



WellCare Interventional Pain Management (IPM)







Our IPM Program

-  Prior Authorization Process and Overview
 - Clinical Foundation and Review
 - Clinical Review Process
 - Notification of Determination

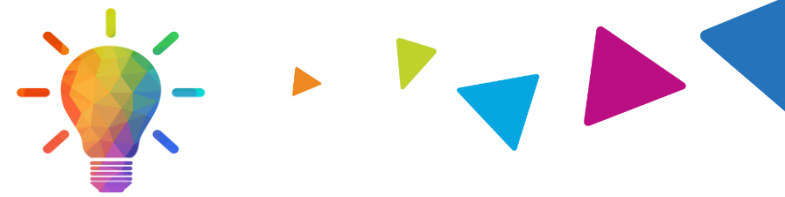
-  Provider Tools and Contact Information

-  RadMD Demo

-  Questions and Answers

¹National Imaging Associates, Inc. is an affiliate of Magellan Healthcare, Inc.

NIA Medical Specialty Solutions National Footprint



National Footprint

- ✓ **Since 1995** – delivering radiology benefits management solutions; one of the *go-to* care partners in industry.
- ✓ **78 health plans/markets** – partnering with NIA for management of Medical Specialty Solutions program.
- ✓ **31.81M national lives** – **participating** in an NIA Medical Specialty Solutions program nationally.
- ✓ **Diverse populations** – Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

Medicaid/Medicare Expertise/Insights

- ✓ **58 Medicaid plans/markets** with Medical Specialty Solutions in place.
- ✓ **16.83 Medicaid lives** – in addition to 2.09M Medicare Advantage lives participating in an NIA Medical Specialty Solutions program nationally.

Intensive Clinical Specialization & Breadth

- ✓ **Specialized Physician Teams**
 - 160+ actively practicing, licensed, board-certified physicians
 - 28 specialties and sub-specialties

URAC Accreditation & NCQA Certified

NIA's IPM Solution

Procedures Performed on or after July 1, 2021 Require Prior Authorization

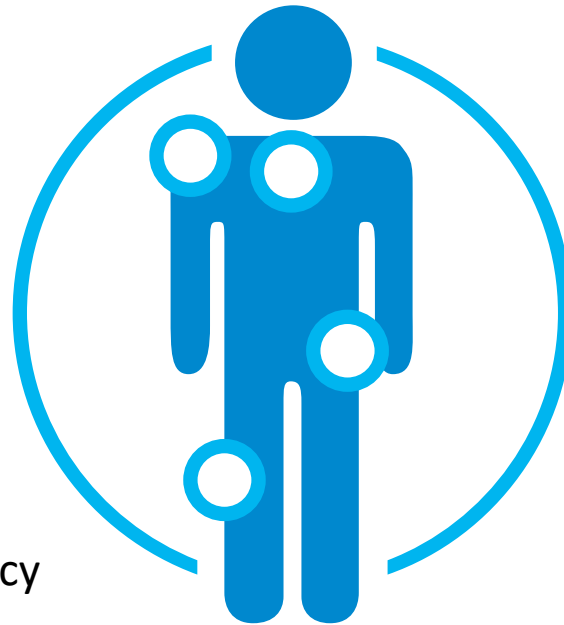
NIA's Call Center and RadMD will open June 21, 2021



Targeted IPM

Procedures Performed in an Outpatient Facility or Office

- Spinal Epidural Injections
- Paravertebral Facet Joint Injections or Blocks
- Paravertebral Facet Joint Denervation(Radiofrequency (RF) Neurolysis)
- Sacroiliac joint injections



Excluded from the Program
IPM Procedures Performed in the following Settings:

- Hospital Inpatient
- Observation Room
- Emergency Room/Urgent Care Facility

- NIA will use the WellCare network of Pain Management Physicians, Hospitals and In-Office Providers as it's preferred providers for delivering Outpatient IPM Services to WellCare Medicare members.

List of CPT Procedure Codes Requiring Prior Authorization



Review Claims/Utilization Review Matrix to determine CPT codes managed by NIA.





CPT Codes and their Allowable Billable Groupings.



Located on www.RadMD.com.



Defer to WellCare's Policies for Procedures not on Claims/Utilization Review Matrix.

