



CLINICAL RECORDS REVIEW

A Summary Guide for Highmark Providers

A key goal of our relationship with National Imaging Associates (NIA) is to reduce unnecessary imaging and to support the requirements of program integrity from the Centers for Medicare and Medicaid Services (CMS). NIA uses several clinical review processes to ensure program integrity, quality and clinical appropriateness of the care Highmark members receive. These processes include NIA's proprietary algorithms, specialist-reviewed guidelines, and their clinical records quality review. In order to ensure that appropriate care is provided, NIA routinely rotates their processes to target additional review for a modality or a specific clinical situation. This often involves increasing NIA's level of review to include records that validate the appropriateness of the test being ordered.

SUBMITTING THE CLINICAL RECORD

Auditing the clinical record helps NIA to ensure that patients receive the most appropriate, effective care, and to understand physician ordering patterns so the utilization management process can be customized.

When NIA activates a clinical records review for a specific test, the provider will be asked to submit certain aspects of the record for review prior to an authorization for that test. A fax is sent to the provider detailing what clinical information that is needed, along with a Fax Cover Sheet.

NIA'S CLINICAL REVIEW PROCESS FOR HIGHMARK

NIA will begin their clinical records review process for Highmark on Oct. 3, 2016. The procedures for which clinical records will be required are:

- CT/CTA
- MRI/MRA
- Pet Scan
- CCTA
- MPI/ Nuclear Cardiology
- MUGA Scan
- Stress Echocardiography

As a reminder, NaviNet is preferred for requesting authorizations. Providers who do not have NaviNet should call NIA.

For more information on NIA's Clinical Review Process, please contact your NIA Provider Relations Manager:

- **Pennsylvania Providers:** Lori Fink at 1-800-450-7281, ext. 32621
- **Delaware Providers:** Charmaine Everett at 1-800-450-7281, ext. 32615
- **West Virginia Providers:** April Sabino at 1-800-450-7281, ext. 31078