



DIAGNOSTIC IMAGING FREQUENTLY ASKED QUESTIONS...AND ANSWERS

What types of radiology procedures require clinical certification (pre-certification)?

The diagnostic exams requiring clinical certification generally include the following high-technology exams:

- Magnetic Resonance Imaging (MRI)
- Magnetic Resonance Angiography (MRA)
- Positron Emission Tomography (PET Scans)
- Computerized Tomography (CT Scans)
- Nuclear Medicine Studies (including Nuclear Cardiology)

In some instances repeat exams for condition treatment or management will require certification. Please check directly with your health plan for specific requirements or contact CareCore National's Customer Service at (800) 918-8924.

How do I obtain clinical certification?

The physician managing your treatment plan must obtain the authorizations necessary for your exams.

How do I know when my test has been authorized?

The Clinical Certification Unit will provide you and your physician with the authorization information.

What if my exam does not get approved?

If the requested exam is denied, CareCore National will notify both you and your physician and provide you with detailed appeal instructions.

Where do I go to get my diagnostic imaging exam?

Contact our Customer Service Unit at (800) 918-8924. We will provide you with quality alternatives close to your home or office.