HELPFUL TIPS FOR USING ANTHEM’S POINT OF CARE AUTHORIZATION SYSTEM FOR THE RADIOLOGY AREA

GENERAL AUTHORIZATION TIPS:

1. An authorization is valid for 2 week time span from the requested date of service. If the date of service is beyond the 2 week time span, please notify Anthem through Point of Care regarding the new date of service.

2. If you are adding to an existing case please be sure to add your name and phone number for us to call back.

3. Please allow up to 24 hours for case to be completed. You can check on the progress of the authorization in POC. If case is still pending after 24 hours check for POC Communication Note. We may have requested additional information.

4. If a case is Urgent/Emergent, please do not key the case into the POC system. Please call us at 1-800-533-1120, options # 2, # 5, # 4, # 5 and # 1.

5. When keying a case in the POC system, please include the following information:
   - Date of requested study or notation if not scheduled
   - Date of office visit(s)
   - Exam findings related to the request
   - Treatment dates and types of treatment if any
   - Results and dates of prior imaging studies if any
   - Onset and duration of symptoms

6. Please do not start a case in the POC system if the information above is not available.

7. Please do not start a case in the POC system and then fax in the clinical Information.

RADIOLOGY MEDICAL MANAGEMENT CONTACTS FOR POC:

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