

Southern Health Quick Reference Guide For Imaging Facilities



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 following services will not be impacted by this relationship:

- Inpatient high-tech radiology services
- Emergency Room radiology services
- Southern Health will continue to perform preauthorization of coverage for interventional radiology procedures (even those that utilize MR/CT technology)

Preauthorization Implementation Recommendations

As a provider of diagnostic imaging services that require preauthorization, 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 preauthorization 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 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.

Emergency room imaging procedures do not require preauthorization from NIA. If an emergency 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.

Providers are still required to obtain preauthorization for observation and inpatient imaging procedures by contacting Southern Health at 800-235-2206.

Please refer to the document on our web site titled Billable CPT® Codes Claim Resolution Matrix for a list of all the CPT-4 codes that NIA authorizes on behalf of Southern Health.

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

Preauthorization Recommendations

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

- Communicate to all personnel involved in outpatient scheduling that preauthorization is required for the above procedures under many plans.
- If a physician office calls to schedule a patient for a procedure requiring preauthorization, request the authorization number.
- If the referring physician has not obtained preauthorization 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 NIA's toll free number, 866-642-9704. You may elect to institute a time period in which to obtain the preauthorization 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 30 days from the date of final determination.

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

Quick Contacts

- Web Site: www.RadMD.com
- Toll-free Phone Number: 866-642-9704
- Call Center Hours: Mon-Fri 8 a.m. to 8 p.m. EST

Submitting Claims

Claims will continue to go directly to Southern Health. Please send your claims for imaging procedures to the following address(es):

Southern Health
Attn: Claims Department
P.O. Box 7704
London, KY 40742

CareNet
Attn: CareNet Claims Department
P.O. Box 7702
London, KY 40742

Providers are encouraged to use EDI claims submission.

Southern Health payor ID number is 25133 and **CareNet** payor ID number is 25142.

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 preauthorization necessary if Southern Health is not the member's primary insurance?

Southern Health's preauthorization requirements apply when Southern Health is the primary insurer and secondary insurer. Please check the preauthorization requirements for the member's primary insurance and secondary insurance.

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:

- For privileging application or process, contact NIA's Provider Assessment Department toll-free at 888-972-9642 or at RADPrivilege@Magellanhealth.com.
- Preauthorization and claims payment complaints/appeals: Follow the instructions on your non-authorization letter or Explanation of Benefit (EOB)/Explanation of Payment (EOP) notification.

How will referring/ordering physicians know who NIA is?

Southern Health sends orientation materials to referring providers. Southern Health 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 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 Southern Health 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 Southern Health information on the card? Or will there be two cards?

The Southern Health member ID card will have NIA identifying information on it. Southern Health will redirect calls to NIA for advanced imaging in the states NIA is serving on behalf of Southern Health.