

## CalViva Health and Health Net Quick Reference Guide for Rendering Providers

Effective January 1, 2018  
Revised January 1, 2020

Health Net selected National Imaging Associates, Inc. (NIA) to implement a radiology benefit management program for outpatient advanced imaging services for CalViva Health 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 Health Net existing contractual relationships.

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

- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation imaging services
- Health Net, on behalf of, CalViva Health 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 CalViva Health/Health Net \***

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

\*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 1-866-642-9700.

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

### **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 CalViva Health
- 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 1-866-642-9700. 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 90 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: 1-866-642-9700.

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 the Health Net address as noted on the patient's/member's ID card.

### **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 CalViva Health is not the member’s primary insurance?**

No

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

The NIA authorization number consists of 10 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 do referring/ordering physicians know who NIA is?**

Health Net sends orientation materials to referring providers. Health Net and NIA also coordinate outreach and orientation activities.

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