



Cardiac Program	
Frequently Asked Questions (FAQs) For Providers	
Question	Answer
CARDIAC STUDIES AND PROCEDURES — new for July 1, 2019	
What is changing?	<p>While Harvard Pilgrim currently requires prior authorization through National Imaging Associates, Inc. (NIA) for certain cardiac studies — namely, cardiac computed tomography angiographies (CCTA), multi-gated acquisition (MUGA) scans, and myocardial perfusion imaging (MPI)/nuclear stress tests — we are expanding that program to require prior authorization for commercial members for the following non-emergent cardiac studies and procedures through NIA:</p> <ul style="list-style-type: none"> • Cardiac Resynchronization Therapy (CRT) • Implantable Cardioverter Defibrillator (ICD) • Pacemaker Insertion • Transthoracic Echocardiography (TTE) • Transesophageal Echocardiography (TEE) • Stress Echocardiography • Heart Catheterization
What is the implementation date?	We are implementing this change for dates of service beginning July 1, 2019.
When will NIA begin accepting authorization requests?	NIA will begin accepting requests for authorization for the services listed above on June 24, 2019.
What if I already have one of these procedures scheduled for after July 1, 2019?	Please contact NIA on or after June 24 th , and at least one week prior to the scheduled procedure, to obtain prior authorization.
Why will some cardiac studies and procedures now require prior authorization?	We are requiring prior authorization to minimize radiation exposure and promote the most appropriate, evidence-based tests and interventions—including implantable devices—that affect patient outcomes.
Is prior authorization needed for cardiac procedures administered in the emergency room or on an inpatient basis?	<p>Prior authorization is not required in observation or emergency room/urgent care facility settings.</p> <p>Inpatient procedures are managed directly by Harvard Pilgrim as part of the authorization for the inpatient stay.</p>

<p>How does the program work?</p>	<p>The cardiac management program assesses technologies used to diagnose, monitor and treat patients with cardiac-related conditions in non-emergent outpatient cases. The program takes a comprehensive approach to determine if a recommended test or procedure is the proper next step in diagnosing or treating cardiac-related conditions or if another approach is more appropriate. The program includes:</p> <ul style="list-style-type: none"> • Evidence-based algorithms to support the best diagnostic options for each patient • Consultations with cardiologists related to elective cardiac diagnostic and interventional procedures when peer-to-peer review is required
<p>Who is responsible for clinical oversight of the cardiac program?</p>	<p>Board-certified cardiologists worked with community-based physicians to develop evidence-based clinical guidelines and algorithms that determine the best available diagnostic pathway. These board-certified cardiologists also consult with referring physicians to apply these guidelines and algorithms to a patient’s specific symptoms and medical history. By determining the most appropriate clinical protocol for each patient, we can reduce duplicative testing, minimize patient radiation exposure, shorten diagnosis time, and improve the overall health care experience.</p>
<p>Why did Harvard Pilgrim select NIA to manage this program?</p>	<p>Harvard Pilgrim selected NIA because of their clinically driven program designed to effectively manage quality and patient safety, while ensuring appropriate utilization of resources for members. We have a history of collaboration, with NIA currently managing authorization programs for Harvard Pilgrim for the following services: diagnostic imaging; sleep studies; hip, knee, and shoulder surgery; spine surgery and outpatient interventional spine pain management services.</p>
<p>PRIOR AUTHORIZATION</p>	
<p>How does the ordering provider obtain a prior authorization from NIA?</p>	<p>Request prior authorization online at www.RadMD.com or by calling NIA at 1-800-642-7543.</p>

<p>What information is required in order to receive prior authorization?</p>	<p>Please refer to checklists at www.RadMD.com for specific required documentation. In addition, please have the following handy before contacting NIA for authorization: (*Information is required.)</p> <ul style="list-style-type: none"> ▪ Name and office phone number of ordering physician* ▪ Member name and ID number* ▪ Requested examination* ▪ Name of provider office or facility where the service will be performed* ▪ Anticipated date of service ▪ Details justifying examination.* <ul style="list-style-type: none"> • Symptoms and their duration • Physical exam findings • Conservative treatment patient has already completed • Preliminary procedures already completed • Reason the study is being requested ▪ Please be prepared to provide the following information, if requested <ul style="list-style-type: none"> • Clinical notes • X-ray reports • Previous related test results • Specialist reports/evaluation <p>Please note: The image from a previous MPI, Stress Echocardiography, Heart PET or other cardiac catheterization is considered to be relevant and necessary clinical information.</p>
<p>Can a provider request more than one service at a time for a member?</p>	<p>NIA can handle multiple authorization requests per contact, and will issue separate authorization numbers for each service that is authorized.</p>
<p>What is the response time?</p>	<p>Generally, NIA will make a determination within 2 business days after receipt of request with full clinical documentation. The review process may take longer if additional clinical information is required.</p>
<p>How can I check the status of my authorization request?</p>	<p>You can check on the status of authorizations quickly and easily at www.RadMD.com. After sign-in, visit the My Exam Requests tab to view all outstanding authorizations.</p>

