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BlueCross BlueShield of Western New York Quick Reference Guide for Radiation Oncologists and Cancer Treatment Facilities

Radiation Oncology Utilization Management Program

BlueCross BlueShield of Western New York has selected National Imaging Associates, Inc. (NIA) to provide radiation oncology benefit management services, through its OncologyConnectionsSM program, for all BlueCross BlueShield members. **Effective March 1, 2011**, NIA will provide utilization management services for outpatient radiation therapy for the following cancer conditions:

- Breast
- Prostate
- Lung
- Colon
- Rectal

For the above conditions, the following radiation therapy treatment plans will require preauthorization based on medical necessity review:

- Low-dose-rate (LDR) Brachytherapy
- High-dose-rate (HDR) Brachytherapy
- Two-dimensional Conventional Radiation Therapy (2D)
- Three-dimensional Conformal Radiation Therapy (3D-CRT)
- Intensity Modulated Radiation Therapy (IMRT)
- Image Guided Radiation Therapy (IGRT)
- Stereotactic Radiosurgery (SRS)
- Stereotactic Body Radiation Therapy (SBRT)
- Proton Beam Radiation Therapy (PBT)

The following services will not be impacted by this transition:

- *Inpatient* radiation therapy services

Important Notes Regarding Radiation Therapy Treatment Notification

- All radiation therapy treatments beginning on or after **March 1, 2011** require preauthorization.
- The Radiation Oncologist determining the treatment plan and providing the radiation therapy is responsible for obtaining preauthorization. The Radiation Oncologist will be asked to provide a treatment plan related to the radiation therapy treatment planned for each patient.

- For patients currently in active treatment or if treatment is expected to continue beyond the March 1 effective date, a **Radiation Therapy Treatment Form**, located on NIA's web site, www.RadMD.com, and on BlueCross BlueShield's web site: www.bcbswny.com, must be submitted to NIA beginning February 15, 2011.
- Please submit a form for each patient actively undergoing treatment prior to March 1, 2011. To avoid claims processing delays, all forms for currently active treatment should be submitted **no later than February 28, 2011**. Fax a completed form for each patient to NIA at 1-800-965-6286.
- NIA will confirm receipt of notification within 48 hours. An administrative authorization for the course of treatment will be issued.

Medical Necessity Review Request Process

It is the responsibility of the Radiation Oncologist ordering the radiation therapy treatment to contact NIA for medical necessity determination. You will receive notification within two business days of either the request's approval or of the need for additional information required to complete a medical necessity review.

To expedite the process, the Radiation Oncologist should have the following information available before logging in to NIA's web site or calling NIA to request preauthorization:

(Note: NIA recommends using www.RadMD.com for the most efficient processing of requests.)

- Name and office phone number of Radiation Oncologist planning and delivering radiation therapy
- Patient name and ID number
- Stage (T,N,M stage)
- Treatment intent
- Requested radiation therapy modality (initial and/or boost stages)
 - Ports/angles
 - Total dose
 - Fractions
 - IGRT type
 - Brachytherapy insertions and fractions
- Name of treatment facility where procedures will be performed
- Anticipated treatment start date

For additional details, please refer to NIA's clinical guidelines and disease-specific treatment plan checklists, which are available at www.RadMD.com. Since each medical necessity review request is performed specifically to the disease sites managed by the program, the information requested to complete the request will be specific to the diagnosis.

If additional information is requested, it can be faxed to NIA's dedicated clinical fax line at 1-800-784-6864. After all required clinical information is received to complete the medical necessity review, a determination will be provided within two business days.

It is the responsibility of the Radiation Oncologist and cancer treatment facility to ensure that radiation therapy treatment plan procedures are authorized before services are rendered. Reimbursement is based on approved treatment plans and techniques. Please refer to the document titled, “Outpatient Radiation Therapy Billable CPT® Codes Claim Resolution Matrix,” for a list of CPT-4 codes that NIA authorizes on behalf BlueCross BlueShield of Western New York. This matrix can be found on www.RadMD.com. Payment will be denied for procedures performed without a necessary authorization.

