

# WellPath

## Quick Reference Guide For Imaging Facilities



**Effective August 1<sup>st</sup>, 2010**

WellPath Services, Inc. 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, Nuclear Cardiology and Diagnostic Nuclear Medicine imaging procedures. NIA will manage the pre-certification process for non-emergent, advanced imaging services rendered to WellPath members. **This program excludes WellPath's self-funded membership.**

**The following services will not be impacted by this relationship:**

- Inpatient high-tech radiology services
- Emergency Room radiology services
- WellPath will continue to pre-certify coverage for interventional radiology procedures (even those that utilize MR/CT technology)

### **Pre-certification Recommendations**

As a provider of diagnostic imaging services that require pre-certification, it is essential that you develop a process to ensure that the appropriate pre-certification number(s) has been obtained.

It is the responsibility of the rendering facility or physician to ensure that pre-certification was obtained, when necessary. Payment will be denied for procedures performed without pre-certification, and the member cannot be balance-billed for such procedures.

### **Procedures Requiring Pre-certification Under WellPath Products \***

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

\*A separate pre-certification number is required for each procedure ordered.

Emergency room imaging procedures do not require pre-certification from NIA. If an emergency clinical situation exists outside of a hospital emergency room, you should proceed with the examination and call NIA at 800-642-2809 the next business day to proceed with the normal review process.

Providers are still required to obtain prior authorization for observation and inpatient imaging procedures by contacting WellPath at 800-708-9355.

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 WellPath.

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 WellPath or NIA.

## Pre-certification Recommendations

To ensure that pre-certification numbers have been obtained, the following recommendations should be considered.

- Communicate to all personnel involved in outpatient scheduling that pre-certification is required for the above procedures under many plans.
- If a physician office calls to schedule a patient for a procedure requiring pre-certification, request the pre-certification number.
- If the referring physician has not obtained pre-certification when required, inform the physician of this requirement and advise him/her to obtain a pre-certification by visiting NIA's Web site at [www.RadMD.com](http://www.RadMD.com), or by calling NIA's toll free number, 800-642-2809. You may elect to institute a time period in which to obtain the pre-certification, e.g., one business day.
- If a patient calls to schedule an appointment for a procedure that requires pre-certification, and does not have the pre-certification 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 Pre-certifications

You can check on the status of patients' pre-certification quickly and easily by going to the NIA Web site, [www.RadMD.com](http://www.RadMD.com). After sign-in, visit the **My Exam Requests** tab to view all pre-certifications.

## Submitting Claims

Claims will continue to go directly to WellPath.

Please send your claims for imaging procedures to the following address:

Coventry Health Care  
P.O. Box 7102  
London, KY 40742

Providers are encouraged to use EDI claims submission.

WellPath payor ID number is 25129.

## 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](http://www.RadMD.com).

### Quick Contacts

- Web Site: [www.RadMD.com](http://www.RadMD.com)
- Toll-free Phone Number: 800-642-2809
- Call Center Hours: Mon-Fri 8 a.m. to 8 p.m. EST

**Is pre-certification necessary if WellPath is not the member's primary insurance?**

WellPath's pre-certification requirements apply when WellPath is the primary insurer and secondary insurer. Please check the pre-certification requirements for the member's primary insurance and secondary insurance.

**What does the NIA pre-certification number look like?**

The NIA pre-certification 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 a pre-certification number) if the physician's pre-certification 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.

**How will referring/ordering physicians know who NIA is?**

WellPath has sent orientation materials to providers. WellPath and NIA are also coordinating additional outreach and orientation activities, including provider webinars scheduled throughout the month of July.

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

The WellPath member ID card will not have any NIA identifying information on it.