

AmeriHealth Caritas Iowa Quick Reference Guide for Rendering Providers

Effective December 1, 2016

AmeriHealth Caritas Iowa has selected National Imaging Associates Inc. (NIA) to implement a radiology benefit management program for outpatient advanced imaging services for AmeriHealth Caritas Iowa members. This program is consistent with industry-wide efforts to both ensure clinically appropriate care and manage the increasing utilization of these services. NIA will manage the outpatient imaging services listed below through AmeriHealth Caritas Iowa's existing contractual relationships.

The following services will not be impacted by this relationship:

- Inpatient advanced imaging services.
- Emergency room (ER) imaging services.
- Observation imaging services.

AmeriHealth Caritas Iowa will continue to perform prior authorization of coverage for interventional imaging procedures (even those that utilize magnetic resonance imaging [MRI] and computed tomography [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 numbers have 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 prior authorization, and the member cannot be balance-billed for such procedures.

Procedures requiring prior authorization under AmeriHealth Caritas Iowa*

- CT scan and computed tomography angiography (CTA).
- Coronary computed tomography angiography (CCTA).
- MRI and magnetic resonance angiography (MRA).
- Positron emission tomography (PET) scan.
- Myocardial perfusion imaging.
- Multigated acquisition (MUGA) scan.

Again, ER, observation, and inpatient imaging procedures do not require prior authorization from NIA. If an urgent or emergent clinical situation exists outside of a hospital ER, please contact NIA immediately with the appropriate clinical information for an expedited review. The number to call to obtain a prior authorization is **1-888-864-7237**.

Please refer to NIA's website to obtain the AmeriHealth Caritas Iowa NIA Billable Current Procedural Terminology® (CPT) Codes Claim Resolution Matrix for all of the CPT-4 codes that NIA authorizes on behalf of AmeriHealth Caritas Iowa.

Prior authorization processes

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

- Communicate to all personnel involved in outpatient scheduling that prior authorization is required for the above procedures under AmeriHealth Caritas Iowa. 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 or her to obtain an authorization by visiting NIA's website at **www.radmd.com** or by calling **1-888-864-7237**. 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 procedure.
- Prior authorizations are valid for 60 days from the date of service. If there is no date of service, then prior authorizations are valid for 60 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 website, **www.radmd.com**. After obtaining a secure password, sign in to select the **My Exam Requests** tab to view all outstanding authorizations.

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

Submitting claims

Claims will continue to go directly to AmeriHealth Caritas Iowa. We encourage providers to submit claims electronically through your clearinghouse, or send your paper claims for imaging procedures to the following address:

AmeriHealth Caritas Iowa
Attn: Claims Processing Department
P.O. Box 7113
London, KY 40742

AmeriHealth Caritas Iowa's electronic data interchange (EDI) payer ID number is **77075**.

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 Procedures?

- NIA's Guidelines for Clinical Use of Diagnostic Imaging Procedures can be found on NIA's website at **www.radmd.com**.

Is prior authorization necessary if AmeriHealth Caritas Iowa is not the member's primary insurance?

- It depends on the case. If you are an in-network provider with us and AmeriHealth Caritas Iowa is the secondary insurance for the member, no prior authorization is required. However, if you are not a provider in the AmeriHealth Caritas network, and AmeriHealth Caritas Iowa is the member's secondary insurance, we would request prior authorization.

What does the NIA authorization number look like?

- The NIA authorization number consists of eight or nine 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 requests on the RadMD website or via our interactive voice response telephone system.

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

- Please use the following NIA contacts by type of issue:
 - For privileging application or process, contact NIA's Provider Assessment Department toll free at **1-888-972-9642** or at **RADPrivilege@magellanhealth.com**.
 - To educate your staff on NIA procedures and for assistance with any provider issues or concerns, contact Leta Genasci, NIA Manager, Provider Relations, at **1-800-450-7281, ext. 75518**, or **1-314-387-5518**, or by email at **ljenasci@magellanhealth.com**.
 - For pre-authorization and claims payment complaints and appeals, follow the instructions on your non-authorization letter or Explanation of Benefits (EOB) or Explanation of Payment (EOP) notification.

How will referring and ordering physicians know who NIA is?

- AmeriHealth Caritas Iowa sends orientation materials to referring providers. AmeriHealth Caritas Iowa and NIA are also coordinating additional outreach and orientation activities.

How will NIA direct members to my facility?

- NIA actively promotes utilization of quality, cost-effective imaging providers by providing patients and referring physicians with 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, handicapped access, parking) on NIA's website.

Our goal is to assist patients and referring physicians in selecting quality, convenient, and cost-effective care for each individual.

What will the member ID card look like? Will it have both NIA and AmeriHealth Caritas Iowa information on the card? Or will there be two cards?

- The AmeriHealth Caritas Iowa member ID card will not include NIA identifying information. AmeriHealth Caritas Iowa Provider Services will redirect calls to NIA for advanced imaging services.

Quick contacts

- Website: www.radmd.com.
- Toll-free phone number: **1-888-864-7237**.