



# Ambetter from Coordinated Care Quick Reference For Imaging Facilities

**Effective January 1, 2014**

Coordinated Care has selected NIA Magellan<sup>1</sup> to implement a radiology benefit management program for outpatient advanced imaging services for our Ambetter health insurance plans. This program is consistent with industry-wide efforts to both ensure clinically appropriate care and manage the increasing utilization of these services. NIA Magellan will manage the outpatient imaging services listed below through Coordinated Care’s existing contractual relationships.

**The following services will not be impacted by this relationship:**

- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation imaging services
- Ambetter from Coordinated Care will continue to perform prior authorization of coverage for interventional imaging procedures (even those that utilize MR/CT technology)

**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 Ambetter from Coordinated Care \***

- CT/CTA
- MRI/MRA
- PET Scan
- CCTA

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

<sup>1</sup> NIA Magellan refers to National Imaging Associates, Inc.

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- Nuclear Cardiology/MPI
  - Echocardiography
  - Stress Echo

Emergency room, observation and inpatient imaging procedures do not require prior authorization from NIA Magellan. If an emergency clinical situation exists outside of a hospital emergency room, please contact NIA Magellan immediately with the appropriate clinical information for an expedited review. The number to call to obtain a prior authorization is 1-877-687-1197.

Please refer to NIA Magellan’s website to obtain the Ambetter from Coordinated Care/NIA Magellan Billable CPT® Codes Claim Resolution Matrix for all of the CPT-4 codes that NIA Magellan authorizes on behalf of Ambetter from Coordinated Care.

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 Ambetter from Coordinated Care or NIA Magellan.

### **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 Ambetter from Coordinated Care.
- 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 Magellan’s website at [www.RadMD.com](http://www.RadMD.com), or by calling 1-877-687-1197. 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 30 days from the date of request.

#### **Quick Contacts**

- Website: [www.RadMD.com](http://www.RadMD.com)
- Toll Free Phone Number: 1-877-687-1197

### **Checking Authorizations**

You can check on the status of patients’ authorizations quickly and easily by going to the NIA Magellan website, [www.RadMD.com](http://www.RadMD.com).



After obtaining a secure password sign-in to select, 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**

Claims will continue to go directly to Ambetter from Coordinated Care. Please send your claims for imaging procedures to the following address:

Ambetter from Coordinated Care  
P. O. Box 3003  
Farmington, MO 63640-3803

Providers are encouraged to use EDI claims submission.

Ambetter from Coordinated Care payor ID number is 68069.

### **Frequently Asked Questions**

In this section NIA Magellan addresses commonly asked questions received from providers.

#### **Where can I find NIA Magellan's Guidelines for Clinical Use of Diagnostic Imaging Examinations?**

NIA Magellan's Guidelines for Clinical Use of Diagnostic Imaging Examinations can be found on NIA Magellan's website at [www.RadMD.com](http://www.RadMD.com).

#### **Is prior authorization necessary if Ambetter from Coordinated Care is not the member's primary insurance?**

Yes

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

The NIA Magellan authorization number consists of eight or nine alpha/numeric characters (e.g., 1234X567). In some cases, the ordering physician may instead receive an NIA Magellan 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 Magellan for questions, complaints, and appeals, etc.?**



Please use the following NIA Magellan contacts by type of issue:

- For privileging application or process, contact NIA Magellan’s Provider Assessment Department toll-free at 1-888-972-9642 or at [RADPrivilege@Magellanhealth.com](mailto:RADPrivilege@Magellanhealth.com).
- To educate your staff on NIA Magellan procedures and to assist you with any provider issues or concerns, contact your NIA Magellan Area Provider Relations Manager.
- Preauthorization and claims payment complaints/appeals: Follow the instructions on your non-authorization letter or Explanation of Benefit (EOB)/Explanation of Payment (EOP) notification.

### **How will referring/ordering physicians know who NIA Magellan is?**

Ambetter from Coordinated Care sends orientation materials to referring providers. Ambetter from Coordinated Care and NIA Magellan are also coordinating additional outreach and orientation activities.

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

NIA Magellan 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 Magellan’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 Magellan and Ambetter from Coordinated Care information on the card? Or will there be two cards?**

The Ambetter from Coordinated Care member ID card will not have NIA Magellan identifying information on it. Ambetter from Coordinated Care will redirect calls to NIA Magellan for advanced imaging services.