

SPECIAL BULLETIN

FOR HIGHMARK HEALTH OPTIONS PROVIDERS

FEBRUARY 11, 2015

HIGHMARK HEALTH OPTIONS RADIOLOGY MANAGEMENT PROGRAM BEGAN ON FEB. 1, 2015

AUTHORIZATIONS CAN BE SUBMITTED VIA WWW.RADMD.COM

Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) now offers Medicaid benefits to Delawareans through Highmark Health Options. As you know, these benefits were effective Jan. 1, 2015.

In Special Bulletin PR 14-81, we notified you that beginning Feb. 1, 2015, prior authorization would be required for the following outpatient imaging services for Highmark Health Options members:

- CT/CTA
- MRI/MRA
- PET Scan
- CCTA

Highmark Health Options uses the radiology management services of National Imaging Associates, Inc. (NIA). Ordering physicians will need to obtain prior authorizations from NIA for the services listed above. There are two ways to initiate an authorization from NIA for these services:

1. Use **www.RadMD.com**.
 - Click *Sign-In* on the right side of the screen. Enter your account ID and your password.
 - From the main menu, select *Request*.
 - Enter the patient's information (name and date of birth). ID number is optional.
 - Select the patient's health plan: **Highmark Health Options**.
 - **Note:** Until recently, Highmark Health Options was not an available option from the dropdown menu and you had to select Gateway. Moving forward, please select Highmark Health Options. We apologize for any confusion this may have caused.
2. Call NIA at 1-800-424-4893.

Please keep in mind that the steps outlined above are for Highmark Health Options members only.

Authorizations for outpatient imaging services for Highmark Delaware members must be obtained via NaviNet® or by calling NIA at 1-800-424-5655.

As always, thank you for your support. If you have any questions about the radiology management program, please contact Highmark Health Options Provider Service at 1-844-325-6252.

