

Coventry Health Care of Missouri Quick Reference Guide For Ordering Physicians



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 ordering physician is responsible for obtaining a prior authorization for advanced radiology services. It is the responsibility of the rendering facility to ensure that prior authorization was obtained. As the ordering physician of advanced diagnostic services, it is essential that you develop a process to ensure that the appropriate authorization number(s) has been obtained. 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/CTA
- 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.

The following services do not require authorization through NIA:

- Inpatient advanced radiology services
- Observation setting advanced radiology services
- Emergency Room radiology services

If an emergent clinical situation exists outside of a hospital emergency room, you should proceed with the examination and call the next business day to proceed with the normal review process. A number to contact for authorizations of services will be provided in a future communication.

Prior Authorization Process

There are two ways to obtain authorizations -- either through NIA's Web site at www.RadMD.com or by calling our toll free number. If you use RadMD for another Health Plan with NIA, you may use the same log on and password for Coventry Health Care of Missouri.

Information Needed to Obtain Prior Authorization

To expedite the prior authorization process, please have the following information ready before logging into NIA's Web site or calling the NIA Utilization Management staff. (*Information is required.)

- 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, CT's, 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

Web Site Access

- It is the responsibility of the **physician ordering the imaging examination** to access NIA's Web site or call for prior authorization. Patient symptoms, past clinical history and prior treatment information will be required and should be available at the time of the contact.
- Web site hours of operation are Monday through Friday, 5:00 a.m. to 12:00 a.m. EST and Saturday 8:00 a.m. to 1:00 p.m. EST. You can obtain prior authorizations through NIA's Web site at www.RadMD.com. To begin, you will need to obtain your own unique user name and password for each individual user in your office. Simply go to www.RadMD.com, click on the New User button and complete the application form.
- If you use RadMD for another Health Plan with NIA, you may use the same log on and password for Coventry Health Care of Missouri.
- If requesting authorizations through NIA's Web site and your request is pended, you will receive a tracking number and NIA will contact you to complete the process.
- The NIA Web site cannot be used for retrospective or expedited authorization requests. Those requests must be processed by calling our toll free number.

**Access Provider Self-service at:
www.RadMD.com**

Telephone Access

- Call center hours of operation are Monday through Friday, 8:00 a.m. to 8:00 p.m. EST.
- NIA can accept multiple requests during one phone call.

Important Notes

- Authorizations are valid for 90 days from the date of final determination.
- The NIA authorization number consists of eight or nine alpha/numeric characters. In some cases, you may instead receive an NIA tracking number (not the same as an authorization number) if your authorization request is not approved at the time of initial contact. You can use either number to track the status of the request on the RadMD Web site or via our Interactive Voice Response telephone system.
- For prior authorization complaints/appeals, please follow the instructions on your denial letter.

National Imaging Associates, Inc. (NIA)

- NIA's Clinical Guidelines can be found on NIA's Web site, www.RadMD.com under Online Tools/Clinical Guidelines. NIA's guidelines for the use of imaging examinations have been developed from practice experience, literature reviews, specialty criteria sets and empirical data.
- An authorization number is not a guarantee of payment.