

## Cardiac Program: Quick Reference Guide for Providers

To ensure quality of care and manage the increasing utilization of these services, Harvard Pilgrim is requiring prior authorization for certain cardiac studies through National Imaging Associates, Inc. (NIA) for our commercial members. This is an expansion of our partnership with NIA, which currently manages prior authorization programs for the following services: diagnostic imaging; sleep studies; hip, knee, and shoulder surgery; spine surgery and outpatient interventional spine pain management services.

For dates of service beginning July 1, 2019, the following cardiac procedures that will require prior authorization for our commercial members. (These procedures began requiring prior authorization for our Medical Advantage members on Jan. 1, 2019)

- Cardiac Resynchronization Therapy (CRT)
- Implantable Cardioverter Defibrillator (ICD)
- Pacemaker Insertion
- Transthoracic Echocardiography (TTE)
- Transesophageal Echocardiography (TEE)
- Stress Echocardiography
- Heart Catheterization

Please refer to NIA's website to obtain the Harvard Pilgrim/NIA Utilization Review Matrix for all of the CPT-4 codes that NIA authorizes on behalf of Harvard Pilgrim.

### Obtaining authorizations

Prior authorization is required for the services listed above when non-emergent. Prior authorization is not required in the following settings: observation or emergency room/urgent care facility. Inpatient procedures are managed directly by Harvard Pilgrim as part of the authorization for the inpatient stay.

### Request authorization

- Online at [www.RadMD.com](http://www.RadMD.com)
- By phone at 1-800-642-7543 (Monday–Friday, 8 a.m. to 8 p.m. EST)

The ordering physician is responsible for obtaining prior authorizations for the services listed above. It is the responsibility of the provider rendering this service to ensure that an authorization was obtained. Harvard Pilgrim will not provide payment for procedures performed without an authorization, and the member cannot be balance-billed for these procedures.

### Urgent/Emergent 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 1-800-642-7543.

## Information Needed to Obtain Prior Authorization

To expedite the prior authorization process, before logging into NIA's Web site or calling NIA's Call Center, please have the following information — and any specific required documentation (found in checklists available on [www.RadMD.com](http://www.RadMD.com)) — handy:

- Name and office phone number of ordering physician\*
- Member name and ID number\*
- Requested procedure\*
- Name of provider office or facility where the service will be performed\*
- Anticipated date of service
- Details justifying procedure\*
  - Symptoms and their duration
  - Physical exam findings
  - Conservative treatment patient has already completed
  - Preliminary procedures already completed
  - Reason the study is being requested
- Be prepared to provide clinician notes, specialist reports/evaluations and related test results (ultrasound reports, X-rays, etc.), if requested
- Digital images (e.g. DICOM files) from previous procedures must be included with the documentation submitted with cardiac catheterization requests.
  - The image from a previous MPI, Stress Echo, Heart PET or other cardiac catheterization is considered relevant and necessary clinical information

*\*Information is required*

## Important Authorization Notes

- Authorizations are valid as follows, from the date of service (If no date of service is given at time of call, authorization is valid for 30 days from final determination date.):
  - Diagnostic imaging and cardiac services — 30 days
  - Inpatient Surgery — 4 days
  - Outpatient Surgery — 1 day
  - Injections — 30 days from DOS
- You can check on the status of authorizations quickly and easily at [www.RadMD.com](http://www.RadMD.com). After sign-in, visit the My Exam Requests tab to view all outstanding authorizations.
- If your authorization request through [www.RadMD.com](http://www.RadMD.com) is pended, you will receive a tracking number and NIA will contact you to complete the process.
- The NIA Web site cannot be used for retrospective or expedited authorization requests. Those requests must be processed by calling 1-800-642-7543.
- The NIA authorization number consists of eight or nine alpha/numeric characters. In some cases, you may instead receive an NIA tracking number (not the same as an authorization number) if your authorization request is not approved at the time of initial contact. You can use either number to track the status of the request.

- An authorization number is not a guarantee of payment. Whether the requested service is covered is subject to all the terms and conditions of the member's benefit plan, including but not limited to, member eligibility, benefit coverage at the time of the services are provided, and any pre-existing condition exclusions referenced in the member's benefit plan.

## Website Access

- For [www.RadMD.com](http://www.RadMD.com), you will need a unique user name and password for each individual user in your office. To obtain one, simply go to [www.RadMD.com](http://www.RadMD.com), click on the New User button and complete the application form. If you are a rendering provider or hospital that performs these services, an administrator must accept responsibility for creating and managing logins. Your RadMD login information should not be shared.

Access Provider Self-service at:  
[www.RadMD.com](http://www.RadMD.com)

## Submitting Claims

Submit claims directly to Harvard Pilgrim Claims via EDI claims submission (see [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) for details). Or mail your claims to the following address:

Harvard Pilgrim Health Care  
PO Box 699183  
Quincy, MA 02269-9183

## Important Notes

- For prior authorization complaints/appeals, please follow the instructions on your denial letter or Explanation of Payment.
- NIA's Clinical Guidelines can be found on NIA's Web site, [www.RadMD.com](http://www.RadMD.com) under Online Tools/Clinical Guidelines. NIA's guidelines have been developed from practice experience, literature reviews, specialty criteria sets, and empirical data.
- To educate your staff on NIA procedures and to assist you with any provider issues or concerns, contact your NIA Area Provider Relations Manager.