

Ambetter from Sunshine Health Quick Reference Guide for Rendering Providers

Effective Jan. 1, 2014

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Ambetter from Sunshine Health selected National Imaging Associates, Inc. (NIA) to implement a radiology benefit management program for outpatient advanced imaging services for Ambetter from Sunshine 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 manages non-emergent outpatient imaging procedures for Ambetter from Sunshine Health membership through NIA's Free-Standing Imaging Facilities coupled with Ambetter from Sunshine Health in-office providers and hospitals.

The following services do not require authorization through NIA:

- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation imaging services
- Ambetter from Sunshine Health continues 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 require prior authorization, it is essential that you develop a process to ensure that the appropriate authorization number(s) has/have 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 Ambetter from Sunshine Health*

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

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

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 1-800-424-4909.

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

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 Ambetter from Sunshine 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, or by calling 1-800-424-4909. 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 30 calendar 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.

Quick Contacts

- Website: www.RadMD.com
- Toll Free Phone Number: 1-800-424-4909

Submitting Claims

Claims continue to go directly to Ambetter from Sunshine Health. Please send your claims for imaging procedures to the following address:

Ambetter
Attn: Claims
P.O. Box 5010
Farmington, MO 63640-5010

Providers are encouraged to use EDI claims submission. Ambetter from Sunshine Health 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 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.

Is prior authorization necessary if Ambetter from Sunshine Health is not the member's primary insurance?

Yes.

What does the NIA authorization number look like?

The NIA authorization number consists of eight or nine alpha/numeric characters (e.g., 1234X567). In some cases, the ordering physician may receive an NIA tracking number instead (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 website 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?

Ambetter from Sunshine Health sends orientation materials to referring providers. Ambetter from Sunshine Health and NIA also coordinate additional outreach and orientation activities.

How does NIA direct members to my facility?

NIA actively promotes utilization of quality, cost-effective imaging providers by providing patients and referring physicians with critical information online and at the point of ordering. Members will soon be able to access information on a number of quality (e.g., accreditations, certifications) and convenience indicators (e.g., hours of operation, handicap access, parking) on NIA's website. Our goal is to assist patients and referring physicians in selecting quality, convenient and cost-effective care for each individual.

What does the member ID card look like? Does it have both NIA and Ambetter from Sunshine Health information on the card? Or are there two cards?

The Ambetter from Sunshine Health member ID card does not have NIA identifying information on it. Ambetter from Sunshine Health redirects calls to NIA for advanced imaging services.