



## CareSource Just4Me Quick Reference Guide for Rendering Providers

Effective January 1, 2016

CareSource Just4Me selected NIA Magellan<sup>1</sup> to provide radiology network management services. NIA Magellan manages non-emergent outpatient imaging services for CareSource Just4Me membership through CareSource Just4Me contracted in-office providers and hospitals.

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

- Inpatient advanced imaging services
- Emergency Room imaging services
- Observation imaging services
- CareSource Just4Me will continue to perform prior authorization of coverage for interventional radiology procedures (even those that utilize MR/CT technology)

### Prior Authorization Implementation

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.

### Procedures Requiring Prior Authorization Under CareSource Just4Me\*

- CT/CTA
- MRI/MRA
- PET Scan

\*A separate prior authorization number is required for each procedure.

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 1-800-424-1746.

<sup>1</sup> NIA Magellan refers to National Imaging Associates, Inc.

Please refer to NIA Magellan’s website to obtain the CareSource Just4Me/NIA Magellan Billable CPT® Codes Claim Resolution Matrix for all of the CPT-4 codes that NIA Magellan authorizes on behalf of CareSource Just4Me.

### **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 CareSource Just4Me.
- 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](http://www.RadMD.com), or by calling 1-800-424-1746. 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.

### **Checking Authorizations**

You can check on the status of patients’ authorizations quickly and easily by going to the NIA Magellan 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.

#### **Quick Contacts**

- Website: [www.RadMD.com](http://www.RadMD.com)
- Toll Free Phone Number: 1-800-424-1746

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 CareSource Just4Me. Please send your claims for imaging procedures to the following address:

CareSource Just4Me  
Attn: Claims Department  
P.O. Box 804  
Dayton OH 45401

Providers are encouraged to use EDI claims submission.

CareSource Just4Me payor ID number is WVCS1.

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

### Is prior authorization necessary if CareSource Just4Me is not the member’s primary insurance?

No.

### 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](mailto: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. Please see the State Network Contact listing on RadMD under Useful References to locate all Provider Relations Managers. Or click on the link below <http://www1.radmd.com/media/624695/state-assignment-listing-3-2014.pdf>
- Provider credentialing appeals: Send to NIA Magellan – Radiology Network Services, MO61, 14100 Magellan Plaza, Maryland Heights, MO 63043; fax number: 314-292-1151.
- Preauthorization and claims payment complaints/appeals: Follow the instructions on your non-authorization letter or Explanation of Benefit (EOB)/Explanation of Payment (EOP) notification.
- Other questions, complaints and appeals not related to authorizations or claims: Contact the NIA Magellan Radiology Network Services line at 1-800-327-0641.

### How will referring/ordering physicians know who NIA Magellan is?

CareSource Just4Me sends orientation materials to referring providers. CareSource Just4Me and NIA Magellan also coordinate 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 does the member ID card look like? Does it have both NIA Magellan and CareSource Just4Me on the card? Will there be two cards?**

The CareSource Just4Me member ID card does not have NIA Magellan identifying information on it. CareSource Just4Me redirects calls to NIA Magellan for advanced imaging services.

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