

September 2022

Important

Changes in Store for Medicare Advantage Radiology Utilization Management Program

As a result of a normal review of processes and programs, we are changing our Medicare Advantage Radiology Utilization Management program. Effective December 1, 2022, Florida Blue Medicare will begin managing the program through Olive – a health care automation platform. Currently Magellan Healthcare manages the program.

Olive Technology

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 Medicare Clinical Team.

What this means for you

- Upon the effective date of the program change, you will no longer contact Magellan Healthcare or go to RadMD.com for pre-service review requests for our Medicare Advantage Radiology Utilization Management program.
- Beginning December 1, 2022, you will logon to Availity^{®1} to request a pre-service review, and click on **Olive** under **Applications** in the Florida Blue Payer Space to submit or check the status of an authorization review request. If you do not follow this process for radiology services from Florida Blue once Olive is active, claims may be denied if medical necessity criteria are not met.
- If your electronic health records (EHR) system already uses Olive technology, you will be able to submit requests and clinical documents directly through Olive. To learn about EHR-integration with Olive, please visit Olive at oliveai.com.
- Appeals for pre-service and post-service review decisions will follow Florida Blue Medicare Advantage's standard appeal process.
- Continue using Magellan Healthcare for pre-service review of radiology procedures until Olive goes live on December 1.

Procedures included

Some procedures included in our radiology program are CT scans, MRIs/MRAs and 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 at floridablue.com/providers.

¹Availity, LLC is a multi-payer joint venture company. For more information, visit availity.com.

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