

## Ascension Complete

# Ascension Complete Quick Reference Guide For Providers

**January 1, 2020**

Ascension Complete has entered into an agreement with National Imaging Associates, Inc. (NIA), to manage a suite of Medical Specialty Solutions. The program is consistent with industry-wide efforts to manage the increasing utilization of these services and to ensure quality of care.

Effective January 1, 2020, the program will require prior authorization from NIA for non-emergent outpatient:

- Diagnostic Imaging (MR, CT/CTA, CCTA, PET, Myocardial Perfusion Imaging (MPI), Muga Scans, Stress Echo, Echocardiography)

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

NIA will manage the Medical Specialty Solutions Services through Ascension Complete's contractual relationships with providers.

### **Obtaining Authorizations**

The ordering physician is responsible for obtaining prior authorizations for the Medical Specialty Solutions Services listed above.

It is the responsibility of the provider rendering this service to ensure that an authorization was obtained. Payment will be denied for procedures performed without a necessary authorization, and the member cannot be balance-billed for these procedures.

### **The following services do not require prior authorization through NIA:**

The Medical Specialty Solutions Services performed in the following settings do not require authorization through NIA:

- Inpatient
- Observation
- Emergency room/urgent care facility

### **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:

- Florida 1-833-603-2971
- Illinois 1-833-293-5966
- Kansas 1-833-816-6623

### **Prior Authorization Process**

There are two ways to obtain authorizations -- either through NIA's Web site at [www.RadMD.com](http://www.RadMD.com) or by calling:

- Florida 1-833-603-2971
- Illinois 1-833-293-5966
- Kansas 1-833-816-6623

### **Information Needed to Obtain Prior Authorization**

To expedite the prior authorization process, please refer to the specific required documentation for each Medical Specialty Solutions Service. \* Have the appropriate information ready before logging into NIA's Web site or calling NIA's Call Center. (\*Information is required).

- 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 (e.g., physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs, medications)
  - Preliminary procedures already completed (e.g., x-rays, CTs, lab work, ultrasound, scoped procedures, referrals to specialist, specialist evaluation)
  - Reason the study is being requested (e.g., further evaluation, rule out a disorder)
- Please be prepared to provide the following information, if requested
  - Clinical notes
  - X-ray reports
  - Specialist reports/evaluation
  - Ultrasound reports
  - Previous related test results
    - The image from a previous MPI, Stress Echo or Heart PET is considered to be relevant and necessary clinical information.

**\*To assist in collecting information for the authorization process, you may access the specific Medical Specialty Solutions Clinical Checklists on [www.RadMD.com](http://www.RadMD.com).**

### **Website Access**

- It is the provider’s responsibility when **ordering Medical Specialty Solutions Services** to access NIA’s Web site or call for prior authorization. Information regarding patient symptoms, past clinical history and prior treatment information will be required and should be available at the time of the contact.
- You can request prior authorization at [www.RadMD.com](http://www.RadMD.com). RadMD is available 24/7, except when maintenance is performed once every other week after business hours. To begin, you will need to obtain your own unique user name and password for each individual user in your office. Simply go to [www.RadMD.com](http://www.RadMD.com), click on the New User button and complete the application form.
- 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 sign-in, visit the My Exam Requests tab to view all outstanding authorizations.
- To get started, go to [www.RadMD.com](http://www.RadMD.com) click the New User button and submit a “RadMD Application for New Account.” 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.
- If requesting authorizations through NIA’s Web site and your request 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:
  - Florida 1-833-603-2971
  - Illinois 1-833-293-5966
  - Kansas 1-833-816-6623

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

**Telephone Access**

Call center hours of operation are Monday through Friday, 8 a.m. to 8 p.m. EST. You may obtain a prior authorization by calling:

- Florida 1-833-603-2971
  - Illinois 1-833-293-5966
  - Kansas 1-833-816-6623
- NIA can accept multiple requests during one phone call.

**Submitting Claims**

Claims will go directly to Ascension Complete. Please send your claims for services to the following address:

For electronic submission, Ascension Complete payor ID number is 68069.

**Important Notes**

- The validity period for will be 30 days from the request. NIA will use the date of request as the starting point for the 30-day period in which the treatment must be completed
- 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 on the RadMD Web site or via our Interactive Voice Response telephone system.

- For prior authorization complaints/appeals, please follow the instructions on your denial letter.
- 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 for Medical Specialty Solutions Services have been developed from practice experience, literature reviews, specialty criteria sets and empirical data.
- An authorization number is not a guarantee of payment. Whether the requested service is covered is subject to all of 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.
- Prior authorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Payment (EOP).