



RADIOLOGY UTILIZATION MANAGEMENT (RUM)

TIPS FOR RESOLVING IMPLEMENTATION ISSUES

Since the implementation of the Louisiana Medicaid Radiology Utilization Management (RUM) program on February 15, 2010, several issues have arisen related to the authorization process and obtaining MSI authorizations. We want to share the following information with you in an effort to alleviate as many of these issues as possible in the future.

Issue: Front-End Edits Placed by Vendors/Clearinghouses

We have learned that some vendors and clearinghouses have placed front-end edits in billing systems to prevent billing a claim without a prior authorization (PA) for dates of service February 15th and after if the procedure is on the RUM list. Because of initial implementation concerns, claims edits were not introduced until February 24, 2010. Vendors/clearinghouses should allow claims to process for dates of service prior to February 24th.

Issue: Verifying Ordering and Rendering Providers Through MSI

When requesting an authorization from MSI, verifying information for both the ordering and rendering providers must be supplied to MSI in order to initiate the request. The ordering physician should verify his/her information and the rendering facility providing the service by name and National Provider Identifier (NPI).

If the ordering provider practices at multiple locations, the information carried on the MSI file is the name and NPI from the provider's individual provider file with Louisiana Medicaid – not the information from a group for whom they also work.

The rendering facility name and NPI must match what is carried on the Louisiana Medicaid provider file for that facility. If a facility has only one Medicaid provider number but has multiple sites that bill using the one provider number, the rendering facility must be requested using the name on the Medicaid provider file (i.e., ABC Radiology Center may be known in the community by site as ABC North; ABC South; ABC Ease, etc. The study must be requested for the rendering facility, ABC Radiology Center.)

Attempting to match tax identification number (TIN) or exact address for the physician or the facility can cause MSI to refuse requests because the caller does not know the TIN or exact address and MSI cannot verify this information exactly.

We recommend that individuals making requests for authorizations obtain the exact name and NPI for ordering and rendering providers from those providers that they regularly do business with in order to ensure a match on the MSI file.

Issue: Requesting In-Office Procedures (IOP)

Ordering physicians who perform studies in their office must request authorizations done at their office as 'in office procedures' or IOP. This must be indicated each time an authorization is requested.

Issue: Recipients Not Found on MSI File

Some recipients are not on the MSI recipient file when requests are made. A recipient must be on MSI's file in order to initiate a request. This has occurred when studies need to be requested for newborns that have not been added to the Medicaid files and in some isolated instances with other recipients. When this occurs, Department eligibility staff is working with Unisys and MSI to have the recipient loaded so the study can be authorized before it is performed. If it is medically necessary for the study to be done before the recipient can be placed on MSI's file, providers should request a retroactive review within 3 days of the study being rendered.

Issue: Providers Not Found on MSI File

Some isolated providers do not appear on the MSI files. Department staff, Unisys, and MSI are working to ensure that all providers are correctly loaded and can be located with the correct verifying information. Please remember to use the exact name of the rendering facility from the Medicaid provider file when requesting an authorization.

Issue: Providers Unaware of RUM Implementation

Despite an aggressive outreach effort, some providers were unaware of the implementation of this program. Providers that need education should contact their Unisys Field Analyst for training and assistance with understanding the program. A complete list of Field Analysts, the parishes they cover and phone numbers is located on the Louisiana Medicaid web site, www.lamedicaid.com, link Provider Support/Field Analysts.

The Department realizes that these issues have caused some providers difficulty with obtaining needed authorizations. Because of this, the implementation of claims edits was delayed until date of service February 24, 2010, and some other timelines may be temporarily lifted on a case by case basis.

Whenever possible, providers encountering these or other issues are encouraged to obtain an authorization prior to scheduling and performing the study. If medical necessity precludes delaying the study until authorization can be obtained, please be prepared to provide information to support medical necessity during the authorization process.