

## **American Imaging Management, Inc.'s OptiNet<sup>SM</sup> imaging provider registration FAQ**

### **1. What is the OptiNet tool?**

OptiNet is an online imaging provider registration tool administered by American Imaging Management, Inc. (AIM) Specialty Health. The tool collects modality-specific data on imaging providers in areas such as facility specifications, technologist and physician qualifications, accreditation, and equipment. This information is used to determine conformance to industry-recognized standards, including those established by the American College of Radiology (ACR) and the Intersocietal Accreditation Commission.

### **2. Why is Amerigroup asking providers to register?**

As consumers and providers look for tools to support informed decision-making, our goal is to provide them with accurate and current information about imaging facilities and contracted imaging providers. The goal of registration is to establish information about the computed tomography/computed tomography angiogram, magnetic resonance imaging/magnetic resonance angiogram, nuclear cardiology, positron emission tomography, echocardiography (resting, transthoracic, transesophageal), ultrasound (abdominal, gynecological, obstetrical) and X-ray capabilities within the network.

We are asking all providers who provide the technical component of the above-mentioned imaging services for Amerigroup Amerivantage (Medicare Advantage) members to complete the registration.

**All participating providers who provide imaging services, including X-rays and ultrasounds as noted above, should complete the registration.**

### **3. What will Amerigroup do with the information collected during registration?**

Amerigroup is collecting information about the imaging capabilities of all Amerigroup Amerivantage contracted providers who provide the technical component of a number of outpatient diagnostic imaging services for our individual Amerigroup Amerivantage members.

This data will be used to calculate site scores for providers who render imaging services to our individual Amerigroup Amerivantage members. All participating providers who provide imaging services, including X-rays and ultrasounds as noted above, should complete the registration.

Providers who score less than 76 or who do not complete the registration will receive a line-item denial for the technical component of the outpatient diagnostic imaging service only for dates of service on or after January 1, 2017.

Amerigroup strongly encourages any provider who scores below 76 to improve their score before the line-item denial of claims for dates of service on or after January 1, 2017. Providers who have not registered and, therefore, have no score also will be subject to line-item denials for claims

*In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.*

submitted for dates of service on or after January 1, 2017. All facility diagnostic imaging services are excluded from line-item denials at this time.

**4. What does registration entail?**

All providers who perform the diagnostic imaging services noted in question 2 should submit a completed registration for the modalities that they offer using AIM's OptiNet online tool. The provider will be asked to submit information in areas such as: staffing credentials/certifications for both technologists and physicians interpreting images, equipment specifications, quality assurance programs and policies, and accreditation statuses.

**5. How often will I be asked to register?**

Providers will receive an email notification when their registration information is expiring. If changes to provider capabilities occur prior to this time (such as new equipment, new physicians, etc.), they may update their information using OptiNet at any time.

**6. How will I know if I have submitted everything necessary for my registration to be considered complete?**

Once the registration has been submitted through OptiNet, your office will receive an email detailing your status and a registration number. If you have submitted all the required information, this email will confirm completion. If AIM requires further information to accurately assess your site, an email will be sent to you indicating that AIM will contact you for additional follow-up.

**7. How do I access my registration?**

The OptiNet registration is available online at [www.aimspecialtyhealth.com/goweb](http://www.aimspecialtyhealth.com/goweb). Simply select **Amerigroup MA** from the drop-down menu. Only those providers who have completed the registration will be able to view their information online. Site information is currently available for review online.

We have a mobile provider who comes into our office two days a week to provide imaging services. This provider supplies both the machine and technologists. Who should fill out the registration?

If your office bills for the imaging claims, you need to complete the registration as it relates to the staff and the safety of your office environment (such as appropriate signage, quality assurance processes, etc.). You should coordinate with your mobile provider to obtain the appropriate information on sections pertaining to the equipment and technologist(s) used by your office.

If the mobile unit bills Amerigroup under its own tax ID number (TIN), then it would be responsible for filling out the site registration.

**8. Why is it important to have technologists trained specifically in their field of radiology? What are the advantages?**

A great concern in the field of radiology is the overexposure of patients to radiation; this commonly occurs when repeat examinations are performed because the initial examination was performed improperly. A technologist who is trained in the proper positioning of the patient, radiation safety and proper manipulation of the equipment required to produce a quality image can reduce redundant exams and the patient's exposure to radiation. In modalities where radiation is not used to produce an image, an advanced technologist registration still will help ensure quality imaging and adherence to specific modality protocols.

**9. What if a new physician or technologist enters my practice after registration for my site is complete?**

If a new physician or technologist enters a previously registered site, the site should log in to the OptiNet application and update the list of physicians/technologists associated with that site. Sites should update their list on at least a quarterly basis.

**10. What if our site purchases new equipment?**

Please log into OptiNet and add the specified information for the new piece of equipment under the *Equipment* section of your existing record.

**11. How do I navigate within OptiNet?**

The tabs and road map along the top of the OptiNet screen allow you to display the desired page. You can also move through the pages in order by clicking the **Next**, **Save** and **Continue** buttons, or you can skip to the desired page once a section has been saved by clicking the appropriate road map links and tabs.

**12. Can I use my web browser's "Back" button to go back a page?**

It is not recommended. You may lose your connection to OptiNet. Use the *Back* buttons at the bottom left corner of the pages when available. The *Cancel* button also backs you out of a page and displays the previous one.

**13. Can I interrupt an OptiNet session and save what I have entered for later?**

Yes, when you use OptiNet you always start from the beginning; but the information that you have already entered will be retained for future sessions as long as you save what you have entered by clicking **Save**. When you return to OptiNet, this information will be displayed as you entered it, so you can move quickly through the pages either leaving the information as is or making changes as you go.

**14. How do I use the online help in OptiNet?**

The majority of the questions within OptiNet will have an *Info* icon that, when selected, will further explain the section or question.

**15. What if I need additional help?**

If you still have a question, you can email or call the AIM Customer Service department. This info is found on the left-hand side of every page within the OptiNet application.

**16. What should I do if my site is not listed, is misspelled or is missing information?**

Providers should contact their health plan representative and request a change or update to any information that may be incorrect.

**17. If my site is already ACR- or Joint Commission-accredited, should I still complete the registration?**

Yes, we request that you complete the registration despite ACR or Joint Commission accreditation. The specific information that you will provide will not be viewed by members or referring providers, but rather a site score will be shared based on the information you provide.

**18. If I have already completed the registration for another payer, do I need to complete it again for Amerigroup?**

Yes; however, if you have already registered in connection with another health plan, you may not need to re-enter your information. Please review what has been prepopulated, make any updates

and submit your information to register for Amerigroup. To copy your registration, select **Copy** from the *Actions* column on the site list after you log in and follow the steps when prompted.

**19. If I have more than one imaging location, do I need to complete the registration for each site?**

Yes, you will need to register each location. However, if staff information in the registration is similar for more than one location, once you complete it for one site, you can copy it for your other locations by following the steps in Question 18.

**20. If I receive a score that I believe is incorrect, what should I do?**

If you receive a score that you believe is incorrect, please review the score legend and the *Understanding Your Score Card* document, which can be accessed at the bottom of your online scorecard.

These reference documents outline the specific measures against which your site has been evaluated and will identify which areas may be deficient. The best way to ensure your site score is accurate is to review your registration and confirm that each section has been completed appropriately. If you still have a question after reviewing these materials, use the *Customer Service* link at the bottom of any page to email AIM Customer Support with your questions.