



Imaging and Cardiac Program Prior Authorization Management Guide

October 2017

Tufts Health Plan/National Imaging Associates (NIA)
Prior Authorization Fact Sheet

Procedures Requiring Prior Authorization

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- Myocardial Perfusion Imaging (MPI)
- MUGA Scan
- **Stress Echocardiography - Effective for dates of service on or after 1/1/2017**
- **Echocardiography - Effective for dates of service on or after 1/1/2017**
- **Cardiac Catheterizations – Effective for dates of service on or after 1/1/2017**
- **Implantable Cardiac Devices – Effective for dates of service on or after 1/1/2017**

- The Prior Consultation Program for high-tech imaging was effective for dates of service beginning October 1, 2005. The full Utilization Management Program, extending imaging and adding therapeutic cardiac services, is effective January 1, 2017.
- Only outpatient services require prior authorization. Imaging and cardiac procedures that are performed during a hospital emergency room, observation stay, or inpatient services do not require NIA notification.
- To contact NIA, call **866.642.9703**. NIA call center hours of operation are Monday through Friday from 8 a.m.–8 p.m. EST.
- HMO, POS, EPO, PPO, and Navigator products are included in this program.
- The ordering provider is responsible for obtaining authorization from NIA prior to scheduling the planned procedure.
- The ordering provider is responsible for referring Tufts Health Plan members to contracted providers.
- The rendering provider is responsible for making sure the authorization with NIA is in place prior to rendering services; otherwise, the member may be financially responsible.
- Patient symptoms, past clinical history, and prior treatment information will be requested by NIA and should be available at the time of the call.
- Providers can validate if an authorization has been approved by logging in to the Tufts Health Plan secure Provider website.
- Providers can submit and check the status of authorizations through NIA's website by logging in to [RadMD](#).
- Imaging and cardiac procedures provided as part of emergency department (ED), observation and/or inpatient services do not require prior authorization from NIA.
- Urgent/ emergent imaging and cardiac procedures provided at a location other than a hospital emergency department (ED), observation and/or inpatient services do require notification to NIA within one business day for an expedited review.
- NIA's clinical guidelines have been developed from practice experiences, literature reviews, specialty criteria sets and empirical data. NIA's guidelines for clinical use of diagnostic imaging examinations and cardiac procedures can be found at [RadMD](#).

Facilities – Prior Authorization Implementation Recommendations

Procedures Requiring Prior Authorization

- CT/CTA
- CCTA
- MRI/MRA
- PET scan
- MPI
- MUGA scan
- Stress echocardiography – **Effective for dates of service on or after 1/1/2017**
- Echocardiography – **Effective for dates of service on or after 1/1/2017**
- Cardiac catheterizations – **Effective for dates of service on or after 1/1/2017**
- Implantable cardiac devices – **Effective for dates of service on or after 1/1/2017**

It is essential that providers of diagnostic imaging services develop a process to ensure that the ordering provider has completed the authorization process prior to the service being provided. The following recommendations are offered for your review and consideration in developing a process that will be effective for your facility.

Prior Authorization Recommendations

To ensure that ordering providers have completed the prior authorization process:

- Communicate to all personnel involved in outpatient scheduling that prior authorization is required for the procedures listed above.
- When a providers' office calls to schedule a patient for an outpatient procedure requiring prior authorization, always request the approved NIA authorization number.
- If the ordering provider has not completed the prior authorization process, inform the provider of this requirement and advise the provider to call NIA at **866.642.9703**.
- If a patient calls to schedule an appointment for a procedure that requires authorization, and does not have the approved NIA authorization number, direct the patient back to the ordering provider.
- Imaging and cardiac procedures provided as part of emergency department (ED), observation and/or inpatient services do not require prior authorization from NIA.
- Urgent/ emergent imaging and cardiac procedures provided at a location other than a hospital emergency department (ED), observation and/or inpatient services do require notification to NIA within one business day for an expedited review.

Important Notes

- It is the responsibility of the rendering provider to confirm that the ordering provider completed prior authorization for the above procedures.
- The authorization number can be accessed through NIA's website, [RadMD](#).
- If a rendering provider conducts a procedure for which authorization was not completed, neither the professional nor technical services will be reimbursed and the member may be financially responsible.
- Imaging procedures that are rendered as part of hospital emergency room, observation stay, surgical day care/minor surgery, or inpatient services do not require NIA notification.

Ordering Providers – Prior Authorization Implementation Recommendations

Procedures Requiring Prior Authorization

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- MPI
- MUGA Scan
- Stress echocardiography – **Effective for dates of service on or after 1/1/2017**
- Echocardiography – **Effective for dates of service on or after 1/1/2017**
- Cardiac catheterizations – **Effective for dates of service on or after 1/1/2017**
- Implantable cardiac devices – **Effective for dates of service on or after 1/1/2017**

It is the responsibility of the provider ordering the procedure to call NIA to complete the authorization process before contacting a facility to schedule an outpatient procedure listed above. Procedures that are rendered as part of hospital emergency room, observation stay, or inpatient services do not require NIA notification.

Prior Authorization Process

1. Please have the following required information available before calling NIA:
 - Name and office phone number of ordering physician*
 - Member name and ID number*
 - Requested procedure*
 - Name of provider office or facility where the service will be performed*
 - Anticipated date of service (if known)
 - Details justifying procedure.*
 - Symptoms and their duration
 - Physical exam findings
 - Conservative treatment patient has already completed (e.g., physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs, medications)
 - Preliminary procedures already completed (e.g., x-rays, CTs, lab work, ultrasound, scoped procedures, referrals to specialist, specialist evaluation)
 - Reason the study is being requested (e.g., further evaluation, rule out a disorder)
 - Please be prepared to fax the following information if requested:
 - Clinical notes
 - X-ray reports
 - Specialist reports/evaluation
 - Ultrasound reports
 - Previous CT/MRI reports
2. Call NIA at **866.642.9703**
3. Be prepared to fax the following information, if requested:
 - Clinical notes, specialist reports and/or evaluation, X-ray, ultrasound and previous CT/MRI reports
 - For cardiac catheterization requests, include EKG results showing relevant changes, left ventricular function test reports, documentation of recent ejection fraction, etc.
 - For pacemaker or implantable cardioverter defibrillator (ICD) requests, include EKG and/or telemetry strips showing bradycardia, EKG showing conduction abnormalities, EP study report, and/or tilt table test report, if applicable.
 - For cardiac resynchronization therapy requests, include left ventricular function test report indicating LVEF, documentation of CHF symptoms and NYHA class and/or 12-Lead EKG showing QRS width, if applicable.
4. Once the authorization process has been completed, authorization status and the approved authorization number will be automatically faxed to the ordering provider.
The authorization number can be accessed through NIA's website, [RadMD](#).

5. If the authorization number is not given at the end of the first telephone call, NIA will issue the ordering provider a tracking number. The tracking number can be used by the ordering provider to review the status of the transaction using NIA's Web site, [RadMD](#).

Important Notes

- Imaging and cardiac procedures provided as part of emergency department (ED), observation and/or inpatient services do not require prior authorization from NIA.
- Urgent/ emergent imaging and cardiac procedures provided at a location other than a hospital emergency department (ED), observation and/or inpatient services do require notification to NIA within one business day for an expedited review.
- NIA's clinical guidelines have been developed from practice experiences, literature reviews, specialty criteria sets, and empirical data. NIA's Guidelines for clinical use of diagnostic examinations and therapeutic cardiac services can be found at: www.radmd.com.