

Important Changes Are Coming for Our Radiology Utilization Management Program

We frequently review our processes and programs to implement enhancements that better support our members' needs. As a result of a recent review, we will be making changes to our commercial Radiology Utilization Management program. This program is currently administered by Magellan Healthcare. On **July 1, 2022**, Florida Blue will start managing the program along with Olive – a health care automation platform.

Olive Technology

Starting July 1, 2022, Florida Blue will use Olive to process your pre-service review requests and deliver a seamless provider experience.

Olive's artificial intelligence automatically reviews clinical forms and documents to provide immediate approvals when possible. Its technology allows for faster, more efficient processing of pre-service review requests. Any requests that pend for medical review will be completed by the Florida Blue Clinical Team.

What This Means for You

- Effective July 1, 2022, Magellan Healthcare will no longer manage pre-service review requests for our commercial Radiology Utilization Management program. You will no longer contact Magellan or go to RadMD.com for these services.
- Starting July 1, when logging in to availity.com to request a pre-service review, click on the **Olive** name under **Applications** in the Florida Blue Payer Space to start – or check on the status of – an authorization review request. If you do not follow this process for radiology services from Florida Blue on or after July 1, claims may be denied if medical necessity criteria are not met.
- If you already leverage Olive technology through your electronic health records (EHR) system, you will be able to submit requests and clinical documents directly through Olive at no additional cost. To learn about EHR-integration with Olive, including options for getting started, please visit Olive at oliveai.com.
- You will be able to appeal pre-service and post-service review decisions through Florida Blue's standard appeal process.
- You may continue to use Magellan Healthcare for pre-service review of radiology procedures following current standard processes until July 1, 2022.

This change **will apply to all** Florida Blue health plans, except:

- Florida Blue Medicare Advantage HMO and PPO health plans
- Florida Blue Federal Employee Program®

Procedures Included in our Radiology Utilization Management Program

Below are some of the procedures included in our radiology program:

- CT Scans
- MRIs/MRAs
- PET Scans

Please note: Emergency room, observation and inpatient imaging procedures **do not** require prior authorization.

Procedures included in our radiology program are subject to change. For more information, including a detailed list of radiology services that are part of this program, please refer to the [Manual for Physicians and Providers](https://floridablue.com/providers) at floridablue.com/providers.