

Prevea360 Health Plan Quick Reference Guide For Imaging Providers



1-1-2013

Prevea360 Health Plan (underwritten by Dean Health Plan) utilizes National Imaging Associates, Inc. (NIA) to provide radiology network management services. NIA will provide utilization management services for outpatient CT/CTA, MRI/MRA, PET and Nuclear Cardiology imaging procedures. NIA will manage the prior authorization of non-emergent, advanced, outpatient radiology services rendered to Prevea360 Health Plan members.

The following services will not be impacted by this relationship:

- Inpatient advanced radiology services
- Observation setting advanced radiology services
- Emergency Room radiology services
- Urgent Care Facilities radiology services
- Prevea360 Health Plan will continue to perform prior authorization of coverage for interventional radiology procedures (even those that utilize MR/CT technology)

Prior Authorization Implementation Recommendations

As a provider of diagnostic imaging services that require prior authorization, it is essential that you develop a process to ensure that the appropriate authorization number(s) has been obtained.

It is the responsibility of the rendering facility or physician to ensure that prior authorization was obtained, when necessary. Payment will be denied for procedures performed without a necessary authorization, and the member cannot be balance-billed for such procedures.

Procedures Requiring Prior Authorization Under Prevea360 Health Plan *

- CT/CTA
- MRI/MRA
- PET Scan
- Nuclear Cardiology

*A separate authorization number is required for each procedure ordered.

If an emergency clinical situation exists outside of a hospital emergency room, please contact NIA immediately with the appropriate clinical information for an expedited review. The number to call to obtain a prior authorization is **1-877-642-0622**.

Please refer to NIA's website to obtain the Prevea360 Health Plan/NIA Billable CPT® Codes Claim Resolution Matrix for all of the CPT-4 codes that NIA authorizes on behalf of Prevea360 Health Plan.

The following recommendations are offered for your review and consideration in developing effective procedures for your facility. These recommendations are for informational purposes only and are not policies of Prevea360 Health Plan or NIA.

Prior Authorization Recommendations

To ensure that authorization numbers have been obtained, the following recommendations should be considered.

- Communicate to all personnel involved in outpatient scheduling that prior authorization is required for the above procedures under many plans.
- If a physician office calls to schedule a patient for a procedure requiring prior authorization, request the authorization number.
- If the referring physician has not obtained prior authorization when required, inform the physician of this requirement and advise him/her to obtain an authorization by visiting NIA's Web site at www.RadMD.com, or by calling **1-877-642-0622**. You may elect to institute a time period in which to obtain the prior authorization number, e.g., one business day.
- If a patient calls to schedule an appointment for a procedure that requires authorization, and does not have the authorization number, the patient should be directed back to the referring physician who ordered the examination.
- Authorizations are valid for 90 days from the date of request.

Checking Authorizations

You can check on the status of patients' authorizations quickly and easily by going to the NIA Web site, www.RadMD.com. After sign-in, visit the **My Exam Requests** tab to view all outstanding authorizations.

Quick Contacts

- Web Site: www.RadMD.com
- Toll Free Phone Number: **1-877-642-0622**
- NIA Radiology Network Services: 1-800-327-0641

Please check both sides of the member's identification card carefully to determine whether an authorization is required.

Submitting Claims

Claims will continue to go directly to Prevea360 Health Plan. Please send your claims for imaging procedures to the following address:

P. O. Box 56099
Madison, WI 53705

For electronic submission, the Prevea360 Payor ID is: 39113

Frequently Asked Questions

In this section NIA addresses commonly asked questions received from providers.

Where can I find NIA's Guidelines for Clinical Use of Diagnostic Imaging Examinations?

NIA's Guidelines for Clinical Use of Diagnostic Imaging Examinations can be found on NIA's Web site at www.RadMD.com.

Is prior authorization necessary if Prevea360 Health Plan is not the member's primary insurance?

Yes.

What does the NIA authorization number look like?

The NIA authorization number consists of 8 or 9 alphanumeric characters (e.g., 1234X567). In some cases, the ordering physician may instead receive an NIA **tracking number** (not the same as

an authorization number) if the physician's authorization request is not approved at the time of initial contact. Physicians can use either number to track the status of their request on the RadMD Web site or via our Interactive Voice Response telephone system.

Who can I contact at NIA for questions, complaints, and appeals, etc.?

Please use the following NIA contacts by type of issue:

- To educate your staff on NIA procedures and to assist you with any provider issues or concerns, contact your NIA Area Provider Relations Manager.
- Prior authorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Payment (EOP).
- Other questions, complaints and appeals not related to authorizations or claims: Contact the NIA Radiology Network Services line at 1-800-327-0641.

How will referring/ordering physicians know who NIA is?

Prevea360 Health Plan and NIA are coordinating outreach and orientation activities as requested.

How will NIA direct members to my facility?

NIA actively promotes utilization of quality, cost-effective imaging providers by providing patients and referring physicians' critical information online and at the point of ordering. Members will soon be able to access information on a number of quality (e.g., accreditations, certifications) and convenience indicators (e.g., hours of operation, handicap access, parking) on NIA's Web site. Our goal is to assist patients and referring physicians in selecting quality, convenient and cost-effective care for each individual.

Will out-of-area Prevea360 Health Plan members be able to use the NIA network when traveling out of state?

Yes, depending on their benefit plan.

What will the member ID card look like? Will it have both NIA and Prevea360 Health Plan information on the card? Or will there be two cards?

The Prevea360 Health Plan member ID card will not have NIA identifying information on it.