

## Windsong Authorization Service

Windsong Radiology is pleased to offer the service of obtaining authorizations for exams that require it. We realize that this process can be labor intensive and inconvenient for both you and your patients.

Beginning April 1, 2024, Windsong will identify any order in our system that does not have a corresponding authorization and seek those authorizations on your behalf.

*Please note we cannot initiate authorizations for Worker's Compensation.*

### WHAT WE NEED FROM YOU TO ENSURE THE QUICKEST AUTHORIZATION:



#### 1. Demographics:

- Name
- Current address
- Insurance information
- Date of birth
- Phone number



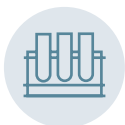
#### 2. Order/Script:

- Please include proper CPT and diagnosis codes



#### 3. Clinical Notes:

- In order to get an exam authorized, including MRI, CT, PET/CT and Nuc Med., please send relevant clinical notes, including last office notes
- Include specific dates in which treatments have started (onset therapy, alternating heat/ice, home exercising, bracing, physical therapy, epidural injections - area injected, number of treatments, frequency, and results)
- Include the 1st date the treatments were recorded and the 2nd follow-up visit. 6-8 weeks of conservative treatment is needed for the best chance of authorization



#### 4. Lab Work:

- Any lab work pertaining to the clinical reason for the imaging order
  - If patient has diabetes or kidney disease, please include lab work with GFR results



#### 5. Prior Imaging:

- Any prior imaging reports (pre and post treatment being ideal)

**TO SEND YOUR ORDER AND CLINICALS,**  
send by fax: 716-631-4051 (*fax preferred*)  
or via email: [winrx@windsongwny.com](mailto:winrx@windsongwny.com)

## FIND A LOCATION NEAR YOU!



## OUR AUTHORIZATION PROCESS:

- The order is received from you and entered into our EMR/RIS system
- The patient is contacted within approx. 24-hours, or calls us first, and is scheduled. We schedule forward to allow time for the authorization to clear.
- The Windsong team begins the pre-authorization process for scheduled patients without an authorization on file
  - If authorization is approved, the Windsong team will complete the case
  - If authorization is denied or peer to peer consultation is necessary, we will contact the practice directly and potentially adjust the scheduled date for the patient

## IMPORTANT INFORMATION:

- Turn-around times for authorizations are dependent on the insurance/payer. We are educated in the traditional turn-around times for most payers and are scheduling patients shortly after to allow that patient to be seen as soon as possible. With the patient being scheduled ahead of time, it is our responsibility to obtain the authorization prior to their appointment
- STAT orders (same day requests) should clearly be marked as STAT on the order itself. **It is recommended that you initiate the authorization process and submit clinicals to the payer for expediency.** Once received, we will complete the authorization for you
- Escalations for issues or scheduling:
  - Scheduling team:  
716-631-2500. Option # 2, then option #1
  - Insurance and Authorizations team:  
716-631-2500. Option #2, then option #4
- We have our own credentials with the payer portals so that it is clear that our facility initiated the authorization on your behalf. In addition, any request we fax in to the payer will have our credentials on the fax cover indicating we are submitting on your behalf.

## REQUEST PROVIDER PORTAL ACCESS

- **To monitor patient status throughout the process and obtain imaging results, send the following information to: [poconnell@windsongwny.com](mailto:poconnell@windsongwny.com)**
  - **Request for provider portal access** - in the email subject line
  - Name & title (owner of log-in credentials); Practice address; Practice phone number; Practice/provider email

## THE WINDSONG ADVANTAGE

The Windsong Advantage delivers **CONFIDENCE** for the medical insights you need, and **CONVENIENCE** that matters for you and your patients, while giving patients **COST-EFFECTIVE** alternatives to save them time and money.

BOTTOM LINE:  
**WE MAKE IT EASY FOR YOU AND  
EASY FOR YOUR PATIENTS.**

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