



## **OptiNet® Assessment Process Frequently Asked Questions**

**1. Q: What is OptiNet?**

A: **OptiNet** is an online tool developed by **Carelon Medical Benefits Management (Carelon)** to collect and assess modality- specific data. The **OptiNet** assessment process has been implemented as an enhancement to our current Radiology Quality Initiative (RQI) program, which Carelon administers for Blue Cross and Blue Shield of Texas (BCBSTX). Areas of assessment include facility qualifications, physician and technician qualifications, accreditation, and equipment. This information is used to determine conformance to industry-recognized standards, including those established by the American College of Radiology (ACR) and the Intersocietal Accreditation Commission (IAC).

**2. Q: Who should complete the OptiNet assessment?**

A: Completion of the **OptiNet** assessment is very important for providers who perform high-tech imaging services such as Computed Tomography (CT/CTA), Magnetic Resonance (MRI/MRA), Nuclear Cardiology and Positron Emission Tomography (PET) for BCBSTX members.

Providers of low-tech imaging services (X-ray, ultrasound, echocardiography, and mammography) also should complete the assessment.

**3. Q: Why does BCBSTX conduct the OptiNet assessment?**

A: Assessment results help establish accurate and current information about the capabilities of participating imaging facilities and providers. This enhancement supports quality and transparency initiatives at BCBSTX, in our continued effort to implement solutions that help support better informed decisions about care and services for BCBSTX members.

**4. Q: What does the OptiNet assessment entail?**

A: All providers who perform the diagnostic imaging services noted in Question 2 should submit a completed assessment for the modalities they offer using Carelon's online **OptiNet** tool. Providers will be asked to submit information in areas such as: staffing credentials/certifications, equipment specifications, quality assurance programs and policies, and accreditation statuses.

**5. Q: How and when may I access the OptiNet assessment?**

A: The **OptiNet** assessment is available at <https://providerportal.com>. Registration is required prior to accessing the assessment. This online tool will allow you to complete the assessment at your convenience; it can be started, stopped, and saved, as necessary.

**6. Q: How will I know if I have submitted everything necessary for my assessment to be considered complete?**

A: Once the **OptiNet** assessment has been submitted through Carelon, your office will receive an email from Carelon detailing your status and a registration number. If you have submitted all the required information, this email will confirm completion. If Carelon requires further information to accurately assess your site, an email will be sent to you indicating that Carelon will contact you for additional follow up.

**7. Q: How can I view my assessment results?**

A: Once the assessment process has been completed, you may log on to the **OptiNet** tool at <https://providerportal.com> to review your scorecard and related reference documents.

**8. Q: What does BCBSTX do with the information collected in this assessment?**

A: For advanced diagnostic imaging services (CT/CTA, MRI/MRA, Nuclear Cardiology, PET), the information collected is used to develop a score for each registered modality.

Modality scores for facilities are displayed in the Provider Selection component of the clinical review process with Carelon Medical Benefits Management. Ordering physicians may choose a facility online using the modality score, cost information, and distance from the patient's home. Cost information will be provided by BCBSTX using the Blue Cross Blue Shield Association's National Consumer Cost Transparency (NCCT) data set for Blue Choice PPO<sup>SM</sup> subscribers. All facilities, including those that are already American College of Radiology or Joint Commission accredited, need to complete their provider assessment online with Carelon to have their site included for selection by ordering physicians.

For low-tech imaging services (X-ray, ultrasound, and echocardiography), the information collected is used to develop a score for each registered modality; however, modality scores for low-tech services will not be made available to ordering physicians. A modality score for mammography is not generated.

**9. Q: How often will I be asked to participate in this assessment process?**

A: Providers will receive an email notification from Carelon when their assessment information is expiring. If changes to provider capabilities occur prior to this time (e.g., new equipment), they may update their information using the **OptiNet** tool at any time.

**10. Q: What if a new physician or technologist joins my practice after the assessment process for my site is complete?**

A: If site accreditation is provided, physicians and imagers are **not** required to be entered. If a new physician or technologist joins your practice, it is optional, you may log in to the **OptiNet** application at <https://providerportal.com> and add the physician/technologist to the list of physicians/ technologists associated with your site. You should make updates within the **OptiNet** application as needed, or at least on a quarterly basis.

**11. Q: What if our site purchases new equipment?**

A: You may log in to **OptiNet** at <https://providerportal.com> and add the specified information for the new piece of equipment under the Equipment section of your existing record.

