

# **NHP& NIA Ordering Physician Prior Authorization Implementation Recommendations**

## **Procedures Requiring Prior Notification**

- CT Scan
- MRI/MRA
- Nuclear Cardiology
- PET Scan

## **Prior Authorization Process**

Call the toll free number:

**1-866-642-9702**

**Call center hours: 7 a.m. - 7 p.m.**

**To expedite the process, please have the following information ready before calling the Utilization Management staff (\* information is required).**

- Name and office phone number of the 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 (if known)
- Details justifying examination\*
  - Symptoms and their duration
  - Physical exam finding
  - Conservative treatment patient has already completed (e.g. physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs, medication)
  - 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
  - Specialist reports/evaluation
  - X-ray reports
  - Ultrasound reports
  - Previous CT/MRI reports

## **Important Notes:**

- Emergency room, observation and inpatient imaging procedures do not require prior authorization.
- It is the responsibility of the physician ordering the imaging examination to call for prior authorization.