Consult Provider Step-by-Step

Two Easy Ways to Use Consult™

Call Customer Service	Fax Form to
(888) 209-4122	(888) 209-9634

Example of Phone Process

Practitioner's office wants patient to obtain a CT, CTA, MRI, MRA, Cardiac Nuclear Medicine, or PET procedure and calls the radiology scheduling line to speak with an assessment coordinator: **(888) 209-4122**

Assessment coordinator gathers member demographic information and asks system-generated questions.

Criteria Met
Prior Approval Number sent to ordering practitioner's office

Criteria Not Met
Case is transferred for clinical assessment that may result in a physician-to-physician telephonic consultation.

After telephonic consultation, a final determination is made by ordering practitioner as to which study (if any) should be performed.

Procedure Completed: Confirmation with Prior Approval Number is sent to practitioner's office.
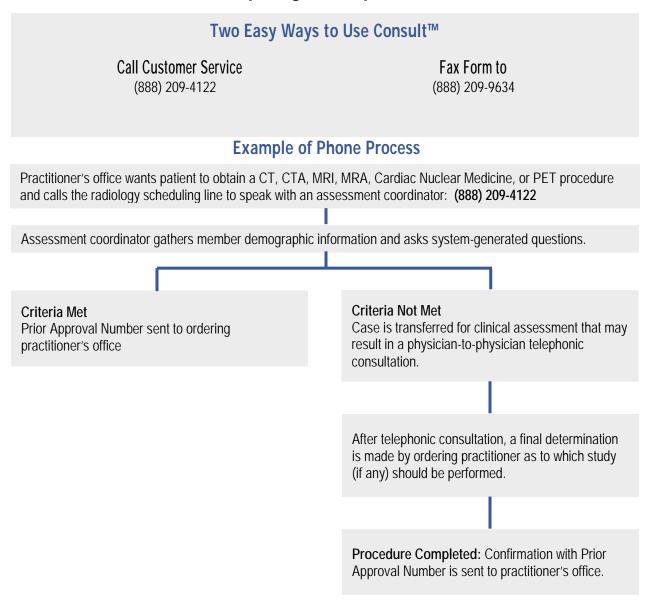
REMINDER: Please ensure you are entering the correct fax number or that the correct fax number is programmed in your system prior to sending a fax to avoid HIPAA privacy incidents.

Visit our Web site for more information at www.eMedNY.org