Breast Surgeons: The radiation oncologist is required to obtain a medical necessity review for **Accelerated Partial Breast Irradiation (APBI)**. The **breast surgeon** will receive approval for the insertion of the catheters if APBI is approved as medically necessary. The surgeon can request a review for approval at www.RadMD.com or call NIA’s toll free number 1-800-642-7820.

Web Site Access

- The Radiation Oncologist can request medical necessity review for radiation therapy treatment at www.RadMD.com, Sunday through Friday, from 5 a.m. to midnight EST, and Saturday, from 8 a.m. to 1 p.m. EST.
- A radiation therapy treatment facility or Radiation Oncologist can access information on approved radiation therapy treatment plans at www.RadMD.com. The radiation therapy facility may search based on the patient’s ID number, patient’s name or, if known, by the preauthorization number.
- Radiation Oncologists and radiation therapy treatment facilities can obtain a unique user name and password for their office or facility. To begin, simply go to www.RadMD.com, click on the New User button and complete the application form.
- If the Radiation Oncologist requests a medical necessity review through NIA’s web site and the request is pended, he/she will receive a tracking number. NIA will contact the Radiation Oncologist to either complete the process or notify him/her of the medical necessity determination.
- The NIA web site cannot be used for expedited preauthorization requests. Those requests must be processed through NIA’s toll-free phone number, 1-800-642-7820.

Checking Medical Necessity Review Requests

- The Radiation Oncologist and the radiation therapy treatment facility can check on the status of patients’ preauthorizations of radiation therapy treatment quickly and easily by going to the NIA web site, www.RadMD.com. After sign-in, visit the **My Treatment Requests** tab to view all outstanding authorizations.
- Please check the member’s identification card carefully to determine whether a medical necessity review is required.

Telephone Access

The Radiation Oncologist may request medical necessity review by calling 1-800-642-7820 Monday through Friday, from 8 a.m. to 8 p.m. EST.

- The NIA Call Center can accept multiple requests during one phone call.

Quick Contacts

- Web site: www.RadMD.com
- BlueCross BlueShield web site: www.bcbswny.com
- NIA toll-free authorization phone number: 1-800-642-7820
- BlueCross BlueShield provider service phone number: 1-800-950-0052

Modifications to an Existing Treatment Plan

Please call NIA to speak with a representative who will process your request for modification. Your request will be reviewed for medical necessity and you will receive notification from NIA within one business day once all required information is received to complete your request.

Claim Submissions

Continue your current practice of submitting claims electronically through your vendor or directly to Administrative Services of Kansas (ASK) EDI.

If you are unable to bill electronically, claims for BlueCross BlueShield of Western New York members should be submitted to:

BlueCross BlueShield of Western New York
P.O. Box 80
Buffalo, New York 14240-0080

NIA Evidence-based Clinical Guidelines

Radiation oncology clinical guidelines can be found on NIA's web site, www.RadMD.com. These clinical guidelines, for the use of radiation therapy treatment, have been developed from practice experience, literature review, specialty criteria sets and empirical data.

Important Notes

- The preauthorization number is valid for 180 days from the date of request. NIA will use the date of request as the starting point for the 180-day period in which the treatment must be completed. If the provider needs to perform the initial simulation prior to the date of request, the validity period will dated from the date of the initial simulation.
- The NIA authorization number consists of numeric characters (e.g., 12345678).
- For physicians and cancer treatment facilities, only one authorization is needed for both the technical and professional components of each procedure
- The Radiation Oncologist will receive an NIA tracking number (not the same as an authorization number) for tracking the request while it is in the process of medical necessity review. The tracking number can be used to either track the status of the request on www.RadMD.com, or via the NIA Interactive Voice Response telephone system.
- For complaints/appeals, please follow the instructions on the denial letter or explanation of payments.
- BlueCross BlueShield of Western New York will retain ultimate responsibility and control over claims adjudication and all medical policies and procedures.

Disclaimer: An authorization number is not a guarantee of payment.

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