

RRD & Onelming Webinars FAQs

Do I have to use Onelming | What services are required:

- What exams are required to go through Onelming:
 - Only non-urgent/non-emergent MRI and CT scans are required to go through Onelming.
- Do I have to use Onelming for mammograms, annual screenings, DEXA/bone density, ultrasounds, X-rays, angiograms, cardiac imaging, or pregnancy ultrasounds?
 - No, you are not required to use Onelming for these exams. You are welcome to use your regular provider for these exams or take advantage of the cost savings that Onelming can still provide to you by scheduling those exams through Onelming.
- Are preventive mammograms still fully covered if scheduled through Onelming?
 - Yes, preventive mammograms are still fully covered if you schedule through Onelming.
- If my imaging is cheaper through BCBS or historically covered at no cost, am I still required to use Onelming?
 - All non-urgent, non-emergent MRI and CT scans are required to go through Onelming, regardless of cost or prior coverage through BCBS. Ultrasounds, X-rays, and Mammograms are not required procedure categories through Onelming.
- Are there exceptions for cancer survivors, long-term monitoring, or patients who require continuity at the same facility?
 - Patients who are actively receiving treatment for cancer, are in remission, or are under ongoing care management may be considered for exclusion to maintain continuity of care.
 - To request an exclusion, the member or provider should contact Onelming directly and submit any required supporting documentation, such as clinical notes or provider justification; the request will then be reviewed by Onelming's clinical team—often in coordination with BCBSIL—and both the member and provider will be notified of the decision and next steps
- Do colonoscopies and thermograms scans need to go through Onelming?
 - No, only non-urgent/non-emergent MRI and CT scans are required to go through Onelming. Note: colonoscopies are not a Onelming supported exam.
- What happens if I already had imaging done or scheduled before Onelming was announced?

- If the exam was an MRI or CT scan, there is a chance that your claim will be denied and you will be responsible for the cost of the exam. If the exam was not a required exam, it should pay and process per normal benefit plan design.
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Scheduling, timing, and access:

- How quickly can imaging be scheduled after submitting an order?
 - Imaging can typically be scheduled within 24–48 business hours after the order is reviewed.
 - What is the process if imaging is needed same-day or urgently while at a doctor's office?
 - If your exam is an emergent MRI or CT, your exam will not be subject to the requirement and can be completed with your provider
 - Non-required exams can be completed same day in your doctors office as desired (i.e. x-ray, ultrasound).
 - How are urgent or emergent imaging needs defined — and who determines that?
 - Urgent imaging is defined by the way the exam is ordered—specifically, orders marked as STAT or that include urgent language. Emergency imaging (such as exams performed in the emergency room or urgent care) is determined by the ordering provider and follows workflows that are entirely separate from OnelMaging. Inpatient, hospital imaging is completed outside of the OnelMaging benefit.
 - Do emergent scans require going through the ER, or can doctors send patients directly to imaging?
 - In urgent or emergency situations please follow your doctor's instructions for imaging needs; OnelMaging does not support emergent or urgent exams.
 - Can appointments scheduled far in advance remain without immediate payment?
 - The product team is working on some changes to the flow so as to not require payment for future booked appointments until closer to the appointment date. This should be implemented soon.
 - What happens if I need to reschedule or cancel after pre-payment?
 - You can reschedule your exam through OnelMaging at a later date and time; if the appointment is cancelled, OnelMaging will refund any member cost share paid within 1-3 business days.
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Facilities, locations, and choice:

- Are OnelMaging facilities owned by OnelMaging or contracted third-party providers?
 - OnelMaging facilities are owned by ACR, Radsite, or otherwise accredited imaging providers that participate in the OnelMaging Network.
 - Why can't members see a list of facilities before having an order?
 - Before OnelMaging can provide the list of facilities nearby, an order must be submitted. This is so that we can ensure the facility selected can support the exact exam you need, can ensure that the facility can accommodate any specific needs (i.e. open MRI), has appointments available within the timeframe you select, and can ensure you are getting the lowest cost for your exam.
 - What if recommended facilities are too far away or impractical (rural access)?
 - If you are more than 30+ miles from a facility you will be granted an exception from the requirement. Good news though—93% of RRD members are within 30 miles of a OnelMaging facility and 80% are within 15 miles.
 - Can I continue using my preferred or long-standing imaging center?
 - Yes, you can use your preferred facility if your exam is for mammogram, xray or ultrasound . For MRI and CT scans which are required, we will identify if your preferred facility is part of our network.
 - What if I don't like the facility OnelMaging schedules for me?
 - Please let your care navigator know and we can work to try to find another facility that will meet your specific exam needs.
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Images, results, and medical records:

- Does the ordering physician receive both the report and the actual images?
 - Yes. The ordering physician receives both the imaging report and the images. Members also receive a copy of the report to help ensure care remains connected.
- How are prior images obtained for comparison if facilities are outside my doctor's network?
 - Your doctor should have access to the images from the prior exams as well as OnelMaging exams to compare imaging results.
- Will images and reports be available in Epic/MyChart or other health portals?

