

## AmeriHealth Northeast Quick Reference Guide (QRG) for Ordering Physicians

*Effective July 1, 2014*

### Procedures Requiring Prior Authorization under AmeriHealth Northeast:\*

- CT/CTA.
- MRI/MRA.
- PET scan.
- CCTA.
- Nuclear cardiology/MPI.

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

### The following services do not require authorization through NIA:

- Inpatient advanced imaging services.
- Observation setting advanced imaging services.
- Emergency room imaging services.
- AmeriHealth Northeast will continue to perform prior authorization of coverage for interventional radiology procedures (even those that utilize MR/CT technology).

### Prior Authorization Process

There are two ways to obtain authorizations:

1. NIA's website at [www.RadMD.com](http://www.RadMD.com).
2. NIA's Call Center at **1-800-588-8142**.

If an urgent/emergent clinical situation exists outside of a hospital emergency room, please contact NIA immediately with the appropriate clinical information for an expedited review. To obtain a prior authorization, call **1-800-588-8142**.

### Please Note:

- **The ordering physician is responsible for obtaining a prior authorization for the services listed above.** As the ordering physician of advanced diagnostic services, it is essential that a process be developed to ensure appropriate authorization numbers are obtained. Patient symptoms, past clinical history and prior treatment information will be required, and should be available at the time of the contact.
- It is the responsibility of the rendering facility to ensure that prior authorization was obtained. Payment will be denied for procedures performed without a necessary authorization, and the member cannot be balance-billed for such procedures.

### Information Required to Obtain Prior Authorization

Please have the following information ready before logging into NIA's website or calling the NIA Call Center 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 the 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.
  - Specialist reports/evaluation.
  - Ultrasound reports.

### Website Access

- Prior authorization self-service is available at [www.RadMD.com](http://www.RadMD.com). RadMD is available 24 hours a day, seven days a week, except when maintenance is performed once every other week after business hours.
- To begin, you will need to obtain unique user names and passwords for each individual user in your office. Simply go to [www.RadMD.com](http://www.RadMD.com), click on the “New User” button and complete the application form.
- If requesting authorization through NIA’s website and your request is pending, you will receive a tracking number, and NIA will contact you to complete the process.
- The NIA website cannot be used for retrospective or expedited authorization requests. Those requests must be processed by calling **1-800-588-8142**.

Access Provider Self-Service at:  
[www.RadMD.com](http://www.RadMD.com)

### Telephone Access

Call Center hours of operation are Monday through Friday, 8 a.m. to 8 p.m. EST. You may obtain a prior authorization by calling **1-800-588-8142**.

- NIA can accept multiple requests during one phone call.

### Other Items to Note

- Authorizations are valid for 60 days from the date of the initial 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 the 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.