

# INSURANCE REFERENCE GUIDE



Shields is ready to schedule your MRI. Call 1-800-258-4674 or order online through Shields Express Link (SEL).

Most insurance plans require preauthorization for MRI. Below is a guide you can use to streamline the authorization process, based on your patient's insurance provider.

INSURANCE CARRIER	AUTH REQUIRED?	AUTHORIZATIONS
AARP - MEDICARE COMPLETE, SECURE HORIZONS	NO	866-889-8054 OR 877-842-3210
AARP - SECONDARY/SUPPLEMENT	NO	AARP 800-227-7789
AETNA	DEPENDS ON PATIENT'S PLAN - CALL AETNA	PRECERT GOES THRU CARECORE 888-693-3211
MASS GENERAL BRIGHAM	YES	NEED TO OBTAIN AUTH ON ALLWAYS WEBSITE
AMERICAN POSTAL WORKERS UNION (APWU)	YES	EVICORE.COM 888-693-321 & APWU 410-424-2852
ANTHEM BC/BS	DEPENDS ON PATIENT'S PLAN - CALL BCBS	CARELON 866-714-1107 & BCBS 800-676-2583 OPTION 4
AUTO - MOTOR VEHICLE ACCIDENTS	NO, PATIENT'S PIP NEEDS TO BE VERIFIED WITH CAR INSURANCE	VARIES
BCBS MA	DEPENDS ON PATIENT'S PLAN - CALL BCBS	CARELON 866-745-1783
BCBS NON-MA, OUT-OF-STATE	DEPENDS ON PATIENT'S PLAN - CALL	BCBS 800-676-2583 OPTION 4
BLUE BENEFIT ADMINISTRATORS	DEPENDS ON PATIENT'S PLAN - CALL	BBA 877-707-2583
WELLSENSE	YES	CARECORE: 888-693-3211
CELTICARE	YES	EVOLENT 800-642-7543
CIGNA	DEPENDS ON PATIENT'S PLAN - CALL CIGNA	EVICORE.COM 888-693-3211 & CIGNA 800-882-4462
CIGNA CARELINK	DEPENDS ON PATIENT'S PLAN - CALL	CIGNAFORHCP.COM 800-882-4462
CIGNA GREAT WEST	YES	EVICORE.COM 888-693-3211
CIGNA MEDICARE REPLACEMENT PRODUCT	DEPENDS ON PATIENT'S PLAN - CALL	CIGNA 800-577-9410
COMMONWEALTH CARE ALLIANCE	YES	AUTH MUST BE FAXED DIRECTLY TO: 855-341-0720
CONNECTICARE	YES	RADMD.COM EVOLENT 877-607-2363
EVERCARE UNITED SENIORCARE OPTION	YES	CARECORE 866-889-8054
FALLON MASSHEALTH	YES	EVICORE.COM 888-693-3211
FALLON PPO PLANS	YES	FALLON 866-275-3247 X44021
FALLON WELLFORCE	YES	EVICORE.COM 888-693-3211
GEHA	YES - CALL U.S. IMAGING TO VERIFY WHO TO BILL	GEHA: 833-973-4342
GIC UNICARE PLAN	YES - REQUIRES 7 BIZ DAYS	CARELON 866-745-1783 & GIC 800-442-9300
GREAT WEST	YES	EVICORE.COM 888-693-3211
HARVARD PILGRIM	YES - EXCEPT PLAN IDS THAT START W/ HPE & HPK	RADMD.COM EVOLENT 800-642-7543
HARVARD PILGRIM FIRST SENIORITY FREEDOM	DEPENDS ON PATIENT'S PLAN - CALL HP	RADMD.COM NIA 800-642-7543 & HP 800-708-4414
HEALTH NEW ENGLAND	YES	EVICORE.COM 888-693-3211
HEALTH NEW ENGLAND MEDICAID	YES	EVICORE.COM 888-693-3211
HEALTH NEW ENGLAND MEDICARE ADVANTAGE	YES	EVICORE.COM 888-693-3211
HEALTH PARTNERS INS.	DEPENDS ON PATIENT'S PLAN - CALL	HEALTH PARTNERS 800-883-2177 & 952-883-7755
HEALTH PLANS INC (HARVARD PILGRIM)	DEPENDS ON PATIENT'S PLAN - CALL	HEALTH PLANS INC 800-532-7575
HEALTH SAFETY NET HSN	NO	NOT NEEDED
HPHC STRIDE MEDICARE	YES	RADMD.COM EVOLENT 800-642-7543

