

Contact Us

Outpatient non-emergency imaging examinations of the following types **require precertification** including:

- *CT (Computerized Axial Tomography)*
- *MRI (Magnetic Resonance Imaging)*
- *MRA (Magnetic Resonance Angiography)*
- *PET Scan (Positron Emission Tomography)*
- *Nuclear Cardiology*
- *Electron Beam Computed Tomography (PPO only)*

Services that are **not reviewed** include the following:

- *Hospital emergency room*
- *Inpatient imaging services*
- *Observation bed*
- *Out of state services*
- *Outpatient Surgery – Incidental imaging*

Blue Shield reserves the right to revoke authorizations prior to services rendered based on cancellation of the member's eligibility. Final determination of benefits will be made after review of the claim for limitations or exclusions.

Precertification by phone: Call the toll-free number to speak to a representative who will verify the member's eligibility and initiate the precertification process (if applicable).

Precertification online at RadMD.com: After verifying member eligibility, submit your request via NIA's online tool www.RadMD.com.

Important Information

Authorization requests and the status of an authorization can be obtained by calling NIA or via NIA's online tool www.RadMD.com.

For precertification on the advanced diagnostic services provided, please call the following toll free number:

1-(888)NIA-BLUE
(1-888-642-2583)

Or visit NIA's online tool: available at www.RadMD.com.

NIA's highly acclaimed center and online tool review teams are friendly, experienced and efficient. And, no request is ever denied without the opportunity to consult with one of NIA's physicians.

On average, 92% of all cases receive final determinations within 24-48 hours.

Blue Shield of California's provider connection

Located at:

<http://www.blueshieldca.com/provider/>

Register now to create an online account

For Physicians and Imaging Facilities

blue  of california

Provider Precertification Guide for Advanced Imaging Procedures

*An Independent Member of the
Blue Shield Association*

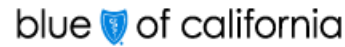
For Authorization Requests
Contact:

1-888-NIA-BLUE
(1-888-642-2583)

Or visit:

<http://www.RadMd.com>

*See inside for additional information including
hours of operations*



National Imaging Associates

Blue Shield of California is contracted with National Imaging Associates, Inc. (NIA) to provide medical necessity reviews and prior authorization for selected outpatient radiology procedures within the state of California.

NIA reviews requests on Blue Shield of California underwritten PPO and Direct Contract Network HMO members only. NIA also provides provider site quality assessment services for our network of preferred imaging providers.

NIA reviews are not required for:

- Blue Shield HMO members (other than Direct Contract Network members), but authorization from the member's IPA or medical group may be required.
- Federal Employees Program (FEP) members
- Members covered by Blue Cross Blue Shield plans of other states
- Blue Shield of California members who reside outside of California

NOTE: Within 5 days before the actual date of service, providers MUST confirm with Blue Shield that the member's health plan coverage is still in effect.

Precertification Tips

The Ordering Physician is responsible for ensuring precertification has been obtained, when necessary. Procedures performed that have not been properly certified may not be reimbursed by Blue Shield of California or payment may be reduced.

For Imaging Facilities

Verification of a precertification request can also be obtained by logging on to www.RadMD.com.

Follow these tips to ensure a procedure has been precertified:

- If a physician office schedules a patient for a procedure requiring precertification, ask for authorization number.
- If a physician office has not obtained precertification for a procedure, ask the office to contact NIA.
- If a patient schedules an appointment for a procedure that requires precertification and does not have the authorization number, direct the patient back to the ordering physician for obtaining.

Receiving Precertification

If the NIA precertification representative is unable to approve the request upon initial receipt, an NIA nurse may ask for additional information or a physician-to-physician discussion may be necessary.

For urgent requests, ordering physicians or offices may ask to have the initial review conducted by an NIA clinical nurse. The ordering office should have a clinician available who can speak with the NIA nurse and provide additional clinical information.

For precertification requests, please contact the toll free number below:

1-(888) NIA-BLUE
(1-888-642-2583)

Or visit NIA's online tool:

<http://www.RadMD.com>

NIA's online tool, RadMd.com, is available Monday through Friday from 4AM to 11PM CST and Saturday, 7AM to noon CST.

Corporate Headquarters:

Address : 50 Beale Street

City/State/Zip: San Francisco, CA 94105-1808

Phone: (415) 229-5000

Fax: (415) 229-5070

Blue Shield of California's Provider Connections :

www.blueshieldca.com/provider/

Registered users can access a wealth of information on Provider Connection, including current member eligibility and benefit data for most products. Our goal is to offer Blue Shield providers useful features and functionality in a secure online environment.

To create an online account register now.