HorizonBlue.com

Radiology/Imaging Program
Questions & Answers

1. What is CareCore National, LLC?
CareCore National, LLC (CareCore) is a specialty benefit management company that manages the quality and use of outpatient diagnostic and cardiac imaging, radiation therapy, pain management and other services. CareCore ensures that every treatment and test is medically necessary and absolutely appropriate for the individual patient.

2. What does CareCore do for Horizon Blue Cross Blue Shield of New Jersey?
CareCore works with Horizon BCBSNJ to manage the advanced imaging services (AIS) for our members through Prior Authorization/Medical Necessity Determinations (PA/MNDs) with physicians. CareCore helps ensure appropriate radiology/imaging services for our members, provides clinical consultation to our participating health care professionals and assists in the scheduling of radiology/imaging services.

3. What are the Advanced Imaging Services (AIS)?
The AIS included in this program are:
- CT/CTA scans
- MRI/MRAs
- PET scans
- Nuclear medicine studies, including nuclear cardiology

4. Who is responsible for obtaining the PA/MND?
It is the ordering physician's (i.e., Primary Care Physician or specialist) responsibility to contact CareCore for a PA/MND for AIS. CareCore will not accept a request for a PA/MND from the rendering physician. However, the rendering physician is responsible for verifying if PA was given or if a MND was made prior to rendering services by visiting www.CareCoreNational.com, 24 hours a day, seven days a week, or by calling CareCore at 1-866-496-6200, Monday through Friday, between 7 a.m. and 7 p.m., Eastern Time (ET), and Saturday and Sunday, between 9 a.m. and 5 p.m., ET.

5. Whom should the office contact to verify if a PA/MND is required?
To verify if a PA/MND is required, visit www.CareCoreNational.com, 24 hours a day, seven days a week. You may also call CareCore at 1-866-496-6200, Monday through Friday, between 7 a.m. and 7 p.m., ET, and Saturday and Sunday, between 9 a.m. and 5 p.m., ET.

6. Will CareCore accept a call from the radiology facility regarding PA/MND?
CareCore will accept calls from Horizon BCBSNJ participating radiology facilities within two business days of the performed procedure for any upgrading or downgrading of AIS procedures. The facility must justify any upgrading of AIS procedures. CareCore will not accept calls from a radiology facility to update site information on a PA/MND. The member must contact CareCore to update this information.

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7. **What services are available to physicians through CareCore’s website?**
   Through [www.CareCoreNational.com](http://www.CareCoreNational.com), physicians and their office staff have access to the following features:
   - **Tutorials** provide program overviews and processes
   - **Physician guidelines** display current evidence-based recommendations regarding imaging
   - **Eligibility lookup** indicates which members require PA/MND
   - **Authorization requests** allow offices to initiate authorization requests (requires registration)
   - **Authorization lookup** displays the status of authorizations
   - **Downloadable forms**, including fax submission forms

8. **What is the turnaround time for a PA/MND?**
   General requests will be resolved within 48 hours, providing all necessary information is supplied.

9. **Are medically urgent requests accepted?**
   Yes. CareCore accommodates medically urgent requests (non-life-threatening requests that can wait up to 24 hours) for PA/MND. Urgent cases are handled as soon as possible, with no more than a 24-hour turnaround. Please call CareCore at 1-866-496-6200 with urgent requests. Emergent cases should be directed to the nearest Emergency Room (ER); PA/MND is not required.

10. **Which products require a PA/MND?**
    A PA/MND is required for members enrolled in insured Horizon HMO, Horizon POS, Horizon Direct Access, Horizon PPO, Horizon EPO, Horizon Medicare Advantage, and NJ DIRECT plans. PA/MNDs do not apply to radiology/imaging services rendered during ER visits or inpatient stays.

11. **Do members enrolled in self-funded Administrative Services Only (ASO) groups require PA?**
    Members of ASO groups participate in this program only if the group opted in to this program. To verify if a PA is required for ASO members, call CareCore at 1-866-496-6200, Monday through Friday, between 7 a.m. and 7 p.m., ET, and Saturday and Sunday, between 9 a.m. and 5 p.m., ET, or visit [www.CareCoreNational.com](http://www.CareCoreNational.com).

12. **Does this program apply to Horizon BCBSNJ members who have Medicare or another carrier as their primary coverage?**
    This program does not apply to members for whom Horizon BCBSNJ is the secondary carrier.

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13. Which products are excluded from this arrangement?
Members enrolled in the following products are excluded from this program:
• Self-funded ASO groups (unless the groups have opted into the program)
• Federal Employee Program® (FEP®)
• BlueCard®
• Medigap
• Indemnity
• State Health Benefits Program’s Traditional Plan
• Horizon NJ Health

14. What if the physician does not agree with CareCore’s determination?
Physicians who do not agree with CareCore’s determination may call CareCore’s Peer-to-Peer Consultation Line at 1-866-496-6200, option 1, then 4. Physicians can discuss the details of the case in question with a CareCore medical director. In most cases, clinical information is clarified during these discussions.