**WellCare
Utilization Review Matrix 2021
Interventional Pain Management (IPM)**

The matrix below contains all of the CPT 4 codes for which National Imaging Associates, Inc. (NIA) manages on behalf of WellCare.

NIA issues authorizations based on the primary CPT code and its allowable billed groupings. A procedure can be billed under any **one** of the given CPT codes for that allowable billed grouping as long as a valid authorization number has been issued within the validity period.

***Please note: IPM services rendered in an Emergency Room, Intraoperatively, or as a Hospital Inpatient are not managed by NIA.**

Procedure Name	Primary CPT Code	Allowable Billed Groupings
Sacroiliac Joint Injection	27096	27096, G0260
Cervical/Thoracic Interlaminar Epidural	62321	62320, 62321, 64479, +64480
Cervical/Thoracic Transforaminal Epidural	64479	62320, 62321, 64479, +64480
Lumbar/Sacral Interlaminar Epidural	62323	62322, 62323, 64483, +64484
Lumbar/Sacral Transforaminal Epidural	64483	62322, 62323, 64483, +64484
Cervical/Thoracic Facet Joint Block	64490	64490, + 64491, +64492, 0213T, +0214T, +0215T
Lumbar/Sacral Facet Joint Block	64493	64493, +64494, +64495, 0216T, +0217T, +0218T
Cervical/Thoracic Facet Joint Radiofrequency Neurolysis	64633	64633, +64634
Lumbar/Sacral Facet Joint Radiofrequency Neurolysis	64635	64635, +64636

- Add-on codes (+) do not require separate authorization and are to be used in conjunction with approved primary code for the service rendered.
- NOTE: due the repeat nature of IPM procedures, multiple authorizations may exist within the same validity period

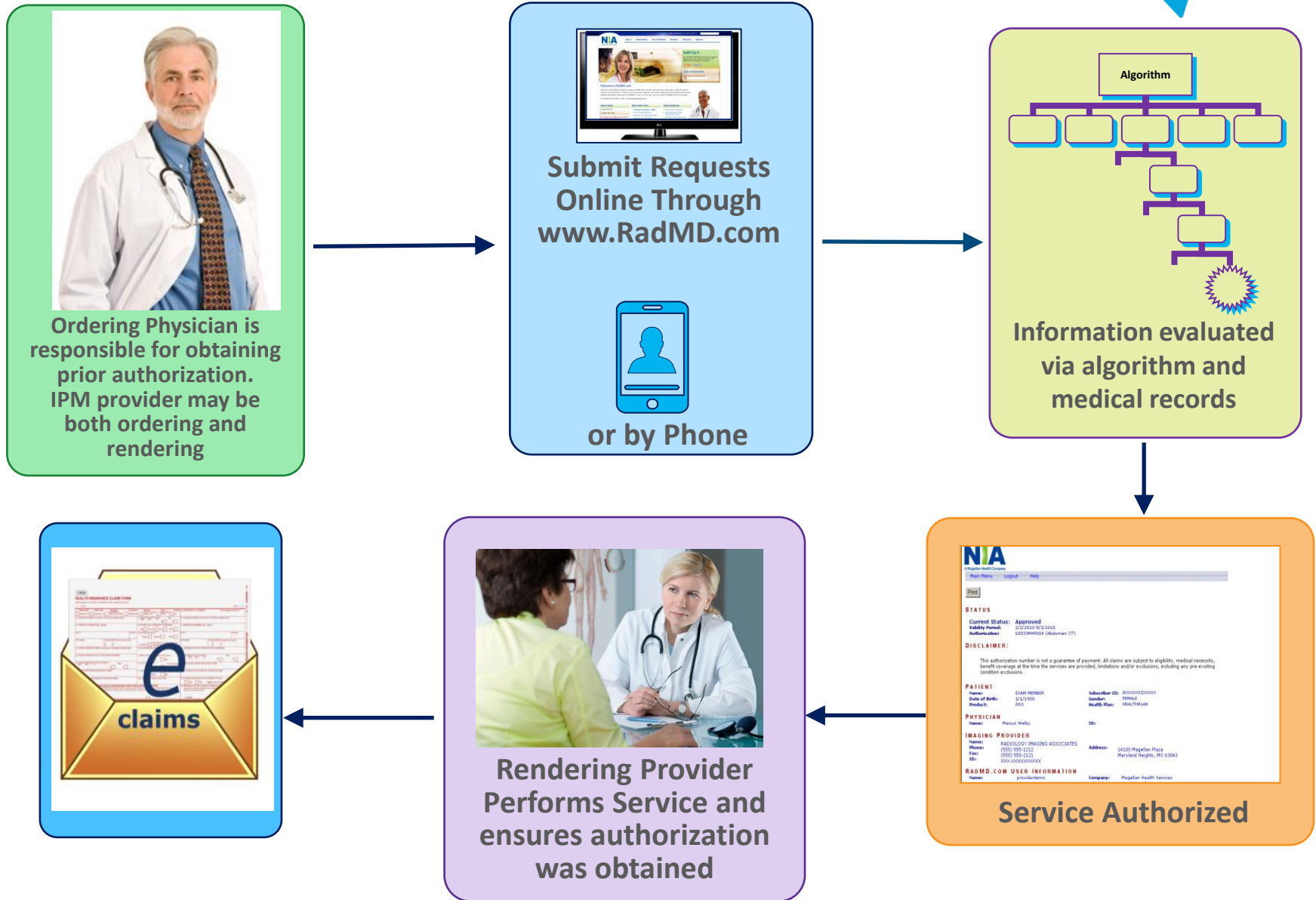
1—WellCare - IPM Utilization Review Matrix 2021