<p>What does the NIA authorization number look like?</p>	<p>The NIA authorization number consists of 10 alpha-numeric characters. In some cases, the ordering provider may receive an NIA tracking number (not the same as an authorization number) if the provider’s authorization request is not approved at the time of initial contact. Providers can use either number to track the status of their request online or by phone.</p>
<p>What happens next if my request pends?</p>	<p>You will receive a tracking number and NIA will contact you to complete the process.</p>
<p>Can RadMD be used to request an expedited authorization request?</p>	<p>No. Expedited requests must be called into NIA at 1-800-642-7543.</p>
<p>What happens if a patient is authorized for a service and the provider determines that an additional study is needed?</p>	<p>If the provider feels that, in addition to the service already authorized, an additional service is needed, please contact NIA immediately at 1-800-642-7543 with the appropriate clinical information for an expedited review.</p>
<p>Can the rendering facility obtain authorization in the event of an urgent service?</p>	<p>Yes. If a rendering facility initiates the process, NIA will follow-up with the ordering physician to complete the process.</p>
<p>Is prior authorization necessary if Harvard Pilgrim is NOT the member’s primary insurance?</p>	<p>Yes.</p>
<p>If a provider obtains a prior authorization number does that guarantee payment?</p>	<p>An authorization number is not a guarantee of payment. Authorizations are based on medical necessity and are contingent upon eligibility and benefits. Benefits may be subject to limitations and/or qualifications and reimbursement will be determined when the claim is received for processing.</p>
<p>Does NIA allow retro-authorizations?</p>	<p>Yes. However, it is important that rendering facility staff be educated on the prior authorization requirements. Claims will not be reimbursed if they have <u>not</u> been properly authorized. The rendering facility should not schedule services without prior authorization.</p>

Will the NIA authorization number be displayed on the Harvard Pilgrim web site?	No.
SCHEDULING SERVICES	
Why does NIA ask for a date of service when authorizing a procedure? Do physicians have to obtain an authorization before the services are rendered?	Yes, it is important to obtain authorization prior to rendering services. During the authorization process, NIA asks where the procedure is being performed and the anticipated date of service. The exact date of service is not required for the cardiac program. Physicians should obtain authorization before scheduling the patient.
How long is the authorization valid?	For cardiac services, the authorization is valid for 30 days from the date of service. If no date of service is given at time of call, authorization is valid for 30 days from final determination date.
CLAIMS	
Where do providers send their claims?	Providers should continue to submit their claims to Harvard Pilgrim as they do today. For more, please refer to the billing and reimbursement section of our commercial Provider Manual .
Who should I contact to appeal claims?	To file an appeal, submit the proper documentation to Harvard Pilgrim Health Care, P.O. Box 699183 Quincy, MA 02269-9183. Appeals must be received within 90 days of the original EOP date. For more, please see the Appeals section of our commercial Provider Manual.
MISCELLANEOUS	
How is medical necessity defined?	NIA defines medical necessity as a service that: <ul style="list-style-type: none"> • Meets generally accepted standards of medical practice; is appropriate for the symptoms, consistent with diagnosis, and otherwise in accordance with sufficient evidence and professionally recognized standards; • Is appropriate to the illness or injury for which it is performed as to type of service and expected outcome; • Is appropriate to the intensity of service and level of setting;

	<ul style="list-style-type: none"> • Provides unique, essential, and appropriate information when used for diagnostic purposes; • Is the lowest cost alternative that effectively addresses and treats the medical problem; and rendered for the treatment or diagnosis of an injury or illness; and • Is not furnished primarily for the convenience of the member, the attending physician, or other provider.
Where can I find NIA's guidelines?	NIA's Clinical Guidelines are available at www.RadMD.com , and 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.
Will the member ID card have both NIA and Harvard Pilgrim information on it?	No, the Harvard Pilgrim member ID card will not contain any NIA identifying information on it.
What is an OCR Fax Coversheet?	By utilizing Optical Character Recognition (OCR) technology, NIA can automatically attach incoming clinical faxes to the appropriate case in our clinical system. We strongly recommend that ordering providers print an OCR fax coversheet from www.RadMD.com or contact NIA at 1-866-500-7656 to request an OCR fax coversheet if their authorization request is not approved online or during the initial phone call to NIA. NIA can fax this coversheet to you during authorization intake or at any time during the review process. By including the OCR fax coversheet with your clinical faxes, you help ensure a timely and efficient case review.
CONTACT INFORMATION	
Who can I contact at NIA for more information?	Contact your NIA area Provider Relations Manager, April J. Sabino, at 1-410-953-1078 or ajsabino@magellanhealth.com .