



Magnolia Health Quick Reference Guide For Imaging Facilities

December 1, 2011
Revised January 1, 2014

National Imaging Associates, Inc. (NIA) partnered with Magnolia Health (Magnolia) (under the contract of the Mississippi Division of Medicaid) to provide radiology benefit management services to members through the Medicaid MississippiCan program. NIA will provide utilization management services for **outpatient** MR, CT, CCTA, PET, Nuclear Cardiology/MPI and Stress Echocardiography imaging procedures. NIA will manage the prior authorization for non-emergent, outpatient advanced imaging services rendered to Magnolia members.

The following services will not be impacted by this relationship:

- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation imaging services
- Magnolia will continue to perform prior authorization of coverage for interventional radiology 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 Magnolia*

- CT/CTA
- CCTA
- MRI/MRA
- Pet Scan
- Nuclear Cardiology/ MPI - effective 1/1/14
- Stress Echocardiography – effective 1/1/14

*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 1-866-912-6285.

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

The following recommendations are offered for your review and consideration in developing effective procedures for your facility. These recommendations are for informational purposes only and are not policies of Magnolia or NIA.

Prior Authorization Recommendations

To ensure that authorization numbers have been obtained, the following recommendations should be considered.

- Communicate to all personnel involved in outpatient scheduling that prior authorization is required for the above procedures under Magnolia.
- 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 1-866-912-6285. 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 examination.

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.

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 Magnolia. Please send your claims for imaging procedures to the following address:



Magnolia Health
P. O. Box 3090
Farmington, MO 63064-3800
Mississippi CHIP Program

Or

For Mississippi CHIP Program:

Magnolia MS CHIP
P. O. Box 5040
Farmington, MO 63640

Providers are encouraged to use EDI claims submission.

For electronic submission, clearinghouses used are: Emdenon, SSI and Gateway EDI.
Magnolia's payor ID number is 68069

Frequently Asked Questions

Where can I find NIA's Guidelines for Clinical Use of Diagnostic Imaging Examinations?

NIA's Guidelines for Clinical Use of Diagnostic Imaging Examinations can be found on NIA's Web site at www.RadMD.com.

Is prior authorization necessary if Magnolia 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 alphanumeric characters. 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 for questions, complaints, and appeals, etc.?

Prior authorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Benefit (EOB).


How will referring/ordering physicians know who NIA is?



Magnolia sends orientation materials to referring providers. Magnolia and NIA are also coordinating additional outreach and orientation activities.

What does the member ID card look like?

The Magnolia member ID card does not have NIA identifying information on it. Magnolia will redirect calls to NIA for advanced imaging services. Please see card example below:

 magnolia health™ Member Name: Jane Doe Medicaid ID#: XXXXXXXXXXXX PCP Name: John Doe PCP Number: XXX-XXX-XXXX If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Magnolia for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Magnolia NurseWise® toll-free at 1-866-912-6285 (TDD/TTY 1-877-725-7753 or Mississippi Relay Services at 711). NurseWise is open 24 hours a day. Rx US Script BIN: 008019	MEMBERS: Member Services line 1-866-912-6285 TDD/TTY 1-877-725-7753 Mississippi Relay Services 711 24/7 NurseWise 1-866-912-6285 Dental/Vision 1-866-912-6285 Transportation 1-866-912-6285 PROVIDERS: IVR Eligibility inquiry - Prior Auth 1-866-912-6285 US Script Help Desk 1-800-460-8988 Behavioral Health 1-866-912-6285 Medical claims: Magnolia Attn: CLAIMS PO Box 3090 Farmington, MO 63640-3825 Provider/claims information via the web: MagnoliaHealthPlan.com <div data-bbox="1291 850 1518 924" style="border: 1px solid black; padding: 5px;">Magnolia Address 111 East Capitol Street Suite 500 Jackson, MS 39201</div>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------