

Quick Reference Guide for Rendering Providers

Effective February 5, 2021

Highmark Wholecare has selected NIA Magellan to implement radiology benefit management interventional pain management(IPM) and musculoskeletal (MSK) programs. These programs include management of non-emergent, advanced, outpatient services to include prior authorization for Highmark Wholecare membership. This program is consistent with industry-wide efforts to both ensure clinically appropriate care and manage the increasing utilization of these programs.

The following services will not be impacted by this relationship:

- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation imaging services
- Surgery Center
- Gateway Health will continue to perform prior authorization of coverage for interventional imaging procedures (even those that utilize MR/CT technology)

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 member cannot be balance-billed for such procedures.

¹ NIA Magellan refers to National Imaging Associates, Inc.

Procedures Requiring Prior Authorization: (not all inclusive)*

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

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

Emergency room, observation and inpatient imaging procedures do not require prior authorization from NIA Magellan. If an urgent/emergent clinical situation exists outside of a hospital emergency room, please contact NIA Magellan immediately with the appropriate clinical information for an expedited review. The number to call to obtain a prior authorization is 1-800-424-4890.

Please refer to NIA Magellan's website to obtain the Highmark Wholecare NIA Magellan Billable CPT® Codes Claim Resolution Matrix for all of the CPT-4 codes that NIA Magellan authorizes on behalf of Highmark Wholecare.

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 Highmark Wholecare. 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 Magellan's website at www.RadMD.com, or by calling 1-800-424-4890. 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.

Quick Contacts

- Website: www.RadMD.com
- Toll Free Phone Number: 1-800-424-4890

Checking Authorizations

You can check on the status of patients' authorizations quickly and easily by going to the NIA Magellan website, www.RadMD.com. After obtaining a secure password sign-in to select, the **My Exam Requests** tab to view all outstanding authorizations.

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

Submitting Claims

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

Claims Processing Department
P.O. Box 830249
Birmingham, AL 35283-0249

Providers are encouraged to use EDI claims submission. Payer ID number is 25169

Frequently Asked Questions

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

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

NIA Magellan's Guidelines for Clinical Use of Diagnostic Imaging Procedures can be found on NIA Magellan's website at www.RadMD.com.

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

Yes

What does the NIA Magellan authorization number look like?

The NIA Magellan authorization number consists of 8 or 9 alpha/numeric characters (e.g., 1234X567). In some cases, the ordering physician may instead receive an NIA Magellan 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.

Who can I contact at NIA Magellan for questions, complaints, and appeals, etc.?

Please use the following NIA Magellan contacts by type of issue:

- For privileging application or process, contact NIA Magellan's Provider Assessment Department toll-free at 1- 888-972-9642 or at RADPrivilege@Magellanhealth.com.
- To educate your staff on NIA Magellan procedures and to assist you with any provider issues or concerns, contact your NIA Magellan 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 Magellan is?

Highmark Wholecare sends orientation materials to referring providers. Highmark Wholecare and NIA Magellan are also coordinating additional outreach and orientation activities.

How will NIA Magellan direct members to my facility?

NIA Magellan actively promotes utilization of quality, cost-effective imaging providers by providing patients and referring physicians' with 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 Magellan's website.

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 Magellan and Highmark Wholecare information on the card? Or will there be two cards?

The Highmark Wholecare member ID card will not have NIA Magellan identifying information on it. Highmark Wholecare will redirect calls to NIA Magellan for advanced imaging services.