

MRI Frequently Asked Questions (For Patients)

This patient-friendly FAQ summarizes the most important things you need to know about upcoming changes to MRI orders and scheduling.

1. Who schedules my MRI now?

OrthoCarolina (OC) no longer schedules MRI appointments effective 3/1/26. Your MRI will be scheduled **directly by the external imaging facility** (Novant/MedQuest or your preferred provider) after your insurance authorization is complete.

2. What will OrthoCarolina schedule for me?

OC schedules **your MRI results visit only**—this is the appointment where your provider reviews your MRI findings with you.

3. How long does MRI authorization take?

Authorization must be obtained from your insurance carrier **before your MRI can be scheduled**. This process can take **up to 14 days**, depending on your insurance.

4. How will I know when I can schedule my MRI?

Once authorization is complete, the imaging facility you chose will contact you directly to schedule your MRI.

5. Do I need a referral to the MRI facility?

Yes. Every MRI order must list the imaging facility you are being referred to. Authorization cannot begin until this is completed.

6. Who handles MRI screening questions (implants, X-rays, etc.)?

The external imaging facility will complete all MRI screening, including any required clearance X-rays. OrthoCarolina no longer performs MRI screening X-rays.

7. Who will contact me with results?

Your MRI results will go directly to your OrthoCarolina practitioner. Your results appointment will be scheduled based on how your OC practitioner placed the follow up appt order.

8. Who handles billing for my MRI?

Billing depends on when your MRI is performed:

- **Completed on or before Feb 28, 2026:** OrthoCarolina handles billing.
- **Completed on or after March 1, 2026:** Billing is handled by **Novant/MedQuest**.

Novant/Medquest Billing Contact: 336-346-1207

9. Who handles medical records for my MRI?

Medical requests depend on when your MRI was performed

- **Completed on or before Feb 28, 2026:** OrthoCarolina will handle your medical records request or MRI images (CD) Patients can call: 704-323-2049
 - **Completed on or after March 1, 2026:** Novant/MedQuest will handle your medical records request or MRI Images (CD). Patients can call: 844-763-9163
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10. What number do I call to schedule or ask questions about my MRI?

Novant/MedQuest MRI Scheduling: 743-264-2053

OC's phone tree will no longer include MRI scheduling as of 3/1/26

11. What if the MRI site is closed or experiencing delays?

All communications will be directed by the external imaging facility that scheduled your MRI appointment.

12. What should I expect at the clinic on MRI days?

Each MRI site will have clear signage and a designated check-in area to guide your visit.
