

# Maryland Physicians Care Musculoskeletal Care Management (MSK) Program Quick Reference Guide for Ordering Physicians/Surgeons

Effective October 5, 2018

Maryland Physicians Care has entered into an agreement with National Imaging Associates, Inc. (NIA), to implement a Musculoskeletal Care Management (MSK) Program. This program includes prior authorization for non-emergent MSK procedures: outpatient interventional spine pain management services (IPM). This decision is consistent with industry-wide efforts to ensure clinically appropriate quality of care and to manage the increasing utilization of these services.

The following procedures are included in the Musculoskeletal Management Care Program for Maryland Physicians Care members:

- Outpatient interventional spine pain management services

## Prior Authorization Implementation

As a provider of MSK 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 ordering physician and rendering facility 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

### Outpatient Interventional Spine Pain Management Services\*:

- Spinal Epidural Injections
- Paravertebral Facet Joint Injections or Blocks
- Paravertebral Facet Joint Denervation (Radiofrequency (RF) Neurolysis)
- Sacroiliac Joint Injections

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

NIA will manage non-emergent outpatient interventional spine pain management services through the existing contractual relationships with Maryland Physicians Care. 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 1-800-424-4836.

Please refer to NIA's website [www.RadMD.com](http://www.RadMD.com) to obtain the Maryland Physicians Care/NIA Billable CPT® Codes Claim Resolution/Utilization Review Matrix for all of the CPT-4 codes that NIA authorizes on behalf of Maryland Physicians Care.

### **Prior Authorization Information**

To ensure that authorization numbers have been obtained, please adhere to the following guidelines.

#### **Interventional Pain:**

- Interventional pain management procedures performed in the emergency room or on an inpatient basis do not require prior authorization through NIA.
- All outpatient interventional pain management services require a prior authorization through NIA for each procedure performed.
- It is the responsibility of the ordering physician to obtain authorization for all interventional pain management procedures outlined. Failure to do so may result in non-payment of your claim.
- Authorizations are valid for 60 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.

### **Submitting Claims**

Claims will continue to go directly to Maryland Physicians Care. Please send your claims for MSK procedures to the following address:

Maryland Physicians Care  
P.O. Box 5080  
Farmington, MO 63640-5080

#### **Quick Contacts**

- Website: [www.RadMD.com](http://www.RadMD.com)
- Toll Free Phone Number:  
1-800-424-4836

Providers are encouraged to use EDI claims submission.

Maryland Physicians Care 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 these MSK procedures?**

Guidelines can be found on NIA's website at [www.RadMD.com](http://www.RadMD.com).

#### **Is prior authorization necessary if Maryland Physicians Care is not the member's primary insurance?**

No. Authorization is not required if Maryland Physicians Care is secondary to another plan.

### **What does the NIA authorization number look like?**

The NIA authorization number consists of 11 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?**

Maryland Physicians Care sends orientation materials to referring/ordering providers. Maryland Physicians Care and NIA are also coordinating additional outreach and orientation activities.

### **What will the member ID card look like? Will it have both NIA and Maryland Physicians Care information on the card? Or will there be two cards?**

The Maryland Physicians Care member ID card will not have NIA identifying information on it.