

Southern Health Quick Reference Guide For Ordering Providers



Effective April 1, 2010

Southern Health Services, Inc./Coventry Health and Life Insurance Company (Southern Health) has selected National Imaging Associates, Inc. (NIA) to provide radiology network management services. NIA will provide utilization management services for outpatient MR, CT, PET, CCTA, Echo Stress, Nuclear Cardiology and Diagnostic Nuclear Medicine imaging procedures. NIA will manage the provider network and the preauthorization for non-emergent, advanced imaging services rendered to Southern Health members. **This program excludes Southern Health's self-funded membership.**

The ordering physician is responsible for obtaining a preauthorization for advanced radiology services. It is the responsibility of the rendering facility to ensure that preauthorization was obtained. As the ordering physician of advanced diagnostic services, it is essential that you develop a process to ensure that the appropriate authorization number(s) has been obtained. Payment will be denied for procedures performed without a necessary authorization, and the member cannot be balance-billed for such procedures.

Procedures Requiring Preauthorization Under Southern Health Products *

- CT/CTA/CCTA
- MRI/MRA
- PET Scan
- Echo Stress
- Nuclear Cardiology
- Diagnostic Nuclear Medicine

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

The following services do not require authorization through NIA:

- Inpatient advanced radiology services
- Observation setting advanced radiology services
- Emergency Room radiology services

If an emergent clinical situation exists outside of a hospital emergency room, you should proceed with the examination and call NIA at 866-642-9704 the next business day to proceed with the normal review process.

Preauthorization Process

There are two ways to obtain authorizations -- either through NIA's Web site at www.RadMD.com or by calling NIA at 866-642-9704.

Information Needed to Obtain Preauthorization

To expedite the preauthorization process, please have the following information ready before logging into NIA's Web site or calling the NIA Utilization Management staff. (*Information is required.)

- Name and office phone number of ordering physician*
- Member name and ID number*
- Requested examination*
- Name of provider office or facility where the service will be performed*
- Anticipated date of service (if known)
- Details justifying examination.*

- Symptoms and their duration
 - Physical exam findings
 - Conservative treatment patient has already completed (e.g., physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs, medications)
 - Preliminary procedures already completed (e.g., x-rays, CT's, lab work, ultrasound, scoped procedures, referrals to specialist, specialist evaluation)
 - Reason the study is being requested (e.g., further evaluation, rule out a disorder)
- Please be prepared to fax the following information, if requested:
- Clinical notes
 - X-ray reports
 - Previous CT/MRI reports
 - Specialist reports/evaluation
 - Ultrasound reports

Web Site Access

- It is the responsibility of the **physician ordering the imaging examination** to access NIA's Web site or call for preauthorization. Patient symptoms, past clinical history and prior treatment information will be required and should be available at the time of the contact.
- Web site hours of operation are Monday through Friday, 5:00 a.m. to 12:00 a.m. EST and Saturday 8:00 a.m. to 1:00 p.m. EST. You can obtain preauthorizations through NIA's Web site at www.RadMD.com. To begin, you will need to obtain your own unique user name and password for each individual user in your office. Simply go to www.RadMD.com, click on the New User button and complete the application form.
- If requesting authorizations through NIA's Web site and your request is pended, you will receive a tracking number and NIA will contact you to complete the process.
- The NIA Web site cannot be used for retrospective or expedited authorization requests. Those requests must be processed by calling 866-642-9704.

**Access Provider Self-service at:
www.RadMD.com**

Telephone Access

- Call center hours of operation are Monday through Friday, 8:00 a.m. to 8:00 p.m. EST. You may obtain a preauthorization by 866-642-9704.
- NIA can accept multiple requests during one phone call.

Important Notes

- Authorizations are valid for 30 days from the date of final determination.
- The NIA authorization number consists of eight or nine alpha/numeric characters. In some cases, you may instead receive an NIA tracking number (not the same as an authorization number) if your authorization request is not approved at the time of initial contact. You can use either number to track the status of the request on the RadMD Web site or via our Interactive Voice Response telephone system.
- For preauthorization complaints/appeals, please follow the instructions on your denial letter.
- NIA's Clinical Guidelines can be found on NIA's Web site, www.RadMD.com under Online Tools/Clinical Guidelines. NIA's guidelines for the use of imaging examinations have been developed from practice experience, literature reviews, specialty criteria sets and empirical data.
- An authorization number is not a guarantee of payment.