

# PersonalCare Quick Reference Guide for Ordering Physicians



Effective May 1, 2010

PersonalCare has selected National Imaging Associates, Inc. (NIA) to implement a radiology benefit management program. The scope of this program will initially be limited to PersonalCare's fully insured and Medicare Advantra business. NIA will manage the network of free-standing imaging facilities and the prior authorization for non-emergent, advanced imaging services rendered to PersonalCare members.

NIA will provide utilization management for the following advanced radiology services that require prior authorization;

- |                               |                      |
|-------------------------------|----------------------|
| ▶ CT/CTA/CCTA                 | ▶ PET SCAN           |
| ▶ MRI/MRA                     | ▶ STRESS ECHO        |
| ▶ DIAGNOSTIC NUCLEAR MEDICINE | ▶ NUCLEAR CARDIOLOGY |

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

**The ordering physician is responsible for obtaining a prior authorization for advanced radiology services.** It is the responsibility of the rendering facility to ensure that prior authorization 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.

**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 the next business day to proceed with the normal review process. The number to call to obtain a prior authorization is 800-642-7835.

## Prior Authorization Process

There are two ways to obtain authorizations -- either through NIA's Web site at [www.RadMD.com](http://www.RadMD.com) or by calling NIA at 800-642-7835.

## Information Needed to Obtain Prior Authorization

To expedite the prior authorization 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 requested\*
- 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, CTs, 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 prior authorization. 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 prior authorizations through NIA's Web site at [www.RadMD.com](http://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](http://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 800-642-7835.

Access Provider Self-service at:  
[www.RadMD.com](http://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 prior authorization by calling 800-642-7835.
- NIA can accept multiple requests during one phone call.

## Important Notes

- Authorizations are valid for 90 days from the date of the request.
- 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 prior authorization 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](http://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. Whether the requested service is covered is subject to all of the terms and conditions of the member's benefit plan, including but not limited to, member eligibility, benefit coverage at the time of the services are provided and any pre-existing condition exclusions referenced in the member's benefit plan.