Health Net of California, Inc., Health Net Life Insurance Company and Health Net Community Solutions, Inc. (Health Net)
Quick Reference Guide for Ordering Providers

January 1, 2018

Health Net have selected National Imaging Associates, Inc. (NIA) to implement a radiology benefit management program for outpatient advanced imaging services. This program is consistent with industry-wide efforts to both ensure clinically appropriate care and manage the increasing utilization of these services.

NIA will manage the outpatient imaging services listed below through Health Net's existing contractual relationships.

The ordering physician is responsible for obtaining a prior authorization for advanced imaging services. It is the responsibility of the rendering facility to ensure that prior authorization was obtained. As the ordering physician of advanced diagnostic services, it is essential that you develop a process to ensure that the appropriate authorization number(s) has been obtained. Payment will be denied for procedures performed without a necessary authorization, and the member cannot be balance-billed for such procedures.

Procedures Requiring Prior Authorization Under Health Net *

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

- Computed tomography (CT)/computed tomography angiography (CTA)
- Coronary computed tomography angiography (CCTA)
- Magnetic resonance imaging (MRI)/magnetic resonance angiography (MRA)
- Positron emission tomography (PET) scan
- Multigated acquisition (MUGA) scan
- Myocardial perfusion imaging (MPI)
- Stress echocardiography
- Transthoracic echocardiography (TTE)
- Transesophageal echocardiography (TEE)

The following services do not require authorization through NIA:

- Inpatient advanced imaging services
- Observation setting advanced imaging services
- Emergency room imaging services

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. The numbers to call to obtain a prior authorization for Health Net of California is 1-800-424-4809 and for Health Net of CA Exchange 1-800-424-4802.

NIA

Prior Authorization Process

There are two ways to obtain authorizations – either through NIA's website at www.RadMD.com or by calling Health Net of California 1-800-424-4809 and for Health Net of CA Exchange 1-800-424-4802.

Information Needed to Obtain Prior Authorization

To expedite the prior authorization process, please have the following information ready before logging in to the NIA website or calling the NIA call center staff. (*Information is required.)

- Name and office phone number of ordering physician*
- Member name and identification (ID) number*
- Requested procedure*
- Name of provider office or facility where the service will be performed*
- Anticipated date of service (if known)
- Details justifying procedure.*
  - Symptoms and their duration
  - Physical exam findings
  - Conservative treatment member has already completed (such as physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs, and medications)
  - Preliminary procedures already completed (such as X-rays, CTs, lab work, ultrasound, scoped procedures, referrals to specialist, and specialist evaluation)
  - Reason the study is being requested (such as further evaluation, rule out a disorder)

- Please be prepared to fax the following information, if requested:
  - Clinical notes
  - Specialist reports/evaluation
  - Previous CT/MRI reports
  - X-ray reports
  - Ultrasound reports

Website Access

- It is the responsibility of the physician ordering the imaging procedure to access the NIA website or call for prior authorization. Member symptoms, past clinical history and prior treatment information are required and must be available at the time of the request.
- You can request prior authorization at www.RadMD.com, available 24/7, except when maintenance is performed once every other week after business hours.
- To begin, you will need to obtain your own unique user name and password for each individual user in your office. Simply go to www.RadMD.com, select the New User button and complete the application form.
- If requesting authorizations through the NIA website and your request is pended, you will receive a tracking number and NIA will contact you to complete the process.

NIA

- The NIA website cannot be used for retrospective or expedited authorization requests. Those requests must be processed by calling Health Net of California 1-800-424-4809 and for Health Net of CA Exchange 1-800-424-4802.

Telephone Access

Call center hours of operation are Monday through Friday, 5:00 a.m. to 5:00 p.m. Pacific Time (PT). You may obtain a prior authorization by calling Health Net of California at 1-800-424-4809 and for Health Net of CA Exchange 1-800-424-4802.

- NIA can accept multiple requests during one telephone call.

Important Notes

- Authorizations are valid for 90 days from the date of 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 your denial letter.
- NIA's clinical guidelines can be found on the NIA website at www.RadMD.com under Online Tools/Clinical Guidelines. NIA's guidelines for the use of imaging procedures 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, benefit coverage at the time the services are provided and any pre-existing condition exclusions.

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