



## Group Health Direct Quick Reference Guide for Imaging Facilities

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One Call Medical (OCM) is now working with commercial insurance carriers, third party administrators (TPA's) and other managed care organizations to provide radiology network management services for individual and group health members. OCM will verify eligibility, schedule members directly with providers, and will process payments for these imaging procedures (MRI, CT, and PET).

### INTAKE AND VERIFICATION

Depending on the customer's workflow, members are provided a plan and/or benefit card which will direct members to call OCM at: **888-458-8746** for radiology services. Some customers will go through a precertification process. Once service is approved, patient will be directed to OCM for scheduling.

OCM will verify member eligibility and benefits.

### SCHEDULING

Patient or Referring Physician will contact the OCM Group Health Customer Center at 888-458-8746 and together a provider is chosen based on OCM's appointment scheduling protocol.

### AUTHORIZATIONS

After scheduling the patient, the authorization form is sent via fax to the provider. This authorization form confirms the appointment time, communicates patient eligibility, communicates payer authorization, and identifies OCM as the scheduling and reimbursement agent. This authorization form is not a prescription. Please contact us if the authorization is not received or differs from the prescription.

Please note: the Authorization Form will indicate the estimated patient responsibility so that the provider is aware of approximately how much they need to collect from the patient, when applicable.

As the providers of this service, you are responsible for securing the prescription from the Referring Physician.

#### Quick Contacts

- Web Site: [www.onecallmedical.com](http://www.onecallmedical.com)
- OCM Toll-free Phone Number: **1-888-458-8746**
- Call Center Hours: Mon-Fri 8 a.m. to 8 p.m. EST

### MEDICAL REPORT COMPLIANCE

At the completion of the patient's procedure, the provider agrees to fax the medical report to OCM. The fax number for OCM Medical Reports is 973-257-0044.

It is important to give OCM Notification of Patient "No Shows", Cancellations, and Reschedules. **Please notify OCM at 888-458-8746 when patient does not arrive or appointment changes.**

## CLAIMS SUBMISSION & PAYMENT POLICY

OCM billing address:  
**One Call Medical, Inc.**  
**PO Box 614**  
**Parsippany, NJ 07054**

Or fax:  
**973-257-9983**

### Provider Responsibility:

- Provider will collect applicable co-payments or co-insurance from members.
- Provider will bill non-discounted pricing.
- Provider will submit claims within 30 days of the provision of covered services.
- Provider **will not** bill the patient for any difference between your OCM contracted reimbursement rate and your non-discounted rate. Please implement appropriate measures to ensure that patients are not balance billed.
- Provider **will not** send a bill to USHG as this would be a violation of your contract with OCM and causes billing confusion which could delay payment and may result in a change to your network participation status.

### OCM Responsibility:

- OCM will deduct the amount of the Patient Responsibility from the provider reimbursement.
- When the Patient Responsibility is greater than the contracted provider rate, OCM will deduct the difference from any other Health or Worker's Comp payments that are due to the provider.
- OCM will pay provider following contracted terms upon receipt of Explanation of Benefits (EOB) from the payer. Please note OCM's agreement with USHG requires quick turn around with payment information so as to not delay provider payment.
- OCM will continue to send denial letters separately from the OCM payment. These letters are sent to the address on your CMS/HCFA 1500 or UB92 Form or faxed to your billing fax number.