

## Quick Reference Guide for Imaging Facilities

Effective September 1, 2012  
 REVISED April 2, 2018

Superior HealthPlan has selected National Imaging Associates, Inc. (NIA) to provide radiology network management services. NIA will manage the prior authorization of non-emergent, advanced, outpatient imaging services rendered to Superior HealthPlan members.

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

- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation imaging services
- Superior HealthPlan 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 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 is obtained, when necessary. Payment will be denied for procedures performed without a prior authorization, and the member cannot be balance-billed for such procedures.

**Procedures Requiring Prior Authorization Under Superior HealthPlan \***

Superior HealthPlan	Modalities Requiring NIA Prior Authorization
<ul style="list-style-type: none"> <li>• STAR+PLUS Members</li> </ul>	<ul style="list-style-type: none"> <li>• CT/CTA</li> <li>• MRI/MRA</li> <li>• PET Scan</li> <li>• CCTA</li> <li>• Echocardiography</li> <li>• Nuclear Cardiology/MPI</li> <li>• Stress Echo</li> </ul>
<ul style="list-style-type: none"> <li>• Allwell from Superior HealthPlan</li> <li>• STAR Members</li> <li>• STAR Health Members</li> <li>• CHIP Members</li> </ul>	<ul style="list-style-type: none"> <li>• CT/CTA</li> <li>• MRI/MRA</li> <li>• PET Scan</li> <li>• CCTA</li> <li>• Nuclear Cardiology/MPI</li> <li>• Stress Echo</li> </ul>

*\*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. If an urgent/emergent 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 1-800-218-7508.

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 Superior HealthPlan
- 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 website at [www.RadMD.com](http://www.RadMD.com), or by calling 1-800-218-7508. 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 the request.

### **Checking Authorizations**

You can check on the status of patients' authorizations quickly and easily by going to the NIA website, [www.RadMD.com](http://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 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

### **Quick Contacts**

- Website: [www.RadMD.com](http://www.RadMD.com)
- Toll Free Phone Number: 1-800-218-7508

## 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 website at [www.RadMD.com](http://www.RadMD.com).

### Is prior authorization necessary if Superior HealthPlan 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 alpha/numeric 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.
- 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 NIA direct members to my facility?

NIA 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'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 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.