

Blue Cross of Northeastern Pennsylvania Quick Reference Guide for Ordering Physicians



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 the outpatient imaging procedures listed below:

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.*

Services Not Impacted by this Transition

- Imaging services performed in the following settings: emergency room, observation, inpatient and urgent care centers.
- Outpatient radiology services other than MR, CT, CCTA, PET, Nuclear Cardiology and Stress Echo imaging studies

BCNEPA will continue to perform prior authorization of coverage for interventional radiology procedures (even those that utilize MR/CT technology).

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 telephone 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

Please refer to the document titled Billable CPT® Codes Claim Resolution Matrix for a list of all the CPT-4 codes that NIA authorizes on behalf of Blue Cross of Northeastern Pennsylvania.

Prior Authorization Process

You may obtain prior authorization online at www.navinet.net or through the NIA Call Center at the applicable phone number listed below:

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

NOTE: Please note that Navinet will not be available for authorization processing until early November 2011, please use the applicable Call Center phone number listed above until NaviNet is available for these transactions.

To expedite the process, please have the following information ready before logging online or calling the NIA Utilization Management staff (*denotes required information):

- 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 the examination*:
 - Symptoms and their duration (including cardiac symptoms, risk factors and related history when requesting cardiac services)
- Physician exam findings (including findings applicable to the requested services, e.g. for cardiac services, include BMI, blood pressure, whether or not patient is a smoker, history of diabetes or hypertension, family history, etc.)
- Conservative treatment patient has already completed (e.g., physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs and medication)
- Results and/or reports of preliminary procedures already completed (e.g., X-rays, CTs, lab work, ultrasound, scoped procedures, referrals to specialist and specialist evaluation). For cardiac services, include total cholesterol, ECG results, HDL level, problems with exercise capacity and results of previous cardiac evaluation procedures (e.g. stress test, echocardiogram, catheterization, etc.)
- Reason the study is being requested (e.g., further evaluation, rule out a disorder)

Please be prepared to fax the following information, if requested:

- Clinical notes
- Reports of previous procedures
- Specialist reports/evaluation

Telephone Access

You may request prior authorization by calling the applicable phone number below, Monday through Friday, 8 a.m. to 8 p.m. Eastern Time.

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

The NIA Call Center can accept multiple requests during one phone call.

Important Notes

Authorizations are valid for 30 days from the date of final determination.

The NIA authorization number consists of 9 or 10 alphanumeric characters (e.g., 1234G5678). In some cases, you may receive an NIA tracking number (not the same as an authorization number) if your authorization request is not approved at the time of initial request.

It is the responsibility of the physician ordering the imaging examination to call for prior authorization. If the authorization is not given during the initial intake process (level one), the case will be forwarded to the NIA clinical department for review of the clinical information. If additional information is requested, it can be faxed to NIA's dedicated clinical fax line. An ordering physician's office may request an immediate transfer to a nurse clinical reviewer (level two) during the initial request. Please note, however, this request should only be made if a clinician in the office is available to speak with an NIA nurse, and provide additional clinical information supporting the request.

If the authorization is still pending at the end of the initial call, it is not necessary for the ordering physician's office to remain on the line. If the authorization request still does not meet clinical criteria at the nurse's review level, it will be escalated to a physician's review (level three). At that point, the NIA physician may ask for more clinical information or request to have a peer discussion with the ordering physician.

The NIA Diagnostic Clinical Guidelines can be found at www.RadMD.com. These clinical guidelines, for the use of imaging examinations, have been developed from practice experience, literature review, specialty criteria sets and empirical data.

For prior authorization complaints/appeals, please follow the instructions on your denial letter or explanation of payments.

Quick Contacts

- Web site: www.navinet.net
- Toll-free numbers:
 - 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
- NIA Call Center hours: Monday–Friday, 8 a.m. to 8 p.m. Eastern Time

BCNEPA will retain ultimate responsibility and control over claims adjudication and all medical policies and procedures.

Disclaimer: An authorization number is not a guarantee of payment.

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® and First Priority Life Insurance Company®.