

WellCare Quick Reference Guide for Rendering Providers

January 1, 2022

WellCare has selected National Imaging Associates, Inc. (NIA) to implement a radiology benefit management program for outpatient advanced imaging services for WellCare members. This program is consistent with industry wide efforts to both ensure clinically appropriate care and to manage the increasing utilization of these services. NIA will manage the outpatient imaging services listed below through WellCare's existing contractual relationships.

The following services do not require authorization through NIA:

- Inpatient advanced imaging services
- Emergency room imaging services

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 is 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 WellCare*:

- 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 ordered.

Emergency room 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 1-800-424-5388.

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

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 WellCare.
- 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 them to obtain an authorization by visiting NIA's website at www.RadMD.com or by calling 1-800-424-5388.
- 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 prior 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 60 days from the date of request.

Quick Contacts

- Website: www.RadMD.com
- Toll Free Phone Number:
 - 1-800-424-5388

Checking Authorizations

You can check on the status of patients' authorizations quickly and easily by going to www.RadMD.com. After obtaining a secure password, sign in and 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.

Submitting Claims

Claims will continue to go directly to WellCare. Please send your claims for imaging procedures to:

WellCare Health Plans
Attn: Claims Department
P.O. Box 31372
Tampa, FL 33631-3372

Providers are encouraged to use EDI claims submission.

WellCare payor ID number is 14163.

Frequently Asked Questions

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 WellCare is not the member's primary insurance?

No

What does the NIA authorization number look like?

The NIA authorization number consists of 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 website or via our Interactive Voice Response (IVR) telephone system.

Who can I contact at NIA for questions, complaints, 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.
- For 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 will referring/ordering physicians know who NIA is?

WellCare sends orientation materials to referring providers. WellCare and NIA are also coordinating additional outreach and orientation activities.

What will the member ID card look like? Will it have both NIA and WellCare information on the card? Or will there be two cards?

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