- Imaging reports are shared with the referring physician once they are received. While reports are often uploaded to Epic/MyChart or other patient health portals, this cannot be guaranteed, as it is the responsibility of the referring physician or their office to ensure the report is added to the appropriate health portal.
 - How does continuity of care and historical imaging data work across facilities?
 - When medically necessary and clinically relevant, OneImaging facilitates the transfer of prior imaging reports and images between facilities to help support continuity of care.
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Payment, billing, and insurance:

- Why is payment required upfront, especially far in advance of the scan?
 - OneImaging fully funds the cost of the exam with the prepaid digital card before billing a claim to be reimbursed by the health plan. Due to this model, it is critical for us to collect member cost share up front so that any patient responsibility can be applied timely to your accumulators for the year rather than collecting payment in arrears. This also helps prevent any kind of surprise billing or overcharging out of pocket and deductibles later.
- Can I use HSA, Paytient, cash, or payment plans — and how do those plans work?
 - Yes, you can use any HSA, FSA, debit or credit card to pay your member responsibility portion. We do not accept cash.
 - If a payment plan is needed, the member services team will work with you to set up installments to be collected.
- Do costs paid through OneImaging apply toward my BCBS deductible and out-of-pocket maximum?
 - Yes, we send over any patient responsibility we collect to BCBS to be applied towards your deductible and out of pocket maximum.
- Why can't members pay the provider directly?
 - Members can't pay the provider directly because OneImaging pays the imaging center up front using a prepaid digital card and then bills the health plan for reimbursement. To support this model, member cost share is collected in advance so it can be accurately applied to deductibles and out-of-pocket maximums in close to real time. This approach helps avoid delayed billing, surprise charges, or over-collection later on.
- What happens if a facility submits a claim using insurance already on file?

- The facility will be reminded before your appointment that payment will be made with a digital card, not traditional insurance. At check-in, present your digital card and request payment at the time of service to prevent the facility from accidentally billing insurance, which is their standard process.
 - If a claim is submitted to insurance by mistake, our Member Services team will contact the facility and work with them to retract the claim with BCBS.
 - Can payments be refunded if appointments are canceled?
 - Yes, if your appointment is cancelled, you will receive a refund of any member cost share collected within 1-3 business days.
 - Are costs transparent, and can members see transaction details?
 - Yes. The cost of the exam through OnelMaging is shared before you schedule your appointment, along with the estimated savings compared to using traditional insurance.
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Accounts, dependents, and access:

- Do spouses and dependents need separate OnelMaging accounts?
 - Plan holders are required to add their dependents to their existing OnelMaging account so services and benefits can be accessed appropriately.
- Can dependents receive the payment card on their own phone?
 - Dependents without smartphones can write down or print their card information and bring it to the facility to pay at the time of service. Dependents under 18 can use the planholder digital debit card to pay at the time of service.
 - If anyone is concerned about potential payment issues, please call our Member Services Team at 833-619-0837 and our team will make sure you're adequately informed for your visit.
- What if the account holder is not present at the appointment?
 - For members under 18, a parent or legal guardian must be present. Dependents age 18 and older are considered adults and may attend appointments independently without the planholder present.
- What if I don't have a smartphone or digital wallet?
 - Use of the digital wallet is not required. If you choose not to use the digital wallet, you can always access your OnelMaging Debit Card information in your OnelMaging portal. Your card information can be manually entered to pay the provider at the time of your appointment.

- Does the digital card change each exam or stay the same?
 - The digital card is issued once at registration and remains the same for all exams. Members use the same card for every Onelming exam they complete.
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Technology, security, and support:

- Is there a Onelming app?
 - Not at this time. Our website, join.oneimaging.com/rrd, is responsive and easy to use on mobile devices.
 - Are you SOC 2 / HiTrust certified?
 - Yes. Onelming is SOC 2 certified and is currently in the process of obtaining HITRUST certification.
 - What alternatives exist for Face ID or digital wallets?
 - Use of the digital wallet is not required. If you choose not to use the digital wallet, you can always access your Onelming Debit Card information in your Onelming portal. Your card information can be manually entered to pay the provider at the time of your appointment.
 - What is the expected support response time if help is needed at a facility?
 - Our member services team is available daily from 6 am-9 pm CST.
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Program details & communications:

- What is the RRD National Plan?
 - RRD National Medical program option includes the following plans: HSA Value, HSA Advantage, Copay Advantage, and BCBS Coupe PPO.
- Is there an additional cost to enroll in this program?
 - No, there is no additional cost to you to use Onelming outside of any member responsibility you may have; this is a benefit provided and paid for by RRD.
- How is out-of-pocket spending reported back to BCBS?
 - We send over any patient responsibility we collect to BCBS to be applied towards your deductible and out of pocket maximum.
- Will this program be shared with retirees and dependents?

- The program is available to RRD employees, spouses, and dependents enrolled in an RRD National Medical program option (HSA Value, HSA Advantage, Copay Advantage, and BCBS Coupe PPO). This program is not available for retirees.
- Will members receive a copy of the presentation and Q&A afterward?
 - Yes, this will be provided to the RRD benefits team for distribution.