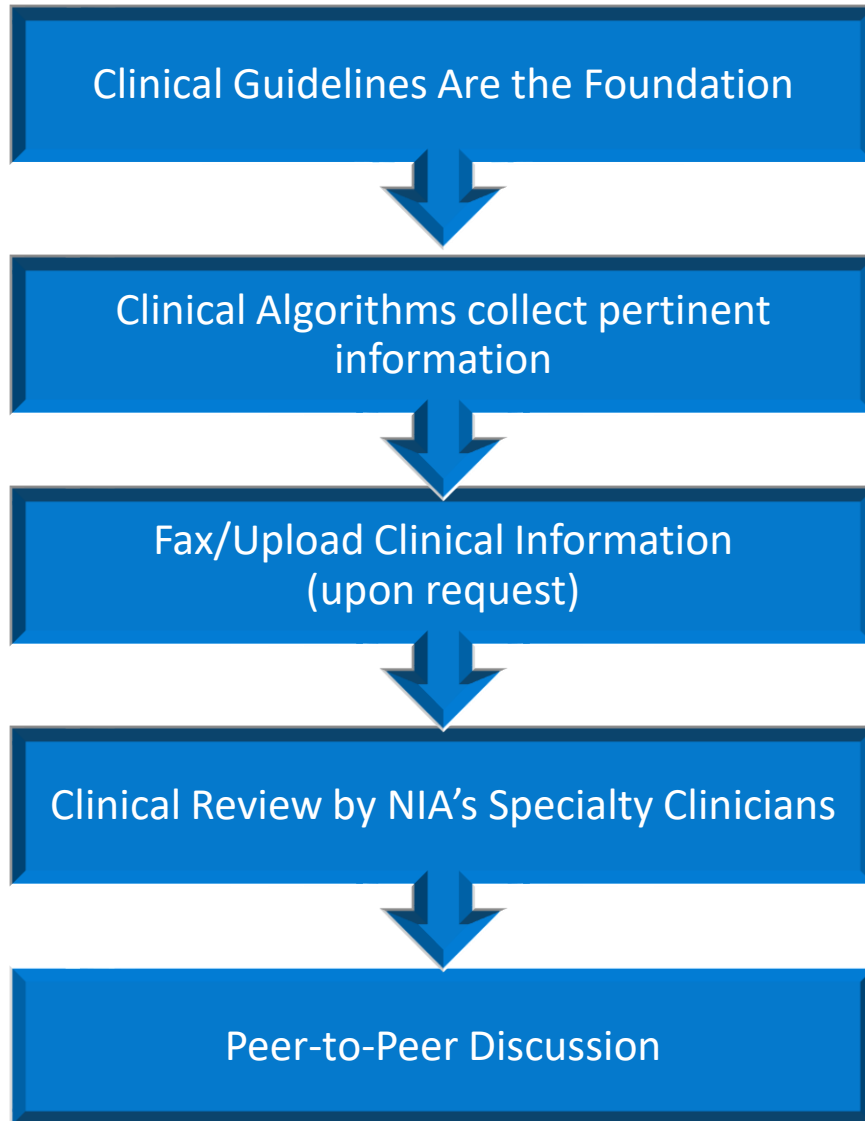
Special Information

- Every IPM procedure performed requires a prior authorization. NIA does not pre-approve a series of epidural injections.
- Bi-lateral IPM injections performed on the same date of service do not require a separate authorization. An authorization will cover bi-lateral as well as multiple levels on the same date of service.
- Add on codes do not require separate authorization and are to be used in conjunction with approved primary code for the service rendered.

Prior Authorization Process Overview



NIA's Clinical Foundation & Review





- **Clinical guidelines** were developed by practicing specialty physicians, through literature reviews and evidenced-based research. Guidelines are reviewed and mutually approved by the Plan and NIA Medical Officers and clinical experts. **Clinical Guidelines are available on www.RadMD.com**
- Algorithms are a branching structure that changes depending upon the answer to each question.
- The member's clinical information/medical record will be required for validation of clinical criteria before an approval can be made.
- NIA has a specialized clinical team focused on IPM.
- Peer-to-peer discussions are offered for any request that does not meet medical necessity guidelines. **Our goal – ensure that members are receiving appropriate care.**


IPM Clinical Checklist Reminders



IPM Documentation:

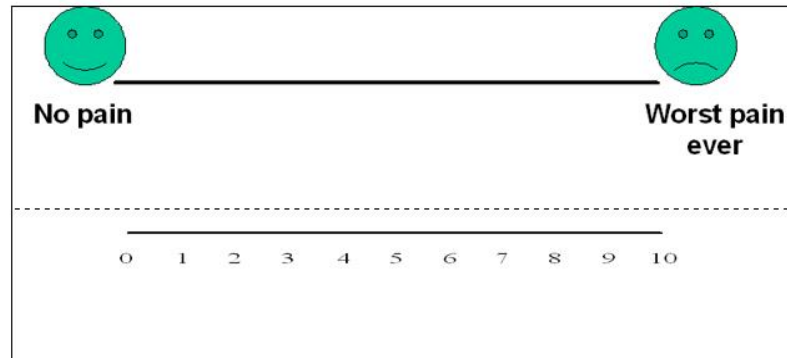
-  **Conservative Treatment**
 - Frequently, specifics of conservative treatment/non-operative treatment are not present in office notes. Details such as duration and frequency should be provided in order to ensure 6 weeks has been attempted within the past 6 months. Official physical therapy records do not need to be obtained but the provider should supply a summary of these details. Physical therapy is not the only means of conservative treatment acceptable; physician directed home exercise programs as well as chiropractic care are among other examples of appropriate treatments.