15. Do the same rules apply if a radiology facility outside of New Jersey is used?
If the radiology facility participates with Horizon BCBSNJ (including those facilities within contiguous counties of Delaware, Pennsylvania and New York), the physician will need to obtain PA/MND from CareCore. If the radiology facility does not participate with Horizon BCBSNJ, these claims process against the member’s out-of-network benefits (if applicable) or through the BlueCard® program.

16. How does the enhanced scheduling process work for AIS?
1. The ordering physician’s office contacts CareCore to request a PA/MND by either:
   • Submitting a request online through www.CareCoreNational.com
     (available 24 hours a day, seven days a week)
   • Calling CareCore at 1-866-496-6200, Monday through Friday, between 7 a.m. and 7 p.m., ET, and Saturday and Sunday, between 9 a.m. and 5 p.m., ET
   • Faxing a completed fax submission form to 1-800-637-5204

2. CareCore will ask for relevant clinical information and history, including a completed fax submission form, clinical office notes, consultation reports and previous diagnostic reports.

3. CareCore will contact the member to schedule the procedure at a participating rendering location. When possible, CareCore will conduct a three-way call with the member, CareCore and the rendering location to facilitate the scheduling process. Members may also call CareCore directly at 1-866-969-1234 to schedule the approved procedure. Members will receive a letter from CareCore confirming the scheduled appointment. If the physician calls to start the case on Saturday or Sunday, the office will be advised to have the member call CareCore at 1-866-969-1234 on Monday to schedule the procedure.

4. Once the appointment is scheduled, CareCore will fax a notice to the physician’s office. The notice will include the PA/MND confirmation and the location where the imaging services will be performed. A member may call CareCore directly to schedule an appointment.

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17. What is the Scheduling Line?
The Scheduling Line is a service provided by CareCore to Horizon BCBSNJ physicians and members to assist in scheduling radiology/imaging procedures for patients. The Scheduling Line improves patient access to imaging services by helping the patient identify the Horizon BCBSNJ participating radiology/imaging facilities that most closely match their needs. Physicians and members may call CareCore’s Scheduling Line at **1-866-969-1234**. CareCore’s professional scheduling coordinators are available Monday through Friday, between 7 a.m. and 7 p.m., ET, and with fax availability 24 hours a day, seven days a week. CareCore collects basic information, checks eligibility and connects members directly with the facility they select to schedule an appointment. CareCore provides the ordering physician and facility with a fax confirmation of the patient’s appointment, along with the unique tracking number.

18. Where can I get fax submission forms for this program?
You can obtain fax submission forms at [www.CareCoreNational.com](http://www.CareCoreNational.com), or by calling CareCore at **1-866-496-6200**, Monday through Friday, between 7 a.m. and 7 p.m., ET, and Saturday and Sunday, between 9 a.m. and 5 p.m., ET.

19. Can members choose which facility will provide their radiology services?
Yes. Members may choose the facility to provide their radiology services. CareCore will facilitate the scheduling of their visit.

20. What should ordering physicians give patients to schedule radiology/imaging services?
Ordering physicians should give their patients a completed radiology prescription with instructions to call CareCore. A tracking number is not required if the ordering physician issues a referral for managed care members. PA/MND reviews are still required for AIS (MRI/MRA, CT/CTA, PET scans, nuclear medicine and nuclear cardiology).

21. What if a member wants to schedule other non-AIS radiology services (e.g., mammograms, X-rays, etc.)?
Members may call CareCore’s Scheduling Line at **1-866-969-1234** to schedule a procedure. A tracking number will be issued for all services scheduled through CareCore.

22. What information should be provided to the Scheduling Line by the patient for non-AIS radiology imaging services?
The patient should have his or her Horizon BCBSNJ ID card and the completed radiology prescription form available to schedule the appointment.

23. Are there products that do not require a number for non-AIS procedures?
Yes, members enrolled in Horizon Direct Access, Horizon PPO or Traditional/Indemnity products do not require a tracking number or referral for non-AIS procedures. However, these members may use the Scheduling Line as a value-added service.

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24. **Is a referral still required for non-AIS procedures?**
No. Referrals are not required for radiology/imaging services rendered at non-hospital (freestanding) facilities or in the outpatient department of a participating hospital, as long as the services are scheduled through the Scheduling Line. The tracking number replaces the need for a referral for Horizon HMO, Horizon POS and Medicare Advantage patients. PA/MND reviews are still required for AIS (MRI/MRA, CT/CTA, PET scans, nuclear medicine and nuclear cardiology).

25. **Where can I get more information on Horizon BCBSNJ’s coding logic, claim edits and multiple procedure bundling for radiology/imaging services?**
Our coding logic is based on the Centers for Medicare & Medicaid Services’ (CMS) National Correct Coding Initiative (NCCI) and the Deficit Reduction Act of 2005. For more information on Horizon BCBSNJ’s coding logic, claim edits and multiple procedure bundling for radiology/imaging services, visit **HorizonBlue.com/Providers**, select Product & Programs, then CareCore National and then select Radiology Rules Bank.

26. **Whom should I call if I have questions about these programs?**
Call CareCore directly at **1-866-496-6200**, Monday through Friday, between 7 a.m. and 7 p.m., ET, and Saturday and Sunday, between 9 a.m. and 5 p.m., ET, or you may contact your Network Specialist.