**12. Q: How do I navigate within OptiNet?**

A: The tabs and a road map along the top of the **OptiNet** screen allow you to display the desired page. You can also move through the pages in order by clicking the **Next**, **Save** and **Continue** buttons; or you can skip to the desired page once a section has been saved by clicking the appropriate road map links and tabs.

**13. Q: Can I use my web browser's "Back" button to go back a page?**

A: It is not recommended. You may lose your connection to **OptiNet**. Use the **Back** buttons at the bottom left corner of the pages when available. The **Cancel** button also backs you out of a page and displays the previous one.

**14. Q: Can I interrupt an OptiNet session and save what I have entered for later?**

A: Yes, when you use **OptiNet** you always start from the beginning; but the information that you have already entered will be retained for future sessions as long as you save what you have entered. When you return to **OptiNet**, this information will be displayed as you entered it, so you can move quickly through the pages either leaving the information as is or making changes as you go.

**15. Q: How do I use the online Help feature in OptiNet?**

A: Click on the "Help" tab at the right of the page to display a Helpful Tips panel. At the bottom of every Helpful Tips panel is an "Advanced Help" link. You may click this link to launch the full **OptiNet** online help system. If you still have a question, use the "Customer Service" link at the bottom of any page to email Carelon Customer Support for assistance.

**16. Q: My site is already ACR, or Joint Commission accredited. Should I still complete the *OptiNet* assessment?**

A: Yes, BCBSTX is requesting that all facilities complete the *OptiNet* assessment, including those that are already ACR, or Joint Commission accredited. The specific information that your facility provides as part of the assessment process will not be made available to ordering physicians. Rather, your assessment data will be used to generate a score for each registered modality, and these modality scores will be shared in Carelon's online directory. If you do not complete the *OptiNet* assessment, modality scores cannot be created, and your facility will not appear in the Provider Selection component for ordering providers to utilize when they are completing the RQI process through Carelon.

**17. Q: If I have already completed the assessment for another health plan or other payer, do I need to complete it again for BCBSTX?**

A: Yes, but you do not need to re-enter your information. If you have already completed the assessment for another health plan, your assessment will be copied for you automatically. Simply log in under BCBSTX and select "Summary" from the menu bar. After reviewing your information and completing any necessary updates, select the "Statement of Accuracy" tab. Once you have read the agreement, select "I Agree" to complete the assessment.

**18. Q: If I have more than one imaging location, do I need to complete the assessment for each site?**

A: Yes, you will need to complete the assessment for each location. However, if information in the assessment is similar for more than one location, once you complete the *OptiNet* assessment for one site, you will be able to copy the assessment for your other sites.

**19. Q: If I receive a score that I believe is incorrect, what should I do?**

A: If you receive a modality score that you believe is incorrect, please log on to the *OptiNet* tool at <https://providerportal.com> to review the score legend at the bottom of your online scorecard, as well as the "Understanding Your Score Card" document that can be accessed from your scorecard. These reference documents outline the specific measures against which your site has been evaluated and will identify which areas may be deficient. The best way to help ensure accuracy of your modality score(s) is to review your assessment and confirm that each section has been completed appropriately. If you still have a question after reviewing these materials, use the "Customer Service" link at the bottom of any page to email Carelon Customer Support for assistance.

**20. Q: Whom do I contact if I have additional questions or concerns?**

A: If you have questions or need help completing the *OptiNet* assessment for advanced diagnostic imaging or low-tech services, please contact Carelon *OptiNet* Customer Service at **800-252-2021**.

For more information about the BCBSTX RQI program administered by Carelon, refer to the [Carelon Radiology Quality Initiative Program](#) section.

Your assigned [BCBSTX Provider Relations Representative](#) is also available to provide assistance as needed.

*OptiNet* is a registered trademark of Carelon, an independent third party vendor that is solely responsible for its products and services. BCBSTX makes no endorsement, representations or warranties regarding any products or services offered by independent third party vendors. If you have any questions about the products or services they offer, you should contact the vendor directly.

Please note that the fact that a guideline is available for any given treatment, or that a service has been pre-certified or an RQI number has been issued is not a guarantee of payment. Benefits will be determined once a cCarelon is received and will be based upon, among other things, the member's eligibility, and the terms of the member's certificate of coverage applicable on the date services were rendered. Certain employer groups may require pre-certification for imaging services from other vendors. If you have any questions, please call the number on the back of the member's ID card.

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