



Important Update on Imaging Procedure Scheduling and Insurance Pre-Authorization

Dear Patient,

At Highlands Oncology, we are committed to providing you with the highest quality of care and a smooth, stress-free experience. To better support you, we've updated our process for scheduling imaging procedures such as CT, PET, MRI, and Ultrasound.

What's Changing?

To reduce delays and ensure financial clarity, we've reorganized our workflow:

- Insurance Pre-Authorization: When your physician orders an imaging procedure, it is now sent directly to our insurance approval team. They will work with your insurance provider to obtain any necessary approvals before scheduling your appointment.
- Documentation Requirements: Many insurance companies now require additional documentation or prior imaging before approving certain procedures. For example, some may require a CT scan to be reviewed before approving a PET scan.
- Uninsured Patients: If you do not have insurance, our Financial Advocates will contact you to explore available financial support options or help set up a payment plan.

What to Expect

Once all approvals and financial arrangements are in place, our scheduling team will call you to set up your imaging appointment. This process helps us:

- Minimize rescheduled appointments due to insurance delays
- Reduce unexpected financial burdens
- Ensure a more efficient and supportive care experience

Thank You for Your Patience

We appreciate your understanding as we implement these improvements. Our staff is dedicated to making your healthcare journey as smooth and supportive as possible. If you have any questions, please don't hesitate to reach out.

Warm regards,

Tracy Parent
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