

## Sunflower Health Plan Quick Reference Guide for Rendering Providers

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Sunflower Health Plan has selected National Imaging Associates, Inc. (NIA) to implement a radiology benefit management program for outpatient advanced imaging services for Sunflower Health Plan 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 NIA's existing contractual relationships.

### **The following services will not be impacted by this relationship:**

- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation imaging services
- Sunflower Health Plan will continue to perform prior authorization of coverage for interventional radiology 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 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 Sunflower Health Plan \***

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan

\*A separate prior 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 1-877-644-4623.

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

### **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 Sunflower Health Plan
- 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 1-877-644-4623. 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 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: 1-877-644-4623

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 Sunflower Health Plan. Please send your claims for imaging procedures to the following address:

KanCare  
Office of the Fiscal Agent  
P.O. Box 3571  
Topeka, KS 66601-3571

Providers are encouraged to use EDI claims submission.

Sunflower Health Plan payor ID number is 68069.

### **Frequently Asked Questions**

In this section NIA addresses commonly asked questions received from providers.

#### **Can I see a copy of the NIA provider handbook policies as I prepare to sign a participating provider agreement with NIA?**

Yes. You can obtain a copy of NIA's Imaging Provider Handbook by calling NIA's Radiology Network Services team at 800-327-0641. Also, you can visit NIA's Web site at [www.RadMD.com](http://www.RadMD.com) to view the handbook online.

#### **The rates I currently have do not represent all of the services we provide or represent more services than we provide. Who can I contact to change this?**

NIA sends contracts to providers whom we believe at the start of a relationship are most likely to fit the entity's business and clinical model. NIA does not cover all radiology services. Please check the "Utilization Review Matrix" for the specific Health Plan on our website, [www.RadMD.com](http://www.RadMD.com) for the CPT-4 codes managed for that specific Health Plan. Some NIA rate schedules do not list rates at all, instead they refer you to a website (Medicare or Medicaid). Please refer to that website for rates. If you still have questions, contact your Contract Manager.

#### **How does NIA establish its provider reimbursement rates?**

NIA performs an analysis of a number of payers to establish a competitive rate while giving participating providers the opportunity for enhanced patient volume resulting from an ever-growing number of patients insured by some of the nation's largest health plans.

#### **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 Sunflower Health Plan is not the member's primary insurance?**

No

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

The NIA authorization number consists of 8 or 9 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:

- Provider contracting questions: Contact your NIA Area Contract Manager or the Radiology Network Services line at 800-327-0641.
- For privileging application or process, contact NIA's Provider Assessment Department toll-free at 888-972-9642 or at [RADPrivilege@Magellanhealth.com](mailto:RADPrivilege@Magellanhealth.com).
- To educate your staff on NIA procedures and to assist you with any provider issues or concerns, contact your NIA Area Provider Relations Manager. Please see the State Network Contact listing on RadMD under Useful References to locate all Provider Relations Managers. Or click on the link below  
<http://www1.radmd.com/media/624695/state-assignment-listing-3-2014.pdf>
- Provider credentialing appeals: Send to NIA – Radiology Network Services, MO61, 14100 Magellan Plaza, Maryland Heights, MO 63043; fax number: 314-292-1151.
- Preauthorization and claims payment complaints/appeals: Follow the instructions on your non-authorization letter or Explanation of Benefit (EOB)/Explanation of Payment (EOP) notification.
- Other questions, complaints and appeals not related to authorizations or claims: Contact the NIA Radiology Network Services line at 800-327-0641.

## **How will referring/ordering physicians know who NIA is?**

Sunflower Health Plan sent orientation materials to referring providers. Sunflower Health Plan and NIA coordinated outreach and orientation activities.

## **How will 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 are 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 will the member ID card look like? Will it have both NIA and Sunflower Health Plan information on the card? Or will there be two cards?**

The Sunflower Health Plan member ID card will not have NIA identifying information on it. Sunflower Health Plan will redirect calls to NIA for advanced imaging services.