


Imaging Excellence Program

Quick Reference Guide



Pease consider using the web to submit your requests. To submit online, visit: <https://hcpnv.careportal.com>.

Information for Ordering Physicians:	
Program commencement date:	July 1, 2020
Who is administering this program for HealthCare Partners Nevada?	 CARE to CARE MULTI-SPECIALTY MANAGEMENT
What imaging procedures require prior authorization?	MRI, MRA, CT, CTA, PET, PET/CT, Nuclear Cardiology, Nuclear Parathyroid <u>Note:</u> The above services require prior authorization if rendered in a freestanding diagnostic imaging facility, physician office, or hospital outpatient diagnostic facility.
Who should submit the authorization request?	The ordering (Referring) Physician
Prior authorization request can be submitted by:	Phone: 1-347-670-1014 Fax: 1-646-502-5043 Web: https://hcpnv.careportal.com <u>Note:</u> There will be a first-time user registration process to complete when first submitting an online request to establish your username and password.
Hours of Operation for Prior Authorization of Imaging Services:	8:00 a.m. – 5:00 p.m. PST, Monday through Friday
What information is required when requesting prior authorization?	<ul style="list-style-type: none"> ➤ Member Patient Name, Member DOB, Member ID number and ordering 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?	90 days from the date of approval
Request for URGENT reviews:	URGENT Make urgent requests by WEB or PHONE. Tell the Intake Specialist of your urgent need and provide rationale.
Who do I contact for Claim Submissions and Inquiries?	Any questions related to claims will be handled by the claims department.
Must I notify you if need to modify my request from Contrast NO CONTRAST?	Yes, preferably within the same day. There will be NO modifications once a request is approved and notifications are sent.
Where can I get a prior authorization fax form or any documents pertaining to the provider?	https://hcpnv.careportal.com