



NOVELLO
PHYSICIANS ORGANIZATION

NEWS and NOTES from NPO

Dear NPO Members,

We are excited to announce that Novello Imaging is now using RamSoft software. RamSoft is a leading healthcare IT software and services company that is dedicated to creating and delivering award winning medical imaging and radiology solutions. Please reach out to us if you have any questions, we are happy to help!

In addition to the RamSoft news we wanted to send out a list of FAQs that cover a lot of the basics regarding Novello Imaging.

- How does a provider refer a patient to Novello Imaging?

There are three ways to schedule a patient.

1. *By phone – call 231-714-4306.*
2. *Providers can refer a patient by faxing an order to Novello Imaging at [231-714-0077](tel:231-714-0077). Once a fax is received, a team member will reach out to the patient directly to schedule the exam.*
3. *Request through our online portal. Contact us at 231.714.4306 or at info@novelloimaging.org to register for access to the portal.*

- How does a provider know which insurance is accepted?

Novello accepts most insurances. The list of in-network insurances is listed on the website. (As of 8/11/21, we are in-network Aetna Better Health, Priority Health, BCBS, BCN and the Advantages, Medicare, and Medicaid). Please call if you have questions regarding other insurance plans.

- How does a provider know which imaging can be done at Novello Imaging?

Novello Imaging provides Xray, Ultrasound, CT, and MRI services. Please call 231.714.4306 if you have any questions regarding a specific imaging procedure. Or visit our pricing sheet on our website novelloimaging.org, which outlines the most common exams done at Novello. It is important to remember that Novello Imaging is an outpatient centered facility and does not handle emergent imaging matters.

- Who does the pre-auth if required? And what info and forms are required?

Novello Imaging can assist with the pre-authorization service. Please contact us at 231-714-4306 to register for the service. For Novello to obtain the pre-

authorization, Novello staff will need a recent progress note, demographics page, and patients' insurance information faxed to 231-714-0077.

- How is the patient scheduled? (Who communicates what with patient?)

Once Novello receives a physician requisition for an exam, a team member at Novello will reach out to the patient directly with the patient's telephone number listed on the requisition. A Novello team member will inform the referring physician office of the date of the patient's appointment.

- How soon are reports available?

Radiologist reports are to be created within 2 business days of the exam being performed. It is important to keep in mind that not having the patient's prior imaging, if the radiologist requires it, may slow down the final report process. Novello Imaging recommends the patient bring their prior imaging to their appointment, so staff can have those ready for the radiologist.

- How does a referring provider know when reports and images are available?

Once the report is generated, it is automatically faxed to the number listed for the provider on the order. The physician may also check the physician portal, located on our website novelloimaging.org, to view the images.

- How does a referring provider see reports? And images?

Once the report is generated, it is automatically faxed to the number listed for the provider on the order. [Providers may register to view the images and access reports through Novello's portal located on our website. Please](#)

[call 231-714-4306](tel:231-714-4306) or [email us at info@novelloimaging.org](mailto:info@novelloimaging.org) to register for this portal.

- What if a referring provider wants to talk to the radiologist?

Please call Novello Imaging at 231-714-4306 and a team member will connect you with a radiologist.

- What happens, with patient and referring provider, if there is an urgent issue identified by the radiologist?

Before the patient leaves Novello, the technologist will speak with the Radiologist and will attempt to contact the ordering physician to determine the next steps for the patient.

- Can other physicians, such as neurosurgeons, ED, hospitalists, and orthopedic surgeons see the images and reports? If not, how can the images and reports be made available to those providers?

For other physicians related to the patient's care, they can access the patient's images and report via a program through Novello's Rapid Results portal on the website novelloimaging.org. after entering patient detail, the requesting physician will be emailed a link that will direct them to the patient's imaging. If the requesting physician is not set up with Rapid Results, then the provider may register for this portal by calling 231-714-4306 or emailing us at info@novelloimaging.org.

- If questions, how best to contact Novello Imaging?

For any questions, please contact Novello Imaging directly at 231-714-4306 or send an email to info@novelloimaging.org .

If you have any questions, please do not hesitate to call.

-The Novello Team

Helpful Resources & Upcoming Events

[NPO Home](#)
[NMHN Home](#)
[Trillium Health Website](#)
[MACRA-MIPS Corner](#)

NPO is committed to providing great resources to our members!

We welcome your feedback and comments.

Novello Physicians Organization 231.421.8505