California Health and Wellness Plan has selected National Imaging Associates, Inc. (NIA) to provide radiology network management services. NIA will manage the prior authorizations for non-emergent, advanced imaging services rendered to California Health and Wellness Plan Medicaid members.

The following services will **not** be impacted by this relationship:
- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation setting advanced Imaging services

**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 will be denied for procedures performed without a prior authorization, and the member cannot be balance-billed for such procedures.

**Procedures Requiring Prior Authorization Under California Health and Wellness Plan**
- CT/CTA/CCTA
- MRI/MRA
- PET Scan

Emergency room, observation and inpatient imaging procedures do not require prior authorization from NIA.

If an emergency clinical situation exists outside of a hospital emergency room, please contact NIA immediately with the appropriate clinical information for an expedited review. The number to call to obtain a prior authorization is 1-877-658-0305.

Please refer to NIA’s website to obtain the California Health and Wellness Plan/NIA Billable CPT® Codes Claim Resolution Matrix for all of the CPT-4 codes that NIA authorizes on behalf of California Health and Wellness Plan.
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 California Health and Wellness Plan 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 California Health and Wellness Plan.
 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 Web site at www.RadMD.com, or by calling 1-877-658-0305. 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.
 Please Note…Effective February 1, 2015 the authorization validity period is changing from 30 days to 90 days.

Checking Authorizations
You can check on the status of patients’ authorizations quickly and easily by going to the NIA Web site, www.RadMD.com. After sign-in, visit the My Exam Requests tab to view all outstanding authorizations.

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

Submitting Claims
Please send your claims for imaging procedures to the following address:

For electronic submission, California Health and Wellness Plan’s payor ID number is 68069.

• Paper claims, corrected claims and request for reconsideration:
  CHWP
  P.O. Box 4080
  Farmington, MO 63640-3835

Frequently Asked Questions
In this section NIA addresses commonly asked questions received from providers.
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 Web site at www.RadMD.com.

Is prior authorization necessary if California Health and Wellness Plan is not the member’s primary insurance?

No.

What does the NIA authorization number look like?

The NIA authorization number consists of 8 or 9 alphanumeric characters (e.g., 1234X567). 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 Web site or via our Interactive Voice Response telephone system.

Who can I contact at NIA for questions, complaints, and appeals, etc.?

Please use the following NIA contacts by type of issue:

- For privileging application or process, contact NIA’s Provider Assessment Department toll-free at 888-972-9642 or at RADPrivilege@Magellanhealth.com
- To educate your staff on NIA procedures and to assist you with any provider issues or concerns, contact your NIA Area Provider Relations Manager.
- Prior authorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Payment (EOP).

How will referring/ordering physicians know who NIA is?

California Health and Wellness Plan sends orientation materials to referring providers. California Health and Wellness Plan and NIA are also coordinating additional outreach and orientation activities.

How will NIA direct members to my facility?

NIA actively promotes utilization of quality, cost-effective imaging providers by providing patients and referring physicians’ with critical information online and at the point of ordering. Members will soon be able to access information on a number of quality (e.g., accreditations, certifications) and convenience indicators (e.g., hours of operation, handicap access, parking) on NIA’s Web site. Our goal is to assist patients and referring physicians in selecting quality, convenient and cost-effective care for each individual.

What will the member ID card look like? Will it have both NIA and California Health and Wellness Plan information on the card? Or will there be two cards?
The California Health and Wellness Plan member ID card will not have NIA identifying information on it. California Health and Wellness Plan will redirect calls to NIA for advanced imaging services.