-  **Visual Analog Scale (VAS) Score and/or Functional Disability**
 - A VAS score is an acceptable method to relay intensity of pain. However, a description of functional disability is also accepted as a means for measuring pain (ie - noting that the member is no longer able to perform work duties, daily care, etc).

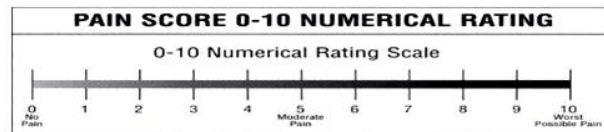
-  **Follow Up To Prior Pain Management Procedures**
 - For repeat treatments, follow up is required in regard to what procedure was completed, how much and for how long relief was obtained, active participation in ongoing conservative treatment, and to what level the pain has returned. A follow up office visit is not required. Documentation of telephone encounters with the member are acceptable to satisfy this requirement.

Sample Pain Rating Scales

Visual analogue scale (VAS)



Numerical rating scale (NRS)



Faces rating scale (FRS)



NIA to Physician: Request for Clinical Information



CC_TRACKING_NUMBER FAXC

NIA **MAGELLAN**
National Imaging Associates, Inc.
 PO Box 87590
 Phoenix, AZ 85061-7590

PAIN MANAGEMENT PROCEDURE
PLEASE FAX THIS FORM TO: 1-800-784-6864

Date: TODAY

ORDERING PHYSICIAN:	REQ_PROVIDER		
FAX NUMBER:	FAX_RECIP_PHONE	TRACKING NUMBER:	CC_TRACKING_NUMBER
RE:	Authorization Request	MEMBER ID:	MEMBER_ID
PATIENT NAME:	MEMBER_NAME		
HEALTH PLAN:	HEALTH_PLAN_DESC		

We have received your request for PROC_DESC. As we are unable to approve based on the information provided to date, please respond to this fax as soon as possible.

