

## NIA Frequently Asked Questions for Keystone First Providers

Question	Answer
<b>GENERAL</b>	
<b>Why is Keystone First implementing an outpatient imaging program?</b>	To improve quality and manage the utilization of non-emergent CT/CTA, MRI/MRA, PET scan, CCTA and nuclear cardiology/MPI procedures for our members.
<b>Why did Keystone First choose National Imaging Associates Inc. (NIA) to manage its outpatient advanced imaging services?</b>	NIA was selected because of its clinically driven program designed to effectively manage quality and patient safety, while ensuring appropriate use of resources for Keystone First's plan membership.
<b>Which members will be covered under this relationship and what networks will be used?</b>	Effective July 1, 2014, NIA will manage non-emergent outpatient imaging services for Keystone First members. The network will include providers with Keystone First contractual relationships.
<b>PRIOR AUTHORIZATION</b>	
<b>What is the implementation date for this outpatient imaging program?</b>	Implementation will be July 1, 2014.
<b>What imaging services require providers to obtain a prior authorization?</b>	<p>The following imaging procedures require prior authorization through NIA:</p> <ul style="list-style-type: none"> <li>• CT/CTA.</li> <li>• MRI/MRA.</li> <li>• PET scan.</li> <li>• CCTA.</li> <li>• Nuclear cardiology/MPI.</li> </ul> <p>Emergency room, observation and inpatient imaging procedures do not require prior authorization from NIA. If an urgent or emergent emergency clinical situation exists outside of a hospital emergency room, please contact NIA immediately with the appropriate clinical information for an expedited review.</p>
<b>Is prior authorization necessary for sedation with an MRI?</b>	No, prior authorization is not required for sedation when performed with an MRI.

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<b>Is an NIA authorization number needed for a CT-guided biopsy?</b>	No, prior authorization is not required for this procedure.
<b>Can a chiropractor order high-tech radiology images?</b>	No, a chiropractor cannot order high-tech radiology images.
<b>Are routine radiology services a part of this program?</b>	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.
<b>Are inpatient advanced imaging procedures included in this program?</b>	No, inpatient procedures are included in the authorization for the inpatient stay managed through the Keystone First Medical Management department.
<b>Is prior authorization required for imaging studies performed in the emergency room?</b>	No, imaging studies performed in the emergency room are not included in this program and do not require prior authorization through NIA.
<b>How does the ordering provider obtain a prior authorization from NIA for an outpatient advanced imaging service?</b>	Providers will be able to request prior authorization via the Internet ( <a href="http://www.RadMD.com">www.RadMD.com</a> ) or by calling NIA at <b>1-800-642-2602</b> .
<b>What information is required to receive prior authorization?</b>	<p>To expedite the process, please have the following information ready before logging on to the website or calling the NIA Call Center (<b>* denotes required information</b>):</p> <ul style="list-style-type: none"> <li>• Name and office phone number of the ordering physician.*</li> <li>• Member name and ID number.*</li> <li>• Requested examination.*</li> <li>• Name of the provider office or facility where the service will be performed.*</li> <li>• Anticipated date of service (if known).</li> <li>• Details justifying examination:* <ul style="list-style-type: none"> <li>○ Symptoms and their duration.</li> <li>○ Physical exam findings.</li> <li>○ Conservative treatment the patient has already completed (e.g., physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs, medications).</li> <li>○ Preliminary procedures already completed (e.g., X-rays, CTs, lab work, ultrasound, scoped procedures, referrals to specialist, specialist evaluation).</li> <li>○ Reason the study is being requested (e.g., further evaluation, rule</li> </ul> </li> </ul>

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	out a disorder).
<b>Can a provider request more than one procedure at a time for a member (e.g., CT of abdomen and CT of thorax)?</b>	Yes, NIA can handle multiple authorization requests per contact. Separate authorization numbers are issued by NIA for each study that is authorized.
<b>What kind of response time can ordering providers expect for prior authorization?</b>	Generally, a determination will be made within two business days after receipt of a request, but in all cases NIA will meet the same determination timeframes as Keystone First. The review process can take longer if additional clinical information is required to make a determination.
<b>What does the NIA authorization number look like?</b>	The NIA authorization number consists of eight or nine alphanumeric characters. The ordering provider may instead receive an NIA tracking number (different from 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.
<b>If requesting authorization through RADMD and the request pends, what happens next?</b>	You will receive a tracking number and NIA will contact you to complete the process.
<b>Can RadMD be used to request an expedited authorization request?</b>	No, those requests will need to be called into NIA's call center for processing. The number to call to obtain a prior authorization is <b>1-800-642-2602</b> .
<b>What happens if a patient is authorized for a CT of the abdomen, and the radiologist or rendering physician feels an additional study of the thorax is needed?</b>	If the radiologist or rendering provider thinks an additional study is needed in addition to the study already authorized, please contact NIA immediately with the appropriate clinical information for an expedited review. The number to call to obtain a prior authorization is <b>1-800-642-2602</b> .
<b>Can the rendering facility obtain authorization in the event of an urgent test?</b>	Yes, if an urgent 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 <b>1-800-642-2602</b> .
<b>How long is the prior authorization number valid?</b>	The authorization number is valid for 60 days from the date of request. When a procedure is authorized, NIA will use the date of the initial request as the starting point for the 60-day period in which the examination must be completed.

