

855.644.8245
www.onecallcm.com
F: 888.672.7805

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

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)