

Massachusetts General Hospital • Department of Radiology

Outpatient Pre-Certification and Prior Authorization Guide

Contact Us:
 MGH Radiology Pre-Certification Office
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PAYER	INSURANCE CONTACT #	PAYER CONFIRMATION	RADIOLOGY SERVICE	P = PRE - CERTIFICATION A = AUTHORIZATION N = NO REQUIREMENT R = RADIOLOGY NOTIFICATION					
			PET SCANS	CT SCANS, CTA	MRI and MRA	3D Recon./US	NUCLEAR CARDIOLOGY	Interventional Radiology	
<p><i>Please note:</i> MGH physicians are required to call to obtain Pre-Certs for the following insurance providers if not scheduled in ROE: Blue Cross Blue Shield MA, Harvard Pilgram, Neighborhood Health Plan and Tufts.</p>									
Aetna	Medsolutions www.medsolutionsonline.com <i>(Pre-certification form online)</i> Phone 1-800-575-4417 Fax 1-888-693-3210	Pre-Cert. valid 90 days from date-of-service	P	P	P	P	P	A	
Blue Cross/Blue Shield (MA) This includes : * Out-of-State * members with a Massachusetts PCP	American Imaging Management (AIM) www.americanimaging.net 1-866-745-1783	Authorization # is valid for 60 days from date-of-service Non MGH Physicians required to call (AIM) to obtain Pre-Cert. MGH Physicians call for Pre-Cert. if not scheduled in ROE	P	P	P	N	P	N	
Blue Cross/Blue Shield * OUT-OF-STATE *	www.bcbs.com 1-800-676-2583	Call the out-of-state Insurance for Pre-Cert. or Authorization Verification	P	P	P	N	P	A	
Blue Cross/Blue Shield (65) Medicare Replacement Product	1-866-745-1783	Pre-Cert. can be obtained via Noah	P	P	P	N	P	N	
CIGNA CareLink Members	CIGNA HealthCare 1-800-244-6224 and select the "Authorization" option	Check back of CareLink ID card for authorization requirements or call Tufts Health Plan: 1-888-884-2404	P	P	P	P	P	N	
			CIGNA HealthCare authorization turnaround is 24 hrs for urgent care and 48 hours for elective service						
CIGNA HMO * OUT-OF-STATE *	Medsolutions www.medsolutionsonline.com 1-888-693-3211	Pre-Cert. valid 90 days from date-of-service Must obtain Pre-Cert. or Reg. # prior to scheduling	P	P	P	P	P	N	
			CIGNA HealthCare authorization turnaround is 24 hrs for urgent care and 48 hours for elective service						
Fallon Health Care	Medsolutions www.medsolutionsonline.com 1-888-693-3211 1-866-275-3247 Option #3		A	A	A	A	A	A	
GIC (Commonwealth Indemnity Plan)	www.unicarestateplan.com 1-800-442-9300	7 days prior to date-of-service Pre-Cert. required	N	P	P	N	N	N	
			Pre-Cert required only for the spine, thoracic cavity, abdominal cavity, pelvis, knee (MRI & CT) PET CT (78815) Clinical should be faxed prior to scan to : 1-800-848-3623						

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Great-West Healthcare	Medsolutions www.medsolutionsonline.com 1-888-693-3295 MedSolutions responds within (2) business days when clinical information is received for authorization	Pre-Cert. valid 90 days from date-of-service	P	P	P	P	N	N	
Harvard Pilgrim Health Care	National Imaging Association (NIA) www.radmd.com Phone 1-800-642-7543 Fax 1-800-784-6864	Authorization is valid 30 days from date-of-service Non MGH Physicians required to call (NIA) to obtain Pre-Cert. MGH Physicians call for Pre-Cert. <u>if not scheduled in ROE</u>	P	P	P	N	P	N	
Health First	1-800-937-6824		P	P	P	N	P	N	
MassHealth Medicaid	www.mass.gov/masshealth/providerservices 1-617-451-7080 1-800-862-8341 option 2, 11 then 0		N	A	N (Breast only)	N	N	N	
New Hampshire Medicaid	Schaller Anderson Phone 1-866-499-9335 Fax 1-866-499-9334		P	P	P	N	P	P	
Out-of-State Medicaid		Call patient insurance to obtain authorization	A	A	A	A	A	A	
Neighborhood Health Plan (NHP)	Medsolutions www.medsolutionsonline.com 1-888-693-3211 fax notes to Fax 1-888-693-3210	Non MGH Physicians required to call Medsolutions to obtain Pre-Cert. MGH Physicians call for Pre-Cert. <u>if not scheduled in ROE</u>	P	P	P	N	N	N	
Tufts Health Plan	National Imaging Association (NIA) www.radmd.com Phone 1-866-642-9703 Fax 1-800-784-6864	Authorization is valid for 60 days from the visit date. Non MGH Physicians required to call (NIA) to obtain Pre-Cert. MGH Physicians call for Pre-Cert. <u>if not scheduled in ROE</u>	P	P	P	N	P	N	
Unicare	1-888-234-8855	This will vary for each patient and must be checked with insurer.	N	P	P	P	N	N	
UnitedHealthcare	1-866-889-8054 To obtain "R" go to: www.unitedhealthcareonline.com click the <u>notifications</u> link	Radiology notification is valid for 45 calendar days from date-of-issue	R	R	R	R	R	N	
Vermont Medicaid	Medsolutions Phone 1-888-693-3211 Fax 1-888-693-3210	Authorization is valid for 60 days	P	P	P	P	P	N	

Other Considerations:

1. If a patient has an out-of-state insurance plan / out-of-state Medicaid, call the insurance provider to obtain authorization prior to scheduling your patient's radiology exam.
2. If a patient's insurance is NOT listed / NOT Medicare, call the insurance provider to obtain a Pre-Cert or pre-authorization prior to ordering the radiology exam.
3. If a patient is a WORKERS COMPENSATION / MOTOR VEHICLE ACCIDENT (MVA) case, please obtain authorization from the insurance provider handling the case.
4. If you are *rescheduling a patient to an earlier date-of-service* the insurance provider requires the referring physician to *obtain a new Pre-Cert or pre-authorization.*
5. For additional payor resource link click on the following link: <http://www.partnersradiology.org/prior-auth-grid/PreAuthGrid201006.htm>