

Ambetter of North Carolina Quick Reference Guide for Rendering Providers

Effective: January 1, 2019

Ambetter of North Carolina has selected National Imaging Associates, Inc. (NIA) to implement a radiology benefit management program for outpatient advanced imaging services for Ambetter of North Carolina 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 Ambetter of North Carolina'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 of North Carolina 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 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 Ambetter of North Carolina*

- CT/CTA
- MRI/MRA
- PET Scan
- CCTA
- Myocardial Perfusion Imaging (MPI)
- Stress Echocardiography
- Echocardiography

*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 is 1-800-424-4948.

Please refer to NIA's website to obtain the Ambetter of North Carolina / NIA Billable CPT® Codes Claim Resolution Matrix for all of the CPT-4 codes that NIA authorizes on behalf of Ambetter of North Carolina.

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 Ambetter of North Carolina.
- 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's website at www.RadMD.com, or by calling 1-800-424-4948. 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 30 days from the date of request.

Checking Authorizations

You can check on the status of patients' authorizations quickly and easily by going to the NIA website, 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 Phone Number:
1-800-424-4948

Please check both sides of the member's identification card carefully to determine whether an authorization is required.

Submitting Claims

Claims will go directly to Ambetter of North Carolina. Please send your claims for imaging procedures to the following address:

Ambetter of North Carolina
Attn: Claims Department
P.O. Box 5010
Farmington, MO 63640-5010

Providers are encouraged to use EDI claims submission.

Ambetter of North Carolina's payor ID number is 68069.

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 NIA's website at www.RadMD.com.

Is prior authorization necessary if Ambetter of North Carolina is not the member's primary insurance?

No.

What does the NIA authorization number look like?

The NIA authorization number consists of 8 or 9 alpha/numeric characters (e.g., 1234X567). 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 Web site or via our Interactive Voice Response telephone system.

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

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.
- 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 is?

Ambetter of North Carolina sends orientation materials to referring providers. Ambetter of North Carolina 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 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'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 and Ambetter of North Carolina information on the card? Or will there be two cards?

The Ambetter of North Carolina member ID card will not have NIA identifying information on it. Ambetter of North Carolina will redirect calls to NIA for advanced imaging services.