Diagnostic Services (MRI/CT/EMG)

- **Just "One Call" – 855-644-8245**
  - Patient and claim information is called, faxed, or entered on the website into our call center by a customer’s case manager or medical case manager or a patient’s treating physician.
  - The agent verifies the information, obtains authorization, and transfers the patient and claim information to the Scheduling Department.
  - To schedule the patient, a three-way contact via telephone is made between the One Call scheduling representative, the injured worker, and the diagnostic center.
  - An authorization form is auto faxed to the diagnostic center upon completion of scheduling.

- **Coverage**
  - Network coverage nationally for all radiology services including MRI, CT, EMG
  - Full-Service Radiology available i.e.: Myelograms, Arthrograms, Bone Scans

- **Network Credentialing**
  - On-site credentialing of facilities using nationally recognized standards
  - Verify: Primary state license, DEA registration, Specialty Board certification, Malpractice coverage, malpractice claims history, query of Federation of State, Medical Boards licensure sanctions, Medicaid/Medicare sanctions.

- **Continuous Quality Improvement**
  - Daily monitoring of customer service agents and the scheduling process
  - Regular monitoring of contracted centers

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**Other Services Available**

- Physical Therapy/Occupation Therapy/Speech Therapy
- Durable Medical Equipment
- Home Health Services
- Transportation Services
- Translation Services
- Dental Services

*(All of the above-mentioned services are scheduled, managed and credentialed in the same rigorous ways)*