

Carrier Reminders

Last Modified on 10/11/2024 5:18 pm EDT



Carrier Reminders

Insurance

- Carrier: Insurance Company Name
- Policy #: Enter what is on the card
 - If policy number is not available, input "Still Need" in policy number field
- Group #: Enter what is on the card
 - If group number is not available, leave this field blank

Self-Pay

- Carrier: Search and Select "Self-Pay"
- Policy #: Enter patients date of birth in the following format; 2-digit month, 2-digit day, 4-digit year
 - For example, if patients DOB is 09/06/1965, it should be entered in the policy field as 09061965
 - Note: We should not offer providing prices unless asked
- Group #: Leave blank

Special Payers/Charities

- **NOTE: The following locations will not accept referrals from charity or non-profit organizations effective 04/01/2024**
 - Chevy Chase
 - Bethesda
 - Park Potomac
 - Arlington
 - Germantown
- Carrier: Search and Select Charity Name
- Policy #: Enter "Charity"
- Group #: Leave blank

Unknown Insurance Plan

- Patient has insurance but caller does not know the plan information
- Carrier: Search and Select "Unknown Payer"
- Policy #: Enter "Still Need"
- Group #: Leave blank

Insurance Plan not found in Merge (Freeform)

- Be sure to reference the OON List BEFORE adding a "freeform" insurance
 - [Washington Radiology Out-of-Network Insurance List](#)
- ADD NOTE TO INCLUDE:
 - Insurance Name
 - Insurance Policy Number (Member ID)
 - Provider/Precertification Phone Number
 - Claims billing address from card
- Do not use for major payors, such as Aetna, UHC, Cigna or BlueCross BlueShield, etc.

REMINDER:

Verify or Enter Information for Carrier, Policy # and Group #

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