

Magnolia Health Plan Quick Reference Guide For Imaging Facilities



National Imaging Associates (NIA) has partnered with Magnolia Health Plan (Magnolia) (under the contract of the Mississippi Division of Medicaid) to provide radiology network management services to members through the Medicaid MississippiCan program. NIA will provide utilization management services for **outpatient** MR, CT and PET imaging procedures. NIA will manage the prior authorization for non-emergent, outpatient advanced imaging services rendered to Magnolia members.

The following services do **not** require authorization through NIA:

- Observation setting advanced radiology services
- Emergency Room radiology services
- Inpatient advanced radiology services (Inpatient admissions will continue to be authorized through Medicaid's current vendor, HealthSystems of Mississippi).

Prior Authorization Implementation Recommendations

As a provider of diagnostic imaging services that require prior authorization, 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 prior authorization 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 Prior Authorization Under Magnolia *

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan

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

Please refer to NIA's website to obtain the Magnolia/NIA Billable CPT® Codes Claim Resolution Matrix for all of the CPT-4 codes that NIA authorizes on behalf of Magnolia.

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

Prior Authorization Recommendations

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

- Communicate to all personnel involved in outpatient scheduling that prior authorization is required for the above procedures under many plans.

- If a physician office calls to schedule a patient for a procedure requiring prior authorization, request the authorization number.
- If the referring physician has not obtained prior authorization 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. You may elect to institute a time period in which to obtain the prior authorization 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 request.

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.

Quick Contacts

- Web Site: www.RadMD.com
- Toll-free Phone Number: 1-866-912-6285

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

Submitting Claims

Claims will go directly to Magnolia. Please send your claims for imaging procedures to the following address:

Magnolia Health Plan
P. O. Box 3090
Farmington, MO 63064-3800

For electronic submission, clearinghouses used are: Emdenon, SSI and Gateway EDI. Magnolia's payor ID number is 68062.

Check on claims status by logging on to the Magnolia website, www.magnoliahealthplan.com.

Frequently Asked Questions

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 prior authorization necessary if Magnolia is not the member's primary insurance?

No.

What does the NIA authorization number look like?

The NIA authorization number consists of 8 or 9 alphanumeric characters. 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 for questions, complaints, and appeals, etc.?


Prior authorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Benefit (EOB).

How will referring/ordering physicians know who NIA is?

Magnolia sends orientation materials to referring providers. Magnolia and NIA are also coordinating additional outreach and orientation activities.

What does the member ID card look like?

The Magnolia member ID card does not have NIA identifying information on it. Magnolia will redirect calls to NIA for advanced imaging services. Please see card example below:

 <p>Rx: US Script BIN:008019</p> <p>Member Name: Jane Doe Medicaid ID#: XXXXXXXXXX</p> <p>PCP Name: John Doe PCP Number: XXX-XXX-XXXX</p> <p><small>If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Magnolia for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Magnolia NurseWise® toll-free at 1-866-912-6285 (TDD/TTY 1-877-725-7753 or Mississippi Relay Services at 711). NurseWise is open 24 hours a day.</small></p>	<p>MEMBERS: Member Services line 1-866-912-6285 TDD/TTY 1-877-725-7753 Mississippi Relay Services 711 24/7 NurseWise 1-866-912-6285 Dental/Vision 1-866-912-6285</p> <p>PROVIDERS: IVR Eligibility inquiry - Prior Auth 1-866-912-6285 US Script Help Desk 1-800-460-8988 Behavioral Health 1-877-210-8513</p> <p>Medical claims: Magnolia Attn: CLAIMS PO Box 3090 Farmington, MO 63640-3825 Provider/claims information via the web: www.MagnoliaHealthPlan.com</p> <div data-bbox="1162 873 1338 951" style="border: 1px solid black; padding: 5px;"><p>Magnolia Address 111 East Capitol Street Suite 500 Jackson, MS 39201</p></div>
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