



# ConnectiCare Medical Specialty Solutions Quick Reference Guide For Ordering and Rendering Providers

**Effective: June 2000**  
**Revised: June 2023**

ConnectiCare entered into an agreement with National Imaging Associates, Inc. (NIA), to manage a suite of Medical Specialty Solutions services. The program is consistent with industry-wide efforts to both ensure clinically appropriate care and manage the increasing utilization of these services.

This program requires preauthorization/pre-registration from NIA for non-emergent outpatient Medical Specialty Solutions. Providers are to contact NIA to obtain preauthorization for the procedures and devices below:

- MR, CT/CCTA, PET, MUGA Scan, Nuclear Cardiology/MPI, Stress Echo, Echocardiography
- Left Heart Catheterization\*
- Cardiac Resynchronization Therapy (CRT)
- Cardiac Implantable Devices (defibrillator, pacemaker)
- Interventional Pain Management-Spine (Spinal Epidural Injections, Paravertebral Facet Joint Injections or Blocks, Paravertebral Facet Joint Denervation (Radiofrequency Neurolysis), Sacroiliac Joint Injections, Implantable Infusion Pump Insertion \*
- Other Procedures and Devices (**No or Limited Evidence of Effectiveness**)- Epidural Lysis of Adhesions (Racz procedure), Minimally Invasive Decompression (Including MILD), Percutaneous Thermal Intra - Discal Procedures, Interspinous Spacer Device, Posterior Intra-Facet Implants, Prolotherapy\*
- Inpatient and Outpatient Musculoskeletal Surgeries\* Lumbar, Cervical, Thoracic, Sacroiliac Joint Fusion, Other Spine Surgeries, Procedures and Devices
- Radiation Oncology Management\* (Radiation Therapy for all Cancers as well as All Conditions for Proton Beam and Stereotactic Radiation Therapy)

**\*Please see the specific QRG for each of the Medical Specialty Solutions Program Services.**

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

NIA manages the Medical Specialty Solutions Services through ConnectiCare contractual relationships with providers.

Medical Specialty Solutions Services performed in the following settings do not require preauthorization through NIA:

- Inpatient (excluding elective spine surgery)
- Observation
- Emergency room

### **Urgent/Emergent Care**

- 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. NIA's website <https://www.RadMD.com> cannot be used for urgent/emergent clinical situations during normal business hours. For preauthorization of urgent/emergent care during normal business hours contact NIA at 1-877-607-2363.

### **Obtaining Authorizations**

The ordering provider is responsible for obtaining preauthorization for the Medical Specialty Solutions Services listed above.

It is the responsibility of the provider rendering this service to:

- Ensure that an authorization was obtained. Payment will be denied for procedures performed without a necessary authorization, and the member cannot be balance-billed for these procedures.
- Communicate to all personnel involved in outpatient scheduling that preauthorization is required for the above procedures under ConnectiCare.
- If a provider office calls to schedule a member for a procedure requiring preauthorization, request the authorization number.
- If the referring provider has not obtained preauthorization when required, inform the provider of this requirement and advise him/her to obtain an authorization.
- If a member calls to schedule an appointment for a procedure that requires authorization, and does not have the authorization number, the member should be directed back to the referring provider who ordered the procedure.

### **Preauthorization Process**

There are two ways to obtain authorizations -- either through NIA's website at <https://www.RadMD.com> (preferred method) or by calling NIA: Call center hours of operation are Monday through Friday, 8 a.m. to 8 p.m. EST.

### **Information Needed to Obtain Preauthorization**

To expedite the preauthorization process, please refer to the specific required documentation for each Medical Specialty Solutions Service.\* Have the appropriate information ready before logging into NIA's website or calling NIA's call center. (\*Information is required).

