

CoventryCares of Kentucky Quick Reference Guide for Imaging Facilities



Effective December 8, 2011, National Imaging Associates, Inc. (NIA) began processing prior authorization requests for the following outpatient imaging procedures for CoventryCares of Kentucky:

- CT/CTA/CCTA
- MRI/MRA
- PET Scan

In addition to the above mentioned procedures, effective February 1, 2012, NIA will expand the list of codes requiring prior authorization to include the following outpatient cardiac diagnostic imaging procedures:

- Stress Echo
- Nuclear Cardiology
- Diagnostic Nuclear Medicine

Please refer to NIA's website to obtain the CoventryCares of Kentucky/NIA Billable CPT® Codes Claim Resolution Matrix for all of the CPT-4 codes that NIA authorizes on behalf of CoventryCares of Kentucky.

CoventryCares will continue to perform prior authorization for interventional services that include the use of CT or MRI such as CT/MRI guided injections/surgical procedures where applicable by CoventryCares' prior authorization rules

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 may be denied for procedures performed without the necessary authorization. The member cannot be balance-billed for non-authorized procedures.

If an emergent clinical situation exists outside of a hospital emergency room, you should proceed with the examination and call 1-877-907-2363 the same or next business day to proceed with the normal review process.

The following recommendations are offered for your review and consideration in developing effective procedures for your facility. These recommendations are for informational purposes only and are not policies of CoventryCares of Kentucky 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 website at www.RadMD.com, beginning February 1, 2012, or by calling 1-877-907-2363. 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, the patient should be directed back to the referring physician who ordered the examination.
- Authorizations are valid for 30 days from the date of request.

Checking Authorizations

You can check on the status of authorizations by calling 1-877-907-2363 or beginning February 1, 2012, by going to the NIA website, 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: 1-877-907-2363
- NIA Radiology Network Services: 1-800-327-0641

Please check both sides of the member's identification card carefully to determine whether an authorization is required.

Submitting Claims

Claims will continue to go directly to CoventryCares of Kentucky. Please send your claims for imaging procedures to the following address:

CoventryCares of Kentucky
P. O. Box 7812
London, KY 40724

For electronic submission, CoventryCares of Kentucky's payor ID number is 25133.

Frequently Asked Questions

In this section NIA addresses commonly asked questions received from providers.

If I want to join the NIA network, can I see a copy of the NIA provider handbook policies?

Yes. You can obtain a copy of NIA's Imaging Provider Handbook by calling NIA's Radiology Network Services team at 1-800-327-0641. Also, you can visit NIA's website at www.RadMD.com to view the handbook online.

The rates I currently have do not represent all of the services we provide or represent more services than we provide. Who can I contact to change this?

NIA sends professional rates to practitioners or groups who read films, technical imaging rates to hospitals and both to freestanding facilities. If the rates we have sent to you do not include the right mix of these categories, please contact your Area Contract Manager.

How does NIA establish its provider reimbursement rates for NIA participating providers?

NIA performs an analysis of a number of payers to establish a competitive rate while giving participating providers the opportunity for enhanced patient volume resulting from an ever-growing number of patients insured by some of the nation's largest health plans.

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.

Is prior authorization necessary if CoventryCares of Kentucky is not the member's primary insurance?

No. CoventryCares of Kentucky's prior authorization requirements only apply when CoventryCares of Kentucky is the primary insurer. 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. 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 website or via our Interactive Voice Response telephone system.

I'm an NIA participating provider. Who can I contact at NIA for questions, complaints, and appeals, etc.?

Please use the following NIA contacts by type of issue:

- Provider contracting questions: Contact your NIA Area Contract Manager or the Radiology Network Services line at 1-800-327-0641.
- To educate your staff on NIA procedures and to assist you with any provider issues or concerns, contact your NIA Provider Relations Manager.
- Provider credentialing appeals: Send to NIA – Radiology Network Services, MO61, 14100 Magellan Plaza, Maryland Heights, MO 63043; fax number: 1-314-292-1151.
- Prior authorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Payment (EOP).
- Other questions, complaints and appeals not related to authorizations or claims: Contact the NIA Radiology Network Services line at 1-800-327-0641.

How will referring/ordering physicians know who NIA is?

CoventryCares of Kentucky sends orientation materials to referring providers. CoventryCares of Kentucky and NIA are also coordinating additional outreach and orientation activities.

What will the member ID card look like? Will it have both NIA and CoventryCares of Kentucky information on the card? Or will there be two cards?

The CoventryCares of Kentucky member ID card will not have NIA identifying information on it. CoventryCares of Kentucky will redirect calls to NIA for advanced imaging services.