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KEY BENEFIT ADMINISTRATORS	YES	800-831-1854
MAIL HANDLERS COVENTRY NATIONAL NETWORK	DEPENDS ON PATIENTS PLAN - CALL	CNN 800-410-7778
MASS HEALTH / MASS MEDICAID	REFERRAL REQ / NOTIFY PCP-BREAST REQ AUTH	GATEWAY.HHS.STATE.MA.US/AUTHN/INDEX/
MASS LABORERS	DEPENDS ON PATIENT'S PLAN - CALL	PH # ON PATIENT'S CARD
MEDEX	NO	NOT NEEDED
MEDICAID OF CT	YES - SHIELDS BAYSTATE CENTER ONLY	EVICORE.COM 888-693-3211 & CHNCT 800-440-5071
MEDICAID OF NH / WELL SENSE HEALTH PLAN	YES	FAX REQUESTS TO 603-271-8194 (PORTSMOUTH ONLY) 603-271-9384 (P)
MEDICAID OF RI / RDS	N/A	NOT ACCEPTED
MEDICAID OF VT	YES	FRANKLIN MEDICAL CENTER ONLY
MEDICARE	NO	800-258-4674 X5265
MEDICARE ADVANTAGE BLUE	YES	CARELON 866-745-1783
MEDICARE RAILROAD	NO	NOT NEEDED
MINUTE MAN HEALTH	YES	EVICORE.COM 888-693-3211
MOTOR VEHICLE ACCIDENTS (SEE AUTO)	DEPENDS ON PATIENT'S PLAN - CALL	BASED ON PATIENT'S CAR INS & HEALTH INS
MULTIPLAN	DEPENDS ON PATIENT'S PLAN - CALL	CALL # ON BACK OF PATIENT'S CARD
NETWORK HEALTH DIRECT PLAN	YES	EVOLENT: 800-642-7543
NETWORK HEALTH PLANS	YES	EVOLENT: 800-642-7543
NEW ENGLAND CARPENETERS	DEPENDS ON PATIENT'S PLAN - CALL	CALL # ON BACK OF PATIENT'S CARD
OXFORD HEALTH PLAN	DEPENDS ON PATIENT'S PLAN - CALL	OXFORD HEALTH 800-666-1353
PINNACLE HEALTH	YES	PINNACLE REFERRALS 508-495-1191 OR 508-775-7785
PRIVATE HEALTH CARE SYSTEMS (PHCS)	DEPENDS ON PATIENT'S PLAN - CALL	CALL # ON BACK OF PATIENT'S CARD
SENIOR WHOLE HEALTH	YES	AVAILITY.COM 1-800-282-4548
TRICARE	DEPENDS ON PATIENT'S PLAN - CALL/WEB	MYTRICARE.COM & HNFS.COM & HUMANA MILITARY 800-444-5445
TUFTS BRIGHTON MARINE US FAMILY HEALTH	YES	EVOLENT
TUFTS COMMONWEALTH PPO/POS	YES	RADMD.COM EVOLENT 866-642-9703
TUFTS HMO	YES	RADMD.COM EVOLENT 866-642-9703
TUFTS LIBERTY PLAN	YES	RADMD.COM EVOLENT 866-642-9703
TUFTS MEDICARE PREFERRED	NO	IF PLAN ID BEGINS WITH S, AUTH NOT NEEDED. ALL OTHERS CALL TUFTS 800-462-0224
TUFTS NAVIGATOR	YES	RADMD.COM EVOLENT 866-642-9703
UFCW-HCVM	YES	MUST FAX LETTER OF MEDICAL NECESSITY TO THE MEDICAL DIR @ UFCW (P)888-773-8329 (F)201-569-1085
UMR	YES	Call 866-494-4502, Option 1 > Option 3 > Option 1
UNITED HEALTHCARE	DEPENDS ON PATIENT'S PLAN - CALL/WEB	UNITEDHEALTHCAREONLINE.COM (P)866-889-8054 (F)866-889-80615
US FAMILY HEALTH PLANS BRIGHTON MARINE	YES	UNITEDHEALTHCAREONLINE.COM (P)866-889-8054 (F)866-889-8061
WORKERS COMP	YES	AUTH SHOULD BE PROVIDED BY PATIENT AND THEIR EMPLOYER