**Non-CMG Providers - Pre-Authorization Workflow**

Service Type: Radiology Imaging Outpatient Studies

**Enterprise Scheduling (Facility Testing):**

* Call Enterprise Scheduling for radiology testing within a hospital facility: 434.200.5500 - Option 1.
* Continue to fax provider orders (if not ordered in Cerner): 434.200.1550.
* Peer to peer denial processes for pre-authorizations will remain as the ordering provider’s responsibility to have peer to peer discussions with insurance companies.

**Centra Central Virginia Imaging - CVI (Office Testing):**

* Call CVI (Centra CVI) for tests to be performed at CVI: 434.237.4091.
* Continue to fax provider orders: 434.237.4450.
* Peer to peer denial processes for pre-authorizations will remain as the ordering provider’s responsibility to have peer to peer discussions with insurance companies.

**Changes to Workflow – Facility and CVI Testing:**

* Provide clinical documentation via fax for pre-authorizations upon placing order for hospital facility and CVI testing: Fax: 434-200-1775.
* Studies/tests scheduled prior to the 10/1/2024 go-live date will require clinical documentation to be faxed from the ordering provider to Centra for pre-authorization processes.