

CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst) Quick Reference Guide for Rendering Providers

Effective June 16, 2014
Revised June 1, 2020

CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst) selected Magellan Healthcare¹ to implement a radiology benefit management program for outpatient advanced imaging services for CareFirst enrollees. This program is consistent with industry-wide efforts to both ensure clinically appropriate care and manage the increasing utilization of these services. Magellan Healthcare will manage the outpatient imaging services listed below through CareFirst existing contractual relationships.

The following services do not require authorization through Magellan Healthcare:

- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation imaging services
- CareFirst 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 enrollee cannot be balance-billed for such procedures.

¹ Magellan Healthcare refers to National Imaging Associates, Inc.

1— Rendering Quick Reference Guide- CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst)

Procedures Requiring Prior Authorization Under CareFirst *

- CT/CTA
- MRI/MRA
- PET Scan
- CCTA
- Nuclear Cardiology/Nuclear Stress/MPI
- 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 Magellan Healthcare. If an urgent/emergent clinical situation exists outside of a hospital emergency room, please contact Magellan Healthcare immediately with the appropriate clinical information for an expedited review. The number to call to obtain a prior authorization is 1-888-899-7804.

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

Prior Authorization Processes

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

1-888-899-7804

- Communicate to all personnel involved in outpatient scheduling that prior authorization is required for the above procedures under CareFirst.
- 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 Magellan Healthcare's website at www.RadMD.com, or by calling 1-888-899-7804. 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 Magellan Healthcare website, 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
- Toll Free Phone Number: 1—888-899-7804

Please check both sides of the enrollee's identification card carefully to determine whether an authorization is required.

Submitting Claims

Claims will continue to go directly to CareFirst. Please send your claims for imaging procedures to the following address:

Medicaid

CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst)
DC Healthy Families Program (Medicaid)
P.O. Box 830786
Birmingham, AL 35283-0786

Alliance

CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst)
Alliance Program
P.O. Box 830210
Birmingham, AL 35283

Providers are encouraged to use EDI claims submission.

CareFirst payor ID number is L0230.

Frequently Asked Questions

In this section Magellan Healthcare addresses commonly asked questions received from providers.

Where can I find Magellan Healthcare's Guidelines for Clinical Use of Diagnostic Imaging Procedures?

Magellan Healthcare's Guidelines for Clinical Use of Diagnostic Imaging Procedures can be found on Magellan Healthcare's website at www.RadMD.com.

Is prior authorization necessary if CareFirst is not the enrollee's primary insurance?

Yes.

What does the Magellan Healthcare authorization number look like?

The Magellan Healthcare authorization number consists of 8 or 9 alpha/numeric characters (e.g., 1234X567). In some cases, the ordering physician may instead receive a Magellan Healthcare 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 Magellan Healthcare for questions, complaints, and appeals, etc.?

Please use the following Magellan Healthcare contacts by type of issue:

- To educate your staff on Magellan Healthcare procedures and to assist you with any provider issues or concerns, contact your Magellan Healthcare Area Provider Relations Manager.
- Prior authorization and claims payment complaints/appeals: Follow the instructions on your non-authorization letter or Explanation of Benefit (EOB)/Explanation of Payment (EOP) notification.

How will referring/ordering physicians know who Magellan Healthcare is?

CareFirst sends orientation materials to referring providers. CareFirst and Magellan Healthcare are also coordinating additional outreach and orientation activities.

What will the enrollee ID card look like? Will it have both Magellan Healthcare and CareFirst information on the card? Or will there be two cards?

The CareFirst enrollee ID card will not have Magellan Healthcare identifying information on it. CareFirst will redirect calls to Magellan Healthcare for advanced imaging services.