


Imaging Excellence Program

Quick Reference Guide



Information for Referring Physicians:	
Program commencement date:	January 1, 2010
Who is administering this program for ElderPlan?	 CARE to CARE <small>MULTI-SPECIALTY MANAGEMENT</small>
What imaging procedures require prior authorization?	MRI, MRA, CT, CTA, PET, & PET/CT <i>Note: The above services require prior authorization if rendered in a freestanding diagnostic imaging facility, physician office or hospital outpatient diagnostic facility.</i>
Who should submit the authorization request?	The Ordering (Referring) Physician
What lines of business are covered under this program?	Extra Help, Medicaid Beneficiaries, Plus Long Term Care (MLTC), FIDA Total Care, Diabetes Care, and Healthy Balance (POS)
Prior authorization requests can be submitted by:	<ul style="list-style-type: none"> ▶ Web: https://elderplan.careportal.com ▶ Phone: 1-866-390-7526 ▶ Fax: 1-888-248-4884 <i>Note: There will be a first-time user registration process to complete when first submitting an online request to establish your username and password.</i>
Hours of Operation for Prior Authorization of Imaging Services:	Care to Care's contact center is open 8:00 AM – 7:00 PM EST Monday – Friday.
What information is required when requesting prior authorization?	<ul style="list-style-type: none"> ▶ Member (Patient) Name, Member DOB, Member ID number and referring Physician Name and Address ▶ Name of Facility where services will be performed ▶ Radiological or Imaging Procedure to be performed ▶ Medical Indication(s) for requested procedure and ICD-10 code as available. Be sure to include: <ul style="list-style-type: none"> ▷ Member's major complaint ▷ What the referring physician is looking to rule out ▷ Results of any lab findings, prior tests or imaging procedures ▷ Outcome any prior treatment, including type and duration, for the same medical indication
How long is an authorization valid for?	60 days from the date of approval
Requests for URGENT reviews:	URGENT Make urgent requests by PHONE . Tell the Intake Specialist of your urgent need and provide rationale.
Who do I contact for Claim Submissions and Inquiries?	Electronic: EDI Payor ID 41222 (via Emdeon) Physical: Care to Care Claims P.O. Box 6004 Hauppauge, NY 11788 1-800-610-6114
Must I notify you if I need to modify my request from CONTRAST to NO CONTRAST?	Yes, preferably within 24-48 hours.
Where can I find a prior-authorization form?	You may download the form at: http://caretocare.com/index.php/resources/provider-resources