

# Superior HealthPlan Quick Reference Guide for Imaging Facilities



**Effective August 2, 2010**

Superior HealthPlan has selected National Imaging Associates, Inc. (NIA) to provide radiology network management services. NIA will provide utilization management services for outpatient MR, CT and PET imaging procedures. NIA will manage the prior authorizations for non-emergent, advanced imaging services rendered to Superior HealthPlan members.

**The following services will not be impacted by this relationship:**

- Inpatient advanced radiology services
- Emergency Room radiology services
- Superior HealthPlan 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 Superior HealthPlan \***

- CT/CTA
- MRI/MRA
- PET Scan

\*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, you should proceed with the examination and call NIA the next business day to proceed with the normal review process. A number to contact for authorization of services will be provided in a future communication.

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

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 Superior HealthPlan 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](http://www.RadMD.com), or by calling NIA's toll free number. 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 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](http://www.RadMD.com). After sign-in, visit the **My Exam Requests** tab to view all outstanding authorizations.

### Quick Contacts

- Web Site: [www.RadMD.com](http://www.RadMD.com)
- Toll-free Phone Number: 800-218-7508

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 Superior HealthPlan. Please send your claims for imaging procedures to the following address:

Superior HealthPlan  
P. O. Box 3003  
Farmington, MO 63640-3803

Or submit your claims electronically on Superior HealthPlan's website at [www.superiorhealthplan.com](http://www.superiorhealthplan.com).

For electronic submission, Superior HealthPlan's payor ID number is 39188

## 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](http://www.RadMD.com).

**Is prior authorization necessary if Superior HealthPlan is not the member's primary insurance?**

Yes.

**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:

- For privileging application or process, contact NIA's Provider Assessment Department toll-free at 888-972-9642 or at [RADPrivilege@Magellanhealth.com](mailto:RADPrivilege@Magellanhealth.com)
- Prior authorization and claims payment complaints/appeals: Follow the instructions on your denial letter or Explanation of Benefit (EOB).

**How will referring/ordering physicians know who NIA is?**

Superior HealthPlan sends orientation materials to referring providers. Superior HealthPlan 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. Our goal is to assist patients and referring physicians in selecting quality, convenient and cost-effective care for each individual.

**Will out-of-area Superior HealthPlan 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 Superior HealthPlan information on the card? Or will there be two cards?**



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