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<b>Is prior authorization necessary for an outpatient, advanced imaging service if Keystone First is not the member's primary insurance?</b>	Yes, prior authorization is necessary for outpatient advanced imaging, even if Keystone First is not the member's primary insurance.
<b>If a provider obtains a prior authorization number does that guarantee payment?</b>	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.
<b>Does NIA allow retro- authorizations?</b>	It is important that rendering facility staff be educated on the prior authorization requirements. Beginning July 1, 2014, claims for CT/CTA, MRI/MRA, PET scan, CCTA and nuclear cardiology/MPI procedures that have <u>not</u> been properly authorized will <u>not</u> be reimbursed. The rendering facility <u>should not</u> schedule procedures without prior authorization.
<b>May a provider get an authorization via NIA prior to the July 1, 2014, implementation date?</b>	No, authorizations via NIA should be obtained for all advanced imaging tests for dates of service beginning July 1, 2014, and after.
<b>May a provider verify an authorization number online?</b>	Yes, providers can check the status of member authorization quickly and easily by going to the NIA website at <a href="http://www.RadMD.com">www.RadMD.com</a> .
<b>Will the NIA authorization number be displayed on the Keystone First website?</b>	No, the NIA authorization number will not be displayed on the Keystone First website.
<b>SCHEDULING EXAMS</b>	
<b>How will NIA determine where to schedule an exam for a Keystone First member?</b>	NIA will manage non-emergent outpatient radiology services through Keystone First's contractual relationships.

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<b>Why does NIA ask for a date of service when authorizing a procedure? Do physicians have to obtain authorizations before they call to schedule appointments?</b>	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
<b>WHICH MEDICAL PROVIDERS ARE AFFECTED?</b>	
<b>Which medical providers are affected by the outpatient imaging program?</b>	<p>Any provider who orders or performs advanced imaging procedures in an outpatient setting is affected. 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 to bill the service.</p> <ul style="list-style-type: none"> <li>• Ordering providers, including primary care providers (PCPs) and specialty care providers.</li> <li>• Delivering/servicing providers who perform diagnostic advanced imaging procedures at: <ul style="list-style-type: none"> <li>○ Freestanding diagnostic facilities.</li> <li>○ Hospital outpatient diagnostic facilities.</li> <li>○ Provider offices.</li> </ul> </li> </ul>
<b>CLAIMS-RELATED</b>	
<b>Where do providers send their claims for outpatient, non-emergent advanced imaging services?</b>	Providers should send claims to Keystone First at the appropriate address (consult your Keystone First Provider Manual). Providers are also encouraged to follow their normal EDI claims process.
<b>How can providers check claims status?</b>	Providers should check claims status through NaviNet at <a href="https://navinet.navimedix.com">https://navinet.navimedix.com</a> .
<b>Who should a provider contact if they want to appeal a prior authorization or claims payment denial?</b>	Providers should follow the appeal instructions given on their non-authorization letter or explanation of benefits (EOB) notification.
<b>PRIVILEGING</b>	
<b>Where can I direct questions about Keystone First Diagnostic Imaging Provider Assessment Application and/or privileging process?</b>	If providers have any questions regarding the Keystone First Diagnostic Imaging Provider Assessment Application or process, contact NIA's Provider Assessment department toll-free at <b>1-888-972-9642</b> or at <a href="mailto:RADPrivilege@magellanhealth.com">RADPrivilege@magellanhealth.com</a> .
<b>Is NIA able to assist</b>	Yes, NIA's experienced staff can assist providers with questions on

