



AmeriHealth Caritas District of Columbia Quick Reference Guide for NIA Network Imaging Facilities

Effective September 24, 2012

AmeriHealth Caritas District of Columbia selected National Imaging Associates, Inc. (NIA) to provide radiology network management services. NIA provides utilization management services for non-emergent, advanced, outpatient CT/CTA, MRI/MRA, PET Scan, CCTA, Nuclear Cardiology/Nuclear Stress/MPI imaging procedures.

The following services will not be impacted by this relationship:

- Inpatient advanced radiology services
- Emergency Room radiology services
- AmeriHealth Caritas District of Columbia 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 necessary authorization, and the member cannot be balance-billed for such procedures.

Procedures Requiring Prior Authorization Under AmeriHealth Caritas District of Columbia *

- CT/CTA
- MRI/MRA
- PET Scan
- CCTA
- Nuclear Cardiology/Nuclear Stress/MPI

*A separate 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 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- 877-517-9177.

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

The following recommendations are offered for your review and consideration in developing effective procedures for your facility. These recommendations are for informational purposes only and are not policies of AmeriHealth Caritas District of Columbia or NIA.

Prior Authorization Recommendations

To ensure that authorization numbers have been obtained, the following recommendations should be considered.

- Communicate to all personnel involved in outpatient scheduling that prior authorization is required for the above procedures under many plans.
- 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 Web site at www.RadMD.com, or by calling 1- 877-517-9177. 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 examination.
- Authorizations are valid for 90 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 Web site, www.RadMD.com. After sign-in, visit the **My Exam Requests** tab to view all outstanding authorizations.

Quick Contacts

- Web Site: www.RadMD.com
- Toll Free Phone Number: 1- 877-517-9177

Please check both sides of the member's identification card carefully to determine whether an authorization is required.

Submitting Claims

Claims will go directly to AmeriHealth Caritas District of Columbia.

AmeriHealth Caritas DC participates with Change Healthcare. As long as you have the capability to send EDI claims to Change Healthcare, whether through direct submission or through another clearinghouse/vendor, you may submit claims electronically.

To initiate electronic claims:

- Contact your practice management software vendor or EDI software vendor.
- Inform your vendor of AmeriHealth Caritas DC's EDI Payer ID#: 77002.
- You may also contact Change Healthcare at 877-363-3666 or visit to www.changehealthcare.com for information on contracting for direct submission to Change Healthcare. AmeriHealth Caritas DC does not require Change Healthcare payer enrollment to submit EDI claims.

Paper claims should be mailed to:

AmeriHealth Caritas District of Columbia/Medicaid
Attn: Claims Processing Department
P.O. Box 7342
London, KY 40742

AmeriHealth Caritas District of Columbia/Alliance
Attn: Claims Processing Department
P.O. Box 7354
London, KY 40742

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 Examinations?

NIA's Guidelines for Clinical Use of Diagnostic Imaging Examinations can be found on NIA's Web site at www.RadMD.com.

Is prior authorization necessary if AmeriHealth Caritas District of Columbia is not the member's primary insurance?

No. AmeriHealth Caritas District of Columbia prior authorization requirements apply when AmeriHealth Caritas District of Columbia is the primary insurer. Please check the prior authorization requirements for the member's primary insurance.

What does the NIA authorization number look like?

The NIA authorization number consists of 8 or 9 alphanumeric 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 1-800-327-0641.
- For privileging application or process, contact NIA's Provider Assessment Department toll-free at 1-888-972-9642 or at 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.
- Provider credentialing appeals: Send to NIA – Radiology Network Services, MO61, 14100 Magellan Plaza, Maryland Heights, MO 63043; fax number: 1-314-292-1151.
- Prior authorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Payment (EOP).
- Other questions, complaints and appeals not related to authorizations or claims: Contact the NIA Radiology Network Services line at 1-800-327-0641.

How will referring/ordering physicians know who NIA is?

AmeriHealth Caritas District of Columbia sends orientation materials to referring providers. **Will out-of-area AmeriHealth Caritas District of Columbia members be able to use the NIA network when traveling out of state?**

Yes, depending on their benefit plan.

What will the member ID card look like? Will it have both NIA and AmeriHealth Caritas District of Columbia information on the card? Or will there be two cards?

The AmeriHealth Caritas District of Columbia member ID card will not have NIA identifying information on it.