

NIA Frequently Asked Questions (FAQ's) For CoventryCares of Kentucky Providers

Question	Answer
GENERAL	
Do CoventryCares of Kentucky Members have any copay responsibilities?	CoventryCares of Kentucky Members do not have copays for outpatient imaging procedures.
PRIOR AUTHORIZATION	
What radiology imaging services require providers to obtain a prior authorization?	<p>The following imaging procedures require prior authorization through NIA:</p> <ul style="list-style-type: none"> • CT/CTA • MRI/MRA • PET Scan • CCTA <p>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:</p> <ul style="list-style-type: none"> • Stress Echo • Nuclear Cardiology • Diagnostic Nuclear Medicine
When is prior authorization required?	<p>Prior authorization is required for outpatient, non-emergent CT/CTA, MRI/MRA, PET Scan, CCTA, Stress Echo, Nuclear Cardiology, and Diagnostic Nuclear Medicine procedures. <u>Ordering providers</u> must obtain prior-authorization of these procedures prior to the service being performed at an imaging facility.</p> <p><u>Note:</u> Emergency room, observation and inpatient imaging procedures do not require prior authorization through NIA.</p>
Is prior authorization necessary for sedation with an MRI?	No, prior authorization is not required for sedation when performed with an MRI.
Is an NIA authorization number needed for a CT-guided biopsy?	No. 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.

Can a chiropractor order images?	Yes.
Are routine radiology services a part of this program?	No. Routine radiology services such as x-ray, ultrasound or mammography are not part of this program and do not require a prior authorization through NIA.
Are inpatient advanced imaging procedures included in this program?	No. Inpatient procedures are included in the authorization for the inpatient stay that is managed through the CoventryCares of Kentucky Medical Management Department.
Is prior authorization required for imaging studies performed in the emergency room?	No. Imaging studies performed in the emergency room are not included in this program and do not require prior authorization through NIA.
How does the ordering provider obtain a prior authorization from NIA for an outpatient advanced imaging service?	Providers will be able to request prior authorization via the internet (www.RadMD.com) starting February 1, 2012, or by calling NIA at 1-877-907-2363.
What information is required in order to receive prior authorization?	<p>To expedite the process, please have the following information ready before logging on to the website or calling the NIA utilization management staff (*denotes required information):</p> <ul style="list-style-type: none"> ▪ 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.* <ul style="list-style-type: none"> • 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)

<p>Can a provider request more than one procedure at a time for a member (i.e., CT of abdomen and pelvis)?</p>	<p>Yes. NIA can handle multiple authorization requests per contact. Separate authorization numbers are issued by NIA for each study that is authorized.</p>
<p>What kind of response time can ordering providers expect for prior authorization?</p>	<p>The best way to increase the possibility of having an authorization request approved on line through www.RadMD.com, effective February 1, 2012, <i>or</i> at the time of the first call through the toll-free number, 1-877-907-2363, is to have knowledge of the case including:</p> <ul style="list-style-type: none"> • The patient’s history and diagnosis • Reason for the study • Findings on physical examination • Results of previous imaging studies, and • History of medical or surgical treatment <p>Approximately 70 percent of the authorization requests are approved online or during the initial phone call. A determination will be made within 2 business days after receipt of request. In certain cases, the review process can be extended if additional clinical information is required to make a determination.</p>
<p>What does the NIA authorization number look like?</p>	<p>The NIA authorization number consists of 8 or 9 alpha-numeric characters. In some cases, the ordering provider may instead receive an NIA tracking number (not the same as an authorization number) if the provider’s authorization request is not approved at the time of initial contact. Providers can use either number to track the status of their request online or through an Interactive Voice Response (IVR) telephone system.</p>
<p>If requesting authorization through RADMD and the request pends, what happens next?</p>	<p>You will receive a tracking number and NIA will contact you to complete the process.</p>
<p>Can RadMD be used to request an expedited authorization request?</p>	<p>No, expedited requests will need to be called into NIA’s call center for processing.</p>
<p>Can the rendering facility obtain authorization in the event of an urgent test?</p>	<p>Yes. If the facility begins the process, NIA will follow-up with the ordering physician to complete the process.</p>
<p>How long is the prior authorization number</p>	<p>The authorization number is valid for 30 days from the date of request. When a procedure is authorized, NIA will use the date of the initial request as the</p>

