



## Keystone First Quick Reference Guide (QRG) for Imaging Providers

*Effective July 1, 2014*

### Procedures requiring prior authorization under Keystone First:\*

- 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.
- Emergency room imaging services.
- Observation imaging services.
- Keystone First will continue to perform prior authorization of coverage for interventional radiology procedures (even those that use MR/CT technology).

If an urgent or emergent clinical situation occurs 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 **1-800-642-2602**.

### Please note:

- As a provider of diagnostic imaging services that require prior authorization, it is essential you develop a process to ensure the appropriate authorization numbers have been obtained.
- It is the responsibility of the rendering facility to ensure prior authorization was obtained, when necessary, prior to rendering services. Payment will be denied for procedures performed without a prior authorization, and the member cannot be balance-billed for such procedures.
- Please refer to NIA's website to obtain the Keystone First/NIA Utilization Review Matrix for all of the CPT-4 codes that NIA authorizes on behalf of Keystone First. 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 Keystone First 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 Keystone First.
- 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 a requisite prior authorization, inform the physician of this requirement and advise him or her to obtain an authorization by visiting NIA's website at [www.RadMD.com](http://www.RadMD.com), or by calling **1-800-642-2602**. 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 60 days from the date of request.

**Quick contacts**  
Website: [www.RadMD.com](http://www.RadMD.com)  
Phone: 1-800-642-2602

### **Checking authorizations**

You can check on the status of prior authorizations quickly and easily by going to the NIA website, [www.RadMD.com](http://www.RadMD.com). After obtaining a secure password to sign in, select the My Exam Requests tab to view all outstanding authorizations.

### **Submitting claims**

Claims will continue to go directly to Keystone First. Please send your claims for imaging procedures to the following address:

Keystone First  
Claim Processing Department  
P.O. Box 7115  
London, Kentucky 40742

Providers are encouraged to use EDI claims submission. Keystone First's payer ID number is **23284**.

### **Frequently asked questions**

#### **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](http://www.RadMD.com).

#### **Is prior authorization necessary by Keystone First if Keystone First is not the member's primary insurance?**

Yes.

#### **What does the NIA authorization number look like?**

The NIA authorization number consists of eight or nine 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 website or via our Interactive Voice Response telephone system.

**Whom can I contact at NIA for questions, comments, complaints or appeals?**

Please use these NIA contacts listed by type of issue:

- For privileging application or process, contact NIA's Provider Assessment department toll-free at **1-888-972-9642** or at [RADPrivilege@magellanhealth.com](mailto:RADPrivilege@magellanhealth.com).
- To educate your staff about NIA procedures and to assist you with any provider issues or concerns, contact your NIA provider relations manager.
- For preauthorization and claims payment complaints or appeals, follow the instructions on your non-authorization letter or explanation of benefit (EOB)/explanation of payment (EOP) notification.

**How will referring or ordering physicians know who NIA is?**

Keystone First sends orientation materials to referring providers. Keystone First and NIA are also coordinating additional outreach and orientation activities.

**How will NIA direct members to my facility?**

NIA actively promotes use 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 website. 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 Keystone First information on the card? Or will there be two cards?**

Keystone First's member ID card will not have NIA identifying information on it. Keystone First will redirect calls to NIA for advanced imaging services.