

CareSource Quick Reference Guide for Imaging Facilities



Effective July 1, 2009

CareSource has partnered with National Imaging Associates, Inc. (NIA) to provide radiology benefit management services. NIA will provide utilization management services for non-emergent, outpatient MR, CT, and PET imaging procedures. NIA will manage the provider network and the prior authorization process for non-emergent, advanced imaging services rendered to CareSource members.

The ordering physician is responsible for obtaining a prior authorization for advanced radiology services. It is the responsibility of the rendering facility to ensure that prior authorization was obtained. 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. Payment will be denied for procedures performed without a necessary authorization, and the member cannot be balance-billed for such procedures.

Advanced Radiology Services Requiring Prior Authorization*

- CT/CTA Scan
- MRI/MRA
- PET Scan

*A separate authorization number is required for each procedure ordered.

The following services do not require authorization:

- Inpatient advanced radiology services
- Observation setting advanced radiology services
- Emergency Room radiology services

If an emergent clinical situation exists outside of a hospital emergency room, you should proceed with the examination and call the next business day to proceed with the normal review process. The number to call to obtain a prior authorization is 1-800-488-0134, and then select the option for advanced radiology prior authorization. **Note: The advanced radiology prior authorization phone menu option will be available on July 1, 2009.**

The following recommendations are offered for your review and consideration in developing an effective prior authorization procedure for your facility. These recommendations are for informational purposes only and are not policies of CareSource or NIA.

Prior Authorization Recommendations

- Communicate to all personnel involved in outpatient scheduling that prior authorization is required for the above procedures.
- 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 1-800-488-0134. 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.

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.

Submitting Claims

Claims will continue to go directly to CareSource. Please send your claims for imaging procedures to the following address:

CareSource
P.O. Box 8730
Dayton, OH 45401-8730

Providers are encouraged to use EDI claims submission.

Quick Contacts

- Web Site: www.RadMD.com
- Toll-free Phone Number: 1-800-488-0134*
- Call Center Hours: Mon-Fri., 8 a.m. to 8 p.m. EST
- NIA Radiology Network Services: 1-800-327-0641

*Advanced radiology prior authorization option available July 1, 2009.

| Clearinghouse Name | Phone Number | Website |
|--|--------------|--|
| Computer Processing Services (CPS)— division of Emdeon | 888-255-7293 | www.emdeon.com |
| The Consult | 800-327-1213 | www.4ecp.com |
| Dyserv | 614-294-6078 | www.dyserv.com |
| Emdeon — formerly WebMD | 800-845-6592 | www.emdeon.com |
| Manacon | 937-746-6685 | N/A |
| Netwerkes | 262-695-3391 | www.netwerkes.com |
| RelayHealth | 866-735-2963 | www.relayhealth.com |
| Practice Insight | 713-333-6000 | www.practiceinsight.com |
| Quadax | 440-777-6305 | www.quadax.com |
| Zirmed | 877-494-7633 | www.zirmed.com |

The clearinghouse will need the CareSource payer ID number of 31114.

Frequently Asked Questions

Can I see a copy of the NIA provider handbook policies as I prepare to sign a participating provider agreement with NIA?

Yes. You can obtain a copy of NIA's Imaging Provider Handbook by calling NIA's Radiology Network Services team at 1-800-327-0641. Also, you can visit NIA's Web site at www.RadMD.com to view the handbook online. After signing in on the Web site, go to Resources on the My Practice page.

Where can I find NIA's Guidelines for Clinical Use of Diagnostic Imaging Examinations?

NIA's Clinical Guidelines can be found on NIA's Web site at www.RadMD.com under Online Tools/ Clinical Guidelines.

Is prior authorization necessary if CareSource is not the member's primary insurance?

Services provided to CareSource members where CareSource is a secondary payer are excluded from prior authorization requirements. Medicaid is always the payer of last resort.

What does the NIA authorization number look like?

The NIA authorization number consists of eight or nine characters. 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.

✓ **Tips for Free-standing Facilities**

Claims for non-emergent, outpatient MR, CT and PET imaging services performed at a free-standing facility should be submitted to CareSource.

✓ **Tips for Hospitals**

Hospitals should send claims for outpatient, non-emergent MR, CT and PET imaging services to CareSource.

Who should I contact for questions, complaints, and provider claims appeals, etc.?

Please use the following contacts by type of issue:

- Provider contracting questions: Contact your NIA Network Specialist or the Radiology Network Services line at 1-800-327-0641.
- Provider credentialing appeals: Send to NIA – Radiology Network Services, MO61, 14100 Magellan Plaza, Maryland Heights, MO 63043; fax number: 314-292-1151.
- Claims payment review/appeals: You have the right to request an appeal of a decision by sending a written request and any additional supporting documentation within 90 days to: CareSource, Attn: Provider Appeals, P.O. Box 2008, Dayton, OH 45401-2008.

How will referring/ordering physicians know who NIA is?

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

How will NIA direct members to my facility?

NIA actively promotes utilization of quality, cost-effective imaging providers by providing patients and referring physicians critical information online and at the point of ordering. Members will soon be able to access information on a number of quality (e.g., accreditations, certifications) and convenience indicators (e.g., hours of operation, handicap access, parking) on NIA's Web site. In addition, NIA will alert the referring physicians if a selected imaging provider charges significantly higher rates than others in the surrounding community. Our goal is to assist patients and referring physicians in selecting quality, convenient and cost-effective care for each individual.

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

The CareSource member ID card will not have NIA identifying information on it. CareSource will redirect calls to NIA for advanced imaging in the states NIA is serving on behalf of CareSource.