

Quality and Training Tips 08/15/2025

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Washington Radiology Training Tips



Thyroid Biopsies in DC

DC has limited availability for thyroid biopsy exams, and it is expected that there will be even less availability in the future. Therefore, please encourage patients to consider scheduling at our other Centers for a sooner appointment.

These are the other locations that the patient can get a sooner appointment at:

- Bethesda
- Chevy Chase
- Fairfax
- Sterling



eRAD Reminders

- Insurance
 - **Unknown Payer** - Only use **Unknown Payer** when the patient's insurance is not listed in eRAD or if they do not have their carrier name at the time of scheduling. Do not forget to document the requested details in Order Notes.

Playbook: <https://washington-radiology-contact-center.knowledgeowl.com/help/insurance-tips-and-tricks>

- **Insurance Not Found in eRAD:**

- Reference the OON List BEFORE adding insurance
 - [Washington Radiology Out-of-Network Insurance List](#)
- Use WRA UNKNOWN PAYER [Carrier Code: WRA 1128]
- 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 BCBS, etc.

- **SecurePic** - Please send a SecurePic Link when patients cannot confirm or provide insurance information during the call.

Request SecurePIC

Playbook: <https://washington-radiology-contact-center.knowledgeowl.com/help/sending-a-securepic-request-in-erad>

When Should You Send a SecurePIC Request?

- Send a SecurePIC request when:
 - The patient has a written order but will bring it with them to their appointment.
 - The patient does not have their insurance card for confirmation at the time of scheduling.

- **Carrier Codes** - Only use codes containing the "WRA" alpha-prefix. If you are not able to find the insurance with the WRA alpha prefix, please use the **Unknown Payer** code.
- **Assign Insurance** - Always check the box in the "Use" column to assign the patient's insurance to the scheduled exam(s).

Patient Insurance Policies				
Policies:				
	Use	Carrier	Policy Number	Group Number
	<input type="checkbox"/>	WRA1025 - CAREFIRST BLUE CHOICE	WFK345S	4583
	<input checked="" type="checkbox"/>	WRA1029 - CIGNA PPO (Commercial - PO BOX 182223...	U1234567	1234
	<input type="checkbox"/>	WRA1128 - UNKNOWN PAYER (CONTACT CENTER)	23268457	354783
	<input type="checkbox"/>	WRA1029 - CIGNA PPO (Commercial - PO BOX 182223,...	W2474M34	4574
	<input type="checkbox"/>	WRA1071 - UHC ALLSAVERS	962325145	1234

- **Policy/Group Numbers** - You do not need to include spaces, dashes, or hyphens when entering the policy/group number. Please enter only the letters and numbers.
- **Self-Pay** - Do not enter a self-pay carrier code under "Manage Policies". Instead, change the Billing Method from "Bill to Insurance" to "Self-Pay".

- Contact Information** - Please remember to update phone numbers and email addresses if it is missing or if it has changed. This information located in the Patient Tab.

Playbook: <https://washington-radiology-contact-center.knowledgeowl.com/help/scheduling-an-existing-patient-single-or-multiple-exams>

- Referring Provider** - If you cannot find the referring physician in eRAD, use UPDATEDREQUIRED PHYSICIAN as a placeholder and add the provider's name and phone number (at minimum) to the Order Notes.

- If the referring provider is not in the results, try using other search criteria (e.g., phone number, NPI, etc.)
- If you are still unable to locate the provider, use "UPDATEREQUIRED PHYSICIAN" as the placeholder and leave detailed notes regarding the situation under Order Notes.

Playbook:

- <https://washington-radiology-contact-center.knowledgeowl.com/help/adding-a-referring-provider-to-an-exam-in-erad>
- <https://washington-radiology-contact-center.knowledgeowl.com/help/referring-physician-not-found-in-erad>

Fluoroscopy Exams

Exam Details - Fluoroscopy

EFFECTIVE 06/02/25 WR WILL NO LONGER OFFER FLUORO EXAMS

- Washington Radiology no longer offers fluoroscopy exams at any location. This includes hysterosalpingogram exam types.

Playbook: <https://washington-radiology-contact-center.knowledgeowl.com/help/fluoroscopy---exam-details---codes-and-guidelines>

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