- Name and office phone number of ordering provider\*
- Member name and ID number\*
- Requested procedure\*
- Name of provider office or facility where the service will be performed\*
- Anticipated date of service
- Details justifying procedure\*
  - Symptoms and their duration
  - Physical exam findings
  - Conservative treatment member has already completed (e.g., physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs, medications)
  - Preliminary procedures already completed (e.g., x-rays, CTs, lab work, ultrasound, scoped procedures, referrals to specialist, specialist evaluation)
  - Reason the study is being requested (e.g., further evaluation, rule out a disorder)
- Please be prepared to provide the following information, if requested
  - Clinical notes
  - X-ray reports
  - Specialist reports/evaluation
  - Ultrasound reports
  - Previous related test results

**\*To assist in collecting information for the preauthorization process, you may access the specific Medical Specialty Solutions Clinical Checklists and Tip Sheets on [RadMD.com](http://RadMD.com).**

### Website Access

- It is the responsibility of the **provider ordering the Medical Specialty Solutions Services** to access NIA’s website or call for preauthorization.
- **To get started**, go to <https://www.RadMD.com>, click the New User button and submit a RadMD Application for New Account by selecting “**Physician’s office that orders procedures.**” Your RadMD login information should not be shared.
- If a user already has access to RadMD to initiate authorizations, RadMD access will allow users to submit an authorization for any procedures/products managed by NIA.
- You can request preauthorization at <https://www.RadMD.com> by clicking the “**Request an exam or specialty procedure including cardiac**” link which is a part of your main menu options. RadMD is available 24/7, except when maintenance is performed every third Thursday of the month from 9 pm – midnight PST. **Pended requests:** If you are requesting preauthorizations through the NIA website and your request pends, you will receive a tracking number. You will then be required to submit additional clinical information to complete the process.
- **Authorization status:** You can check on the status of preauthorizations quickly and easily by using the “View Request Status” link on RadMD’s main menu. In addition to the ability to view clinical documentation received by NIA, users can view links to case-specific communication to include requests for additional information and determination letters.
- The “Track an Authorization” feature allows users who did not submit the original request to view the status of an authorization, as well as upload clinical information. This option is also

Access Provider Self-service at:  
[www.RadMD.com](http://www.RadMD.com)



available as a part of your main menu options using the “Search by Tracking Number” feature. A tracking number is required with this feature.

### Submitting Claims

Submit claims directly to ConnectiCare. Please send your claims for services to the following address:

ConnectiCare  
P.O. Box 546  
Farmington, CT 06034-054

Go to [connecticare.com/providers](https://connecticare.com/providers) to check the status of claims submitted to ConnectiCare.

### Important Notes

- Authorizations are valid for 60 days from the date of request. Radiation Oncology Management validity period is 180 days from the date of request. NIA will use the date of request as the starting point for the 180-day period in which the treatment must be completed. If the Radiation Oncologist needs to perform the initial stimulation prior to the date of request, the validity period will be dated from the date of the initial stimulation.
- The NIA authorization number consists of alpha/numeric characters. In some cases, you may instead receive an NIA tracking number (not the same as an authorization number) if your authorization request is not approved at the time of initial contact. You can use either number to track the status of the request on the RadMD website or via our Interactive Voice Response telephone system.
- NIA’s Clinical Guidelines can be found on NIA’s website, <https://www.RadMD.com> under Online Tools/Clinical Guidelines. NIA’s guidelines for Medical Specialty Solutions Services have been developed from practice experience, literature reviews, specialty criteria sets and empirical data.
- An authorization number is not a guarantee of payment. Whether the requested service is covered is subject to all of the terms and conditions of the member's benefit plan, including but not limited to, member eligibility, benefit coverage at the time of the services are provided and any pre-existing condition exclusions referenced in the member's benefit plan.
- For assistance, please contact [RadMDSupport@evolent.com](mailto:RadMDSupport@evolent.com) or call 1-800-327-0641.
- To educate your staff on NIA procedures and to assist you with any provider issues or concerns, contact your NIA Area Provider Relations Manager.
- The ConnectiCare member ID card does not have NIA identifying information on it. ConnectiCare redirects calls to NIA for Medical Specialty Solutions Services.
- Preauthorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Payment (EOP).