



Clarification of Radiology Quality Initiative (RQI) Program for Blue Medicare PPO

BCBSNM's partnership with American Imaging Management (AIM) is applicable to all lines of our business, **including Blue Medicare PPO**. The RQI program includes a prior authorization process for promoting the utilization of relevant and cost-effective services by giving providers access to evidence-based guidelines that support ordering the most appropriate services for our members.

Compliance with the RQI program is required. Ordering physicians (PCP or Specialist) for our members must contact AIM to obtain an RQI number prior to scheduling an imaging exam for the outpatient, diagnostic, nonemergency imaging services listed below when these services are performed in a physicians' office, the outpatient department of a hospital, or a freestanding imaging center.

- CT and CTA scans
- MRI and MRA scans
- PET scans
- Nuclear cardiology studies

Note: Outpatient diagnostic imaging procedures performed in an emergency room, urgent care facility, ambulatory surgery center, or during an inpatient or observation stay are not impacted by this process and do not require an RQI number.

It is very important when calling AIM's RQI department toll-free at 1-866-745-1789, to inform the customer service representative of the specific plan (i.e., Blue Medicare PPO) in which the member is enrolled. Blue Medicare PPO member files are housed separately from commercial BCBSNM member files. Failure to provide specific plan information could result in the member not being found and an RQI not being provided.

RQIs may be requested online at americanimaging.net. AIM's online RQI function is fully interactive, processing requests in real-time using proprietary clinical criteria. RQI numbers are provided immediately for approved requests over the Internet. Ordering physicians and imaging physicians must register at americanimaging.net to begin using AIM's interactive web site. Once a physician is registered, he or she can request an RQI number and verify that an RQI number was issued or is correct. The content of AIM web applications is secured through Verisign at 128-bit encryption.

RQI requests may also be submitted via fax to 1-800-610-0050. The fax form may be downloaded from americanimaging.net.

If you have any questions regarding the RQI program, contact the Network Services Department at 505-837-8800 or 1-800-567-8540. You may also visit americanimaging.net for information about AIM. For questions regarding Blue Medicare PPO, please contact Cathie Rowland-Robert at 505-816-2132 or cathie_rowland-robert@bcbsnm.com