



## Arkansas Total Care Quick Reference Guide for Rendering Providers

Effective March 1, 2019

Arkansas Total Care has selected National Imaging Associates, Inc. (NIA) to implement a radiology benefit management program for outpatient advanced imaging services for Arkansas Total Care 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 Arkansas Total 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
- Arkansas Total 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 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 Arkansas Total Care \*

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

- CT/CTA
- MRI/MRA
- PET Scan
- CCTA
- Myocardial Perfusion Imaging,
- MUGA Scan
- Echocardiography
- Stress Echo

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 1-866-500-7685.

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

### **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 Arkansas Total 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’s website at [www.RadMD.com](http://www.RadMD.com), or by calling 1-866-500-7685. 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](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: 1-866-500-7685

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 Arkansas Total Care. Please send your claims for imaging procedures to the following address:

Arkansas Total Care  
Attn: Claims  
P.O. Box 8020  
Farmington, MO 63640-5050

Providers are encouraged to use EDI claims submission.

Arkansas Total Care'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](http://www.RadMD.com).

#### **Is prior authorization necessary if Arkansas Total Care 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?**

Arkansas Total Care sends orientation materials to referring providers. Arkansas Total Care 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 Arkansas Total Care information on the card? Or will there be two cards?**

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