

CoventryCares of Kentucky Quick Reference Guide for Ordering Physicians



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

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

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.

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.

Prior Authorization Process

There are two ways to obtain authorizations 1) NIA's website at www.RadMD.com, beginning February 1, 2012, or 2) by calling 1-877-907-2363.

The ordering physician is responsible for obtaining a prior authorization for imaging procedures. It is the responsibility of the rendering facility to ensure that prior authorization is 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 may be denied for procedures performed without the necessary authorization(s). The member cannot be balance-billed for such procedures.

Information Needed to Obtain Prior Authorization

To expedite the prior authorization process, please have the following information ready before logging into NIA's website 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, 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

Website Access

- It is the responsibility of the **physician ordering the imaging procedure** to access NIA's website 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.
- Website hours of operation are Sunday through Friday, 5:00 a.m. to 12:00 a.m. Eastern Time and Saturday 8:00 a.m. to 1:00 p.m. Eastern Time. You can obtain prior authorizations through NIA's website at www.RadMD.com beginning February 1, 2012.
- To begin, you will need to obtain a 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 requesting an authorization through NIA's website and your request is pended, you will receive a tracking number and NIA will contact you to complete the process.
- The NIA website cannot be used for expedited authorization requests. Those requests must be processed by calling 1-877-907-2363.

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

Telephone Access

- Call center hours of operation are Monday through Friday, 7 a.m. to 8 p.m. Eastern Time. You may obtain a prior authorization by calling 1-877-907-2363.
- NIA can accept multiple requests during one phone call.

Important Notes

- Authorizations are valid for 30 days from the date of request.
- 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 website or via our Interactive Voice Response telephone system.
- For prior authorization complaints/appeals, please follow the instructions on your denial letter.
- NIA's Clinical Guidelines can be found on NIA's website, 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. Whether the requested service is covered is subject to all of the terms and conditions of the member's benefit plan, including but not limited to, member eligibility and benefit coverage at the time the services are provided.