



Health Net of California, Inc., Health Net Life Insurance Company and Health Net Community Solutions, Inc. (Health Net) Quick Reference Guide for Rendering 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 for Health Net members. 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 following services will not be impacted by this relationship:

- Inpatient advanced imaging services
- Emergency room imaging services
- Observation imaging services
- Health Net continues 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 Health Net *

- 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)

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

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

Please refer to the NIA website to obtain the Health Net/NIA Billable CPT® Codes Claim Resolution Matrix for all of the CPT-4 codes that NIA authorizes on behalf of Health Net.

Prior Authorization Processes

To ensure that authorization numbers have been obtained, the following processes should be considered:

- Communicate to all personnel involved in outpatient scheduling that prior authorization is required for the above procedures under Health Net.
- If a physician office calls to schedule a member 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 or her to obtain an authorization by visiting the NIA website at www.RadMD.com, or by calling Health Net of California at 1-800-424-4809 and for Health Net of CA Exchange 1-800-424-4802. You may elect to institute a time period in which to obtain the prior authorization number, such as one business day.
- If a member calls to schedule an appointment for a procedure that requires authorization, and does not have the authorization number, the member should be directed back to the referring physician who ordered the procedure.
- Authorizations are valid for 90 days from the date of request.

Checking Authorizations

You can check on the status of members' authorizations quickly and easily by going to the NIA website at www.RadMD.com. After obtaining a secure password sign in to select, the **My Exam Requests** tab to view all outstanding authorizations.

Quick Contacts

- Website: www.RadMD.com
- Toll free telephone numbers:
Health Net of California 1-800-424-4809
Health Net of CA Exchange 1-800-424-4802

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 the Health Net address as noted on the patient's/member's ID card.

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 Procedures?

NIA's Guidelines for Clinical Use of Diagnostic Imaging Procedures can be found on the NIA website at www.RadMD.com.

Is prior authorization necessary if Health Net is not the member's primary insurance?

No.

What does the NIA authorization number look like?

The NIA authorization number consists of 10 alpha/numeric characters (for example, 12345X5678). 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.

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

Please use the following NIA contacts by type of issue:

- 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 non-authorization letter or explanation of benefit (EOB)/explanation of payment (EOP) notification.

How will referring/ordering physicians know who NIA is?

Health Net sends orientation materials to referring providers. Health Net 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 members 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 (such as accreditations and certifications) and convenience indicators (for example, hours of operation, handicap access and parking) on the NIA website.

Our goal is to assist members 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 Health Net information on the ID card? Will there be two ID cards?

The Health Net member ID card will not have NIA identifying information on it. Health Net will redirect calls to NIA for advanced imaging services.