



Buckeye Community Health Plan

Quick Reference Guide

For Imaging Providers

EFFECTIVE: NOVEMBER 1, 2014

Buckeye Community Health Plan has selected National Imaging Associates, Inc. (NIA) to provide radiology network management services. NIA will provide utilization management services for outpatient MR, CT, CCTA, PET, Nuclear Cardiology/MPI, Stress Echocardiography, and Echocardiography imaging procedures. NIA will manage the prior authorization of non-emergent, advanced, outpatient radiology services rendered to Buckeye members.

The following services will not be impacted by this relationship:

- Emergency room, observation and inpatient advanced radiology services do not require prior authorization.

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 required. 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 Buckeye *

- CT/CTA
- CCTA
- MRI/MRA
- Pet Scan
- Nuclear Cardiology/ MPI as of 11/1/14
- Stress Echocardiography as of 11/1/14
- Echocardiography as of 11/1/14

*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 emergency 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 1-866-246-4359.

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

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 Buckeye 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 1-866-246-4359. 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 30 days from the date of final determination.

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: 1-866-246-4359

Submitting Claims

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

Medicaid

Buckeye Community Health Plan Attention: Claims Department
PO Box 6200
Farmington, MO 63640-3842

Medicare

Advantage by Buckeye Community Plan
P.O. Box 3060
Farmington, MO 63640

For electronic submission, the Buckeye Payor Identification number is: 68069

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 Buckeye is not the member's primary insurance?

No.

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:

- To educate your staff on NIA procedures and to assist you with any provider issues or concerns, contact your NIA Area Provider Relations Manager, Kelly Jackson (410) 953-2624.
- Prior authorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Payment (EOP).

How will referring/ordering physicians know who NIA is?

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

Will the Buckeye member identification cards (ID) have both NIA and Buckeye information on the card?

The Buckeye member ID cards will not include any NIA identifying information.