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<b>providers with questions specific to accreditation and/or about policies and procedures referenced in the Keystone First Diagnostic Imaging Provider Assessment Application?</b>	accreditation, policies and procedures referenced in the Diagnostic Imaging Provider Assessment Application (e.g., the components of a comprehensive radiation safety/ALARA Program). Providers may call the Provider Assessment department toll-free at <b>1-888-972-9642</b> with any questions.
<b>How do I access the Keystone First Diagnostic Imaging Provider Assessment Application?</b>	To access the online application, visit <a href="http://www.RadMD.com">www.RadMD.com</a> . Click on the link for the Diagnostic Imaging Provider Assessment Application (located under Online Tools). Enter your login in the Login box. (If you do not know your login, please call NIA’s Provider Assessment department toll-free at <b>1-888-972-9642</b> ).
<b>How user-friendly is NIA’s online Diagnostic Imaging Privileging Application?</b>	<p>NIA offers an online application that can be quickly and easily completed by the user. It is a “smart” application, which will only ask you questions that apply to your practice based on the previous responses you provided. For example, if your office offers only MRI services, you will not be asked any questions regarding CT or other imaging modalities.</p> <ul style="list-style-type: none"> <li>• If you need to step away from the computer, you can choose to save the application and return to complete it at a later time.</li> <li>• The application will also “auto-save” if you forget to save the application before completing and submitting it.</li> <li>• If there are changes to the practice information after the initial application has been submitted (e.g., practice obtained an additional piece of equipment or achieved accreditation), you may access your original application online, make the necessary modifications and submit a revised application. It is important to note that you are able to revise an existing application rather than having to complete a whole new application.</li> <li>• However, please note that a separate application is required for each practice location.</li> </ul>
<b>I have additional practice locations. Do I need to complete additional applications?</b>	A separate application must be completed for each practice location at which diagnostic imaging services are performed. Facilities do not always perform the same imaging services at each of their locations. Imaging equipment can also be different at each site. To ensure we have accurate information for each location, we require a separate application be completed for each additional location. Please contact NIA’s Provider Assessment department at <b>1-888-972-9642</b> to obtain additional login(s). This will allow you to go online to complete an application for each location.
<b>What is the difference between privileging and</b>	Privileging is separate and distinct from credentialing. Credentialing emphasizes primary source verification of a physician’s education,

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<b>credentialing?</b>	licensure and certification. Privileging focuses on facility accreditation, equipment capabilities, physician and technologist education, training and certification, and facility management components, such as radiation safety, ALARA (As Low as Reasonably Achievable).
<b>MISCELLANEOUS</b>	
<b>How is medical necessity defined?</b>	<p>NIA defines medical necessity as services that are all of the following:</p> <ul style="list-style-type: none"> <li>• In accordance with sufficient evidence and professionally recognized standards of medical practice, appropriate for the symptoms and consistent with diagnosis.</li> <li>• Appropriate to the illness or injury for which they are performed as to type of service and expected outcome.</li> <li>• Appropriate to the intensity of service and level of setting.</li> <li>• Uniquely, essentially and appropriately informative when used for diagnostic purposes.</li> <li>• The lowest-cost alternative that effectively addresses and treats the medical problem, and rendered for the treatment or diagnosis of an injury or illness.</li> <li>• Not furnished primarily for the convenience of the member, the attending physician or other provider.</li> </ul>
<b>Where can a provider find NIA's Guidelines for Clinical Use of Diagnostic Imaging Examinations?</b>	<p>NIA's Clinical Guidelines can be found on NIA's website, <a href="http://www.RadMD.com">www.RadMD.com</a> 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.</p> <ul style="list-style-type: none"> <li>• To get started, go to <a href="http://www.RadMD.com">www.RadMD.com</a>, click the New User button and submit a RadMD Application for New Account.</li> <li>• Once the application has been processed and password link delivered by an NIA email, you will then be invited to create a new password.</li> <li>• Links to the approved training and education documents are found on the My Practice page for those providers logged in as Ordering Physician.</li> <li>• If you are an imaging facility or hospital that performs imaging exams, an administrator must accept responsibility for creating and managing all logins to RadMD. Your RadMD login information should not be shared.</li> </ul>
<b>What will the member ID card look like? Will the ID card have both NIA and Keystone First information on it? Or will there be two cards?</b>	The Keystone First plan member ID card will not contain any NIA identifying information on it. No additional card will be issued from NIA.

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<b>What is an OCR fax cover sheet?</b>	Through optical character recognition (OCR) 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 cover sheet from <a href="http://www.RadMD.com">www.RadMD.com</a> or contact NIA at <b>1-888-642-7649</b> to request an OCR fax cover sheet if their authorization requests are not approved online or during the initial phone call to NIA. NIA can fax this cover sheet 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 cover sheet, the ordering provider can ensure a timely and efficient case review.
<b>CONTACT INFORMATION</b>	
<b>Whom can a provider contact at NIA for more information?</b>	Providers may contact the NIA Provider Relations Manager Lori Fink at <b>1-800-450-7281, ext. 32621.</b>