valid?	starting point for the 30 day period in which the examination must be completed.
Is prior authorization necessary for an outpatient, advanced imaging service if CoventryCares of Kentucky is NOT the member's primary insurance?	No. CoventryCares of Kentucky's prior authorization requirements apply when CoventryCares of Kentucky is the primary insurer. Please check the prior authorization requirements for the member's primary insurance.
If a provider obtains a prior authorization number does that guarantee payment?	An authorization number is not a guarantee of payment. Authorizations are based on medical necessity and are contingent upon eligibility and benefits. Benefits may be subject to limitations and/or qualifications and will be determined when the claim is received for processing.
Does NIA allow retro-authorizations?	It is important that rendering facility staff be educated on the prior authorization requirements. The rendering facility <u>should not</u> schedule procedures without prior authorization. Retrospective requests must be requested within 5 business days of the date of service, otherwise they will be managed via CoventryCares of Kentucky claims appeals process.
Can a provider verify an authorization number online?	Yes. Beginning February 1, 2012 providers can check the status of member authorization quickly and easily by going to the website at www.RadMD.com .
Will the NIA authorization number be displayed on the CoventryCares of Kentucky website?	No. Effective February 1, 2012 the NIA authorization number will be available on www.RadMD.com and the NIA IVR line.
SCHEDULING EXAMS	
Why does NIA ask for a date of service when authorizing a procedure? Do physicians have to obtain an authorization before they call to schedule an appointment?	At the end of the authorization process, NIA asks where the procedure is being performed and the anticipated date of service. The exact date of service is not required. Physicians should obtain authorization before scheduling the patient.
WHICH MEDICAL PROVIDERS ARE AFFECTED?	
Which medical	Any provider who orders or performs imaging procedures in an outpatient

<p>providers are affected by the outpatient imaging program?</p>	<p>setting. Ordering providers will need to request a prior authorization and the delivering/servicing providers will need to be sure there is a prior authorization number in order to bill the service.</p> <ul style="list-style-type: none"> • Ordering providers, including Primary Care Providers (PCPs) and Specialty Care providers. • Delivering/Servicing providers who perform diagnostic advanced imaging procedures at: <ul style="list-style-type: none"> ▪ Freestanding diagnostic facilities ▪ Hospital outpatient diagnostic facilities ▪ Provider offices
<p>CLAIMS RELATED</p>	
<p>Where do providers send their claims for outpatient, non-emergent advanced imaging services?</p>	<p>Providers should send claims to the address indicated on the back of the CoventryCares of Kentucky member ID card. Providers are also encouraged to follow their normal EDI claims process.</p>
<p>How can providers check claims status?</p>	<p>Providers should check claims status at the CoventryCares of Kentucky Web site at www.directprovider.com.</p>
<p>Who should a provider contact if they want to appeal a prior authorization or claims payment denial?</p>	<p>Providers are asked to please follow the appeal instructions given on their non-authorization letter or remittance advice notification.</p>
<p>MISCELLANEOUS</p>	
<p>Where can a provider find NIA’s Guidelines for Clinical Use of Diagnostic Imaging Examinations?</p>	<p>NIA’s Diagnostic Imaging Guidelines for clinical use of examination can be found on NIA’s Web site at www.RadMD.com. They are presented in a PDF file format that can easily be printed for future reference. NIA’s clinical guidelines have been developed from practice experiences, literature reviews, specialty criteria sets and empirical data.</p>
<p>What will the Member ID card look like? Will the ID card have both NIA and CoventryCares of Kentucky information on it? Or will there be two cards?</p>	<p>The CoventryCares of Kentucky Member ID card will not contain any NIA identifying information on it.</p>

<p>What is an OCR Fax Coversheet?</p>	<p>By utilizing Optical Character Recognition technology, NIA can automatically attach incoming clinical faxes to the appropriate case in our clinical system. We strongly recommend that ordering providers print an OCR fax coversheet from www.RadMD.com or contact NIA at 1-888-642-7649 to request an OCR fax coversheet if their authorization request is not approved on-line or during the initial phone call to NIA. NIA can fax this coversheet to the ordering provider during authorization intake or at any time during the review process. By prefacing clinical faxes to NIA with an OCR fax coversheet, the ordering provider can ensure a timely and efficient case review.</p>
<p>CONTACT INFORMATION</p>	
<p>Who can a provider contact at NIA for more information?</p>	<p>Providers can contact Kelly Jackson, Provider Relations Manager, at 1-410-953-2624.</p>
<p>Who can a provider contact at CoventryCares of Kentucky for more information?</p>	<p>Providers can contact Provider Services at (855) 454-0061.</p>