
to check authorization status)

**Radiology Prior Authorization Call Center**  
7 a.m. to 7 p.m. (CST)  
1-866-688-1449 (toll free)



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Administrators of Arkansas**  
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