

Radiation Oncology Utilization Management Program

ConnectiCare has selected National Imaging Associates, Inc. (NIA) to provide radiation oncology benefit management services for members in ConnectiCare's commercial plans through its OncologyConnectionsSM program. **Effective June 1, 2011**, NIA will provide utilization management services for outpatient radiation therapy for the following cancer conditions:

- Breast
- Prostate
- Lung
- Colon
- Rectal
- Other Conditions (Stereotactic Radiation Therapy only)

For the above conditions, the following radiation therapy treatment plans will require pre-authorization 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)

Program includes management of all other conditions (**i.e. Brain and Spine Lesions, AVM, Trigeminal Neuralgia**) for the following radiation therapy modalities:

- Stereotactic Radiosurgery (SRS)
- Stereotactic Body Radiation Therapy (SBRT)

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 **June 1, 2011** require pre-authorization.
- The radiation oncologist determining the treatment plan and providing the radiation therapy is responsible for obtaining pre-authorization. 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 June 1, 2011 effective date, a **Radiation Therapy Treatment Form must be completed. The form is available at www.RadMD.com or www.ConnectiCare.com.** Forms must be submitted to ConnectiCare beginning May 16, 2011.
- Please submit a form for each patient actively undergoing treatment prior to June 1, 2011. To avoid claims processing delays, all forms for currently active treatment should be submitted **no later than May 31, 2011.** Fax a completed form for each patient to ConnectiCare at 1-866-610-8513.
- ConnectiCare will confirm receipt of notification within 48 hours. An administrative authorization for the course of treatment may be issued.

Medical Necessity Review Request Process

The radiation oncologist ordering the radiation therapy treatment is responsible for contacting 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 pre-authorization:
(*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
- Primary disease site being treated
- 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 Cancer Specific Checklists, available at www.RadMD.com. Since each medical necessity review request is performed specifically to the cancer sites managed by the program, the information requested to complete the request will be specific to the diagnosis.

If additional information is requested, it may 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 of ConnectiCare. This matrix can be found on www.RadMD.com. Payment will be denied for procedures performed without a necessary authorization.

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. If you have not already done so, you will need to register on the NIA website.
- 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 pre-authorization 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 website 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 website cannot be used for expedited pre-authorization requests. Those requests must be processed through NIA’s toll-free phone number, 1-877-607-2363.

Checking Medical Necessity Review Requests

- The radiation oncologist and the radiation therapy treatment facility can check on the status of a patient’s pre-authorization quickly and easily by going to 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 1-877-607-2363 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
- ConnectiCare web site: www.ConnectiCare.com
- NIA toll-free pre-authorization phone number: 1-877-607-2363
- ConnectiCare provider service phone number: 1-800-828-3407

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 ConnectiCare via EDI.

If you are unable to bill electronically, claims for ConnectiCare members should be submitted to:

ConnectiCare
P.O. Box 546
Farmington, CT 06034-0546

NIA Evidence-based Clinical Guidelines

Radiation oncology clinical guidelines can be found at 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

- Authorizations are valid for 180 days from the date of request. NIA will use the date of request as the starting point for the 180 days in which the treatment must be completed. If the radiation oncologist has performed the initial simulation prior to the date of request, the validity period will be dated from the date of the initial simulation.
- The NIA pre-authorization number consists of alpha-numeric characters.
- 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.
- ConnectiCare will retain ultimate responsibility and control over claims adjudication and all medical policies and procedures.

Disclaimer: A pre-authorization number is not a guarantee of payment.