



## Wisconsin Physicians Service Health Insurance Quick Reference Guide for Rendering Providers

Effective January 1, 2019

Wisconsin Physicians Service Health Insurance has selected Magellan Healthcare<sup>1</sup> to implement a radiology benefit management program for outpatient advanced imaging services for Wisconsin Physicians Service Health Insurance members. This program is consistent with industry-wide efforts to both ensure clinically appropriate care and manage the increasing utilization of these services.

Magellan Healthcare will manage the outpatient imaging services listed below through Wisconsin Physicians Service Health Insurance existing contractual relationships.

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

- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation imaging services

### Prior Authorization Implementation Recommendations

As a provider of diagnostic imaging services that requires 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 Wisconsin Physicians Service Health Insurance \*

- CT/CTA
- CCTA
- MRI/MRA/MRS
- PET Scan
- Myocardial Perfusion Imaging
- Nuclear Medicine

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

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

- MUGA Scan

Emergency room, observation and inpatient imaging procedures do not require prior authorization from Magellan Healthcare. If an urgent/emergent clinical situation exists outside of a hospital emergency room, please contact Magellan Healthcare immediately with the appropriate clinical information for an expedited review. The number to call to obtain a prior authorization is 1-800-424-4931.

Please refer to Magellan Healthcare's website to obtain the Wisconsin Physicians Service Health Insurance/ Magellan Healthcare Billable CPT® Codes Claim Resolution Matrix for all of the CPT-4 codes that Magellan Healthcare authorizes on behalf of Wisconsin Physicians Service Health Insurance.

### 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 Wisconsin Physicians Service Health Insurance. 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 Magellan Healthcare's website at [www.RadMD.com](http://www.RadMD.com), or by calling 1-800-424-4931. 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 procedure.
- Authorizations are valid for 90 days from the date of final determination.

### Checking Authorizations

You can check on the status of patients' authorizations quickly and easily by going to the Magellan Healthcare 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.

#### Quick Contacts

- Website: [www.RadMD.com](http://www.RadMD.com)
- Toll Free Phone Number: 1-800-424-4931

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 Wisconsin Physicians Service Health Insurance. Please send your claims for imaging procedures to the following address:

WPS Health Insurance

P.O. Box 21341  
Eagan, MN 55121

Providers are encouraged to use EDI claims submission.

Wisconsin Physicians Service Health Insurance payor ID number is PE046.

### **Frequently Asked Questions**

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

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

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

#### **Is prior authorization necessary if Wisconsin Physicians Service Health Insurance is not the member's primary insurance?**

Yes.

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

The Magellan Healthcare authorization number consists of 8 or 9 alpha/numeric characters (e.g., 1234X567). In some cases, the ordering physician may instead receive a Magellan Healthcare 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 Magellan Healthcare for questions, complaints, and appeals, etc.?**

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

- To educate your staff on Magellan Healthcare procedures and to assist you with any provider issues or concerns, contact your Magellan Healthcare 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 Magellan Healthcare is?**

Wisconsin Physicians Service Health Insurance sends orientation materials to referring providers. Wisconsin Physicians Service Health Insurance and Magellan Healthcare are also coordinating additional outreach and orientation activities.

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

Magellan Healthcare 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 Magellan Healthcare'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 Magellan Healthcare and Wisconsin Physicians Service Health Insurance information on the card? Or will there be two cards?**

The Wisconsin Physicians Service Health Insurance member ID card will not have Magellan Healthcare identifying information on it. Wisconsin Physicians Service Health Insurance will redirect calls to Magellan Healthcare for advanced imaging services.