



Highmark Wholecare Medical Specialty Solutions Quick Reference Guide For Ordering and Rendering Providers

Revised January 1, 2022

Highmark Wholecare selected National Imaging Associates (NIA) to implement a Medical Specialty Solutions program for outpatient advanced imaging services. The program is consistent with industry-wide efforts to both ensure clinically appropriate care and manage the increasing utilization of these services.

The program will require prior authorization from NIA for non-emergent outpatient:

- Diagnostic Imaging (CT/CTA, MRI/MRA, PET Scan, MUGA Scan, CCTA, Myocardial Perfusion Imaging, Stress Echocardiography)
- Interventional Pain Management-Spine (Spinal Epidural Injections, Paravertebral Facet Joint Injections or Blocks, Paravertebral Facet Joint Denervation (Radiofrequency Neurolysis) *
- Inpatient and Outpatient Musculoskeletal Surgeries*
- Physical Medicine (Physical, Occupational, and Speech Therapy) *

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

Please refer to NIA's website to obtain the Highmark Wholecare/NIA Billable CPT® Codes Claim Resolution/Utilization Review Matrix for the CPT-4 codes that NIA authorizes on behalf of Highmark Wholecare. (Note: Physical Medicine does not have a CPT Code Matrix)

NIA will manage the Medical Specialty Solutions Services through Highmark Wholecare contractual relationships with providers.

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

- Inpatient (excluding elective spine surgery)
- Observation
- Emergency room/urgent care facility

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 RadMD.com cannot be used for urgent/emergent clinical situations during normal business hours. For prior authorization of urgent/emergent care during normal business hours contact NIA:

- Medicaid - 1-800-424-4890
- Medicare – 1-800-424-1728

Obtaining Authorizations

The ordering provider is responsible for obtaining prior authorizations 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 prior authorization is required for the above procedures under Highmark Wholecare.
- If a provider office calls to schedule a member for a procedure requiring prior authorization, request the authorization number.
- If the referring provider has not obtained prior authorization 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.

Prior Authorization Process

There are two ways to obtain authorizations -- either through NIA's website at www.RadMD.com (preferred method) or by calling NIA at 1-800-424- 4890.

Information Needed to Obtain Prior Authorization

To expedite the prior authorization 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 authorization process, you may access the specific Medical Specialty Solutions Clinical Checklists and Tip Sheets on www.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 prior authorization.
- **To get started**, go to 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 prior authorization at 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.
- **Pended requests:** If you are requesting prior authorizations 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’s status:** You can check on the status of prior authorizations 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 will allow 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 available as a part of your main menu options using the “Search by Tracking Number” feature. A tracking number is required with this feature.

Access Provider Self-service at:
www.RadMD.com

Telephone Access

- Call center hours of operation are Monday through Friday, 8 a.m. to 8 p.m. EST. You may obtain a prior authorization by calling:
 - Medicaid 1-800-424-4890
 - Medicare 1-800-424-1728
- NIA can accept multiple requests during one phone call.

Submitting Claims

Claims will go directly to Highmark Wholecare. Please send your claims for services to the following address:

Medicare:

Highmark Wholecare
P.O. Box 93
Sidney, NE 69162

Medicaid:

Highmark Wholecare
P.O. Box 173
Sidney, NE 69162



For electronic submission, Highmark Wholecare payor ID numbers are:

- Medicare 60550
- Medicaid 25169

Providers are encouraged to use EDI claims submission.

Important Notes

- Authorizations are valid for 90 days from the date of request.
- The NIA authorization number consists 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, 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 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 or technical support, please contact 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 Highmark Wholecare member ID card will not have NIA identifying information on it. Highmark Wholecare will redirect calls to NIA for Medical Specialty Solutions Services.
- Prior authorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Payment (EOP).