

# Blue Cross of Northeastern Pennsylvania

## Quick Reference Guide

### For Facilities



#### **EFFECTIVE NOVEMBER 1, 2011**

Blue Cross of Northeastern Pennsylvania (BCNEPA) has selected National Imaging Associates, Inc. (NIA) to provide radiology network management services to its members. NIA will provide utilization management services for outpatient, non-emergent CT/CTA/CCTA, MRI/MRA, PET scans, nuclear cardiology and stress echo imaging procedures.

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

- Imaging services performed in the following settings: emergency room, observation, inpatient and urgent care centers.

**Blue Cross of Northeastern Pennsylvania** will continue to perform prior authorization of coverage for interventional radiology procedures (even those that utilize MR/CT technology)

#### **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:**

- CT/CTA/CCTA
- MRI/MRA
- PET Scan
- Nuclear Cardiology
- Stress Echo

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

Urgent care, emergency room, observation and inpatient imaging procedures do not require prior authorization from NIA. In the event that a service is delivered on an urgent basis in an office setting without prior authorization, a request can be submitted the same business day by calling the numbers below or the health plan will consider information submitted with the claim by the rendering provider (e.g. supporting medical records and the reason the service was not prior authorized) when considering payment of the claim.

FPH HMO/CHIP—1.800.962.5353  
FPLIC Traditional—1.800.638.0505  
FPLIC PPO—1.866.262.5623  
FPLIC EPO—1.888.345.2360

#### **Prior Authorization Recommendations**

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 **Blue Cross of Northeastern Pennsylvania** or NIA.

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 [www.navinet.net](http://www.navinet.net) or by calling the applicable phone number below. You may elect to institute a time period in which to obtain the prior authorization number, e.g., one business day.  
FPH HMO/CHIP—1.800.962.5353  
FPLIC Traditional—1.800.638.0505  
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**NOTE: Please note that NaviNet will not be available for authorization processing until early November 2011, please use the Call Center until NaviNet can be used for these transactions.**

- 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 final determination.

### **Submitting Claims**

Blue Cross of Northeastern Pennsylvania network providers should continue to send claims as is their normal course of business.

Providers are encouraged to use EDI claims submission.

### **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 website at [www.RadMD.com](http://www.RadMD.com).

#### **Is prior authorization necessary if Blue Cross of Northeastern Pennsylvania is not the member's primary insurance?**

Yes, for First Priority Health (FPH) only. BCNEPA's prior authorization requirements apply when FPH is the primary and secondary insurer.

No, for all other BCNEPA lines of business/products (i.e. FPLIC).

#### **What does the NIA authorization number look like?**

The NIA authorization number consists of 9 or 10 alphanumeric characters (e.g., 1234X5678). 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.

#### **Who can I contact at NIA for questions, complaints, and appeals, etc.?**

Please use the following NIA contacts by type of issue:

- For privileging application or process, contact NIA's Provider Assessment Department toll-free at 1.888.972.9642 or at [RADPrivilege@Magellanhealth.com](mailto:RADPrivilege@Magellanhealth.com)
- To educate your staff on NIA procedures and to assist you with any provider issues or concerns, call your NIA Area Provider Relations Manager.

## National Imaging Associates, Inc.

- For prior authorization and claims payment complaints/appeals, follow the instructions on your non-authorization letter or Explanation of Benefit (EOB)/Explanation of Payment (EOP) notification.
- Other questions, complaints and appeals not related to authorizations or claims, please call NIA's Radiology Network Services line at 1.800.327.0641.

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

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

### **What will the member ID card look like? Will it have both NIA and Blue Cross of Northeastern Pennsylvania information on the card? Or will there be two cards?**

BCNEPA member ID cards will not have NIA identifying information on it. BCNEPA will redirect calls to NIA for advanced imaging authorizations on behalf of **BCNEPA**.

*Blue Cross of Northeastern Pennsylvania provides radiology network management services with administrative assistance from National Imaging Associates, Inc., an independent radiology benefits management company not affiliated with the Blue Cross and Blue Shield Association.*

*Blue Cross of Northeastern Pennsylvania administers health care plans offered by Blue Cross of Northeastern Pennsylvania, Highmark Blue Shield, First Priority Health<sup>®</sup> and First Priority Life Insurance Company<sup>®</sup>.*