Superior HealthPlan and National Imaging Associates, Inc. (NIA) Genetic and Molecular Testing Program
Quick Reference Guide for Ordering Providers and Laboratories

Effective November 1, 2022

Superior HealthPlan (Superior) has delegated utilization review of genetic and molecular testing to National Imaging Associates, Inc. (NIA) for Superior HealthPlan Medicaid (STAR, STAR+PLUS, STAR Health and STAR Kids), CHIP, STAR+PLUS Medicare-Medicaid Plan (MMP), Ambetter from Superior HealthPlan (Marketplace) and WellCare By Allwell (HMO and HMO DSNP) members.

Prior Authorization
NIA will accept prior authorization requests for dates of service on or after November 1, 2022, from Superior in-network providers beginning October 24, 2022. Prior authorization may be requested using one of the following:

- Online: www.RadMD.com
- Phone: 1-800-642-7554
- Fax: 1-800-784-6864

Requests initiated via fax require clinical validation.

Please refer to the Genetic Test and Laboratory Matrix at www.RadMD.com for a list of all genetic and molecular tests that require prior authorization.

Prior authorization requests for genetic and molecular testing delivered by out-of-network providers must be submitted to Superior.

Provider Responsibilities
Providers are responsible for obtaining prior authorizations for the genetic and molecular tests included in the program. Failure to obtain prior authorization may result in a claim denial and members may not be billed for the services.

Required Information to Request Prior Authorization

Please have the information below ready before logging into NIA's website or calling NIA's call center.

- Member name, ID number and date of birth
- Ordering provider name, address and National Provider Identifier (NPI)
- Name of requested genetic or molecular test and rendering/servicing provider name
- Rendering/servicing provider address, Tax Identification Number (TIN) and NPI
- ICD-10 Code(s)
- Genetic Testing Unit (GTU) and CPT Code(s) - OPTIONAL

Clinical Indications for testing:
- Patient ethnicity and/or ancestry, relevant family history, history of relevant familial mutation(s)
- Rationale for test (e.g., drug therapy selection, carrier detection, etc.)
- Results and/or reports of prior genetic test(s)
- Other pertinent clinical documentation (if requested)

Submission of clinical records may be requested for some tests due to the complexity of the test or to fulfill specific medical necessity criteria.

RadMD Access
- **New Users:** Go to www.RadMD.com, click the "**New User"** button and submit a RadMD Application for New Account by selecting the appropriate provider description from the drop-down box. Your RadMD login information should not be shared.
  - o Once an application is submitted, the user will receive an email from the RadMD support team within a few hours. Please contact the RadMD support team at 1-800-327-0641 if you do not receive a response within 72 hours.
- **Existing Users:** Users who already have access to RadMD do not need to submit a new access request. Existing RadMD access will allow users to submit a prior authorization request for genetic and molecular testing.
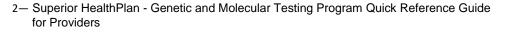
Prior Authorization Process on RadMD
- **Pended requests**: Some prior authorization requests may be pended for clinical records or if the submitted documents are missing relevant information. A tracking number will be assigned to all pended requests and should be referenced when submitting clinical documents to complete the process.

> **Access Provider Self-service at:**
> **www.RadMD.com**

- **Authorization status**: Check the status of prior authorizations quickly and easily by using the "View Request Status" link on RadMD's main menu. In addition to the ability to view clinical documentation received by NIA, users can view links to case specific communication to include requests for additional information and determination letters.
- **Track an Authorization** This feature allows users who did not submit the original request to view the status of an authorization, as well as upload clinical information. This option is also available as a part of your main menu options using the "Search by Tracking Number" feature. A tracking number is required with this feature.
  - o RadMD is available 24/7, except when maintenance is performed every third Thursday of the month from 11PM – 2AM CST.

Submitting Claims
- Claims will continue to be submitted to Superior and there are no changes to where and how claims are submitted. For more information, please review the provider manuals found on Superior's Training and Manuals webpage.
- Providers are encouraged to submit claims electronically using Superior's Secure Provider Portal.
- Superior's payor ID: 68069.
- For additional questions, please contact Superior Provider Services at:
  - o 1-877-391-5921 (STAR, CHIP, STAR+PLUS, STAR Health, STAR Kids, MMP and WellCare By Allwell).
  - o 1-877-687-1196 (Ambetter).

NIA

Important Notes

Authorization Number or Request ID: This consists of at least eleven alpha-numeric characters (i.e., 12345ABC123). If the provider's authorization request is not approved at the time of initial contact, the ordering provider may instead receive a tracking number (i.e., 123456789). You can use either number to track the status of the request on the RadMD website or via our Interactive Voice Response telephone system.

Genetic/Molecular Tests Requiring Authorization: Please refer to the Genetic Test and Laboratory Matrix at www.RadMD.com for a list of all genetic and molecular tests that require prior authorization.

Clinical Guidelines: NIA's Genetic and Molecular Testing Guidelines can be found at www.RadMD.com. They are presented in a PDF file format that can easily be printed for future reference. NIA's clinical guidelines have been developed from practice experiences, literature reviews, specialty criteria sets and empirical data.

Medical Necessity Appeals: For prior authorization medical necessity appeals, please follow the instructions in the denial letter.

Technical Assistance: Please contact RadMDSupport@MagellanHealth.com or contact the NIA Provider Service Line at 1-800-327-0641.

Provider Relations: For questions or concerns regarding NIA procedures, please contact your, NIA Area Provider Relations Manager, Gina Braswell. She can be reached via e-mail (braswellr@magellanhealth.com) or telephone at 1-800-450-7281, ext. 55726.

NIA