

Coventry Health Care of Missouri Quick Reference Guide For Imaging Facilities



Effective December 1, 2009

Coventry Health Care of Missouri has selected National Imaging Associates, Inc. (NIA) to provide utilization management services for outpatient MR, CT, PET, Nuclear Stress (MPI), CCTA, Echo Stress, Nuclear Cardiology and Diagnostic Nuclear Medicine imaging procedures through our Outpatient Imaging Program. NIA will manage the prior authorization for non-emergent, advanced imaging services rendered to Coventry Health Care of Missouri members. This QRG will apply to Coventry Health Care of Missouri Commercial HMO/POS, PPO Select and PPO members as well as members of our Medicare products Advantra and Gold Advantage. At this time, members accessing care through the GHP-ASO, CMR, Coventry National Network and First Health Network are excluded.

The following services will not be impacted by this relationship:

- Inpatient high-tech radiology services
- Emergency Room radiology services
- **Coventry Health Care of Missouri** 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 Under Many Coventry Health Care of Missouri Plans *

- CT/CCTA
- MRI/MRA
- PET Scan
- Nuclear Stress (MPI)
- CCTA
- Echo Stress
- Nuclear Cardiology
- Diagnostic Nuclear Medicine

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

Emergency room, observation and inpatient imaging procedures do not require prior authorization from NIA. If an emergency clinical situation exists outside of a hospital emergency room, you should proceed with the examination and call our toll free number the next business day to proceed with the normal review process.

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 Coventry Health Care of Missouri.

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 Coventry Health Care of Missouri 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 our 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, please contact the referring physician for this information or log on to [www.RadMD](http://www.RadMD.com) to verify that an authorization was obtained.
- Authorizations are valid for 90 days from the date of final determination.

The *ordering* physician is responsible for obtaining a prior authorization for advanced radiology services. In the event that an authorization was not obtained, the rendering provider can initiate an authorization. Please have the following information ready before calling the NIA Utilization Management staff. (*Information is required.). **All requests from the imaging facilities must be confirmed with the referring provider before the authorization number can be issued.**

- 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 examination.*
 - Symptoms and their duration
 - Physical exam findings
 - Conservative treatment patient has already completed (e.g., physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs, medications)
 - Preliminary procedures already completed (e.g., x-rays, CTs, lab work, ultrasound, scoped procedures, referrals to specialist, specialist evaluation)
 - 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
 - X-ray reports
 - Previous CT/MRI reports
 - Specialist reports/evaluation
 - Ultrasound reports

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 to be provided
- Call Center Hours: Mon-Friday., 8 a.m. to 8 p.m. EST
- NIA Radiology Network Services: 1-800-327-0641

Submitting Claims

Claims will continue to go directly to Coventry Health Care of Missouri. Please refer to the back of the member's ID card for claim submission information.

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.

Is prior authorization necessary if Coventry Health Care of Missouri is not the member's primary insurance?

Coventry Health Care of Missouri's prior authorization requirements apply when Coventry Health Care of Missouri is the primary insurer, but not secondary. Please check the prior authorization requirements for the member's primary insurance.

What does the NIA authorization number look like?

The NIA authorization 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 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 at or questions, complaints, and appeals, etc.?

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.

How will referring/ordering physicians know who NIA is?

Coventry Health Care of Missouri sends orientation materials to referring providers. Coventry Health Care of Missouri and NIA also coordinate ongoing outreach and orientation activities.

How will NIA direct members to my facility?

NIA actively promotes utilization of quality, cost-effective imaging providers by providing patients and referring physicians critical information online and at the point of ordering. Members will soon be able to access information on a number of quality (e.g., accreditations, certifications) and convenience indicators (e.g., hours of operation, handicap access, parking) on NIA's Web site. Our goal is to assist patients and referring physicians in selecting quality, convenient and cost-effective care for each individual.

What will the member ID card look like? Will it have both NIA and Coventry Health Care of Missouri information on the card? Or will there be two cards?

The Coventry Health Care of Missouri member ID card will not have NIA identifying information on it. Coventry Health Care of Missouri will redirect calls to NIA for advanced imaging in the states NIA is serving on behalf of Coventry Health Care of Missouri.