



WellCare of Kentucky Quick Reference Guide for Rendering Providers

April 1, 2021

WellCare of Kentucky has selected National Imaging Associates, Inc. (NIA) to implement a radiology benefit management program for outpatient advanced imaging services for WellCare of Kentucky Medicaid enrollees. This program is consistent with industry 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 WellCare of Kentucky 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 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.

Procedures Requiring Prior Authorization Under WellCare of Kentucky *

- 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 **1-866-249-1584**.

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

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 of Kentucky
- 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, or by calling **1-866-249-1584**. 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 60 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. 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:1-866-249-1584

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 WellCare of Kentucky. Please send your claims for imaging procedures to the following address:

**WellCare Health Plans
Attn: Claims Department
P.O. Box 31224
Tampa, FL 33631-3224**

Providers are encouraged to use EDI claims submission.

WellCare of Kentucky payor ID number is 14163.

Frequently Asked Questions

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

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 of Kentucky is not the enrollee'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 website or via our Interactive Voice Response telephone system.

Whom can I contact at NIA for questions, complaints, and 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.
- 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 of Kentucky sends orientation materials to referring providers. WellCare of Kentucky and NIA are also coordinating additional outreach and orientation activities.

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

The WellCare of Kentucky enrollee ID card will not have NIA identifying information. WellCare of Kentucky will redirect calls to NIA for advanced imaging services.

If you have questions at this time, please call WellCare of Kentucky's Provider Services department at **1-877-389-9457** (TTY 711).