

Peach State Health Plan Quick Reference Guide For Ordering Physicians



Effective August 2, 2010

Peach State Health Plan has selected National Imaging Associates, Inc. (NIA) to provide radiology network management services. NIA will provide utilization management services for outpatient CT/CTA, MRI/MRA, PET Scan and OB Ultrasound imaging procedures. NIA will manage the provider network and the prior authorizations for non-emergent, advanced imaging services and OB Ultrasounds rendered to Peach State Health Plan members.

The ordering physician is responsible for obtaining a prior authorization for advanced radiology and OB Ultrasound services. It is the responsibility of the rendering facility to ensure that prior authorization was obtained. As the ordering physician of diagnostic services, it is essential that you develop a process to ensure that the appropriate authorization number(s) have 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 Prior Authorization Under Peach State Health Plan *

- CT/CTA
- MRI/MRA
- PET Scan
- OB Ultrasound

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

The following services will not be impacted by this relationship:

- Inpatient radiology and Inpatient OB Ultrasound services
- Observation setting radiology and Observation OB Ultrasound services
- Emergency Room radiology and Emergency Room OB Ultrasound services

Peach State Health Plan will continue to perform prior authorization of coverage for interventional radiology procedures (even those that utilize MRI/CT technology)

Emergency room, observation and inpatient imaging procedures/OB Ultrasounds do not require prior authorization from NIA. If an emergency clinical situation exists outside of a hospital emergency room, you should proceed with the examination and call NIA at 800-704-1483 the next business day to proceed with the normal review process.

Prior Authorization Process

There are two ways to obtain authorizations.

1. NIA's Web site at www.RadMD.com
2. Calling Peach State at 800-704-1483

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 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, 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)
 - If the request is for an OB Ultrasound, provide estimated delivery date.
- 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.
- The NIA Web site at www.RadMD.com is always available (24/7), so you may obtain prior authorizations at the date and time of your choosing. 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 pending, you will receive a tracking number and NIA will contact you to complete the process.

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

The NIA Web site cannot be used for retrospective or expedited authorization requests. Those requests must be processed by calling 800-704-1483

Telephone Access

You may obtain a prior authorization by calling 800-704-1483

- Hours of Operation are from: 8:00 AM to 8:00 PM EST
- NIA can accept multiple requests during one phone call.

Important Notes

- Authorizations are valid for 30 days from the date of the request.

- The NIA authorization number consists of eight or nine alpha/numeric characters (e.g. 1234X567). 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 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.