URGENT REPLY REQUIRED FOR CASE REVIEW

Study Requested was: PROC_DESC
 For documentation **ALWAYS PROVIDE:**

1. Office visit note and physical exam findings related to back pain, intensity, and any neurological deficits
2. Office visit note indicating the date of onset of back-related pain
3. Supporting documentation of conservative therapy tried within the most recent 3 months
4. Supporting documentation on any interventional pain management procedure(s) including the date of the procedure, spinal region, and the effectiveness in reducing pain and improving functional ability

Important Note- Clinical information must be documented in Office Visit Notes or other documents, such as xray or diagnostic testing reports. Handwritten notes on cover sheets, telephone calls, or other fax pages that are not reflected in office visit notes or other objective documents will be noted as such- "handwritten note on cover sheet (telephone call, etc.) without confirmation in Office Visit note"- but will not constitute actionable information for clinical decision making.



A fax is sent to the provider detailing what clinical information that is needed, along with a Fax Coversheet.



We stress the need to provide the clinical information as quickly as possible so we can make a determination.



Determination timeframe begins after receipt of clinical information.



Failure to receive requested clinical information may result in non certification.

Submitting Additional Clinical Information



- Records may be submitted:
 - Upload to www.RadMD.com
 - Fax using that NIA coversheet
- Location of Fax Coversheets:
 - Can be printed from www.RadMD.com
 - Call **1-800-424-5388**
- Use the case specific fax coversheets when faxing clinical information to NIA

Request Verification Details

Exam Request Verification: Detail

Print Fax Coversheet Upload Clinical Document

Member	Provider
Name:	Name:
Gender:	Address:
Date of Birth:	Phone:
Member ID:	Tax ID:
Health Plan:	UPIN:
	Specialty:

Case

Case Description:	Request ID:
Request Date:	Status:
Entry Method:	Entry Dates:
ICD10:	Requester Name:
Final Determination Date:	



IPM Reviews

Initial clinical review
performed by NIA
IPM team nurses

The clinical specialties
supporting our IPM
program include
anesthesiology and pain
specialists

IPM Clinical Review Process



Physicians' Office Contacts NIA for Prior Authorization



RadMD



Telephone



NIA Initial Clinical Specialty Team Review

- Additional clinical information submitted and reviewed – Procedure Approved
- Additional clinical not complete or inconclusive – Escalate to Physician Review



Designated & Specialized Clinical IPM Team interacts with Provider Community.

1

2

3

4

System Evaluates Request Based on Information Entered by Physician & Physician Profile

- Clinical information complete – Procedure Approved
- Additional clinical information required



NIA can tier clinical review approach for high-performing physicians—procedures approved, clinical information captured for potential audit purposes

NIA Specialty Physician Reviewers

- NIA Physician approves case *without* peer-to-peer



Peer-to-peer outbound attempt made if case is not approvable

- NIA Physician approves case with peer-to-peer
- Ordering Physician withdraws case during peer-to-peer
- Physician denies case based on medical criteria



**Key NIA
Differentiators**

Generally the turnaround time for completion of these requests is within two to three business days upon receipt of sufficient clinical information



Urgent/Expedited IPM Authorization Process

- If an urgent clinical situation exists (outside of a hospital emergency room) during business hours, please call NIA immediately.
- The NIA Website www.RadMD.com cannot be used for medically urgent or expedited prior authorization requests during business hours. Those requests must be processed by calling the NIA call center at **1-800-424-5388**.
- Turn around time is within 1 Business day not to exceed 72 Business Calendar Hours.

Notification of Determination



Authorization Notification

- Validity Period - Authorizations are valid for:
IPM
 - 60 days from date of service
- The date of service that is selected at the time of the prior authorization request, will be used to determine the validity period. If the date of service changes please contact NIA to update.

Denial Notification

- Notifications will include an explanation of what services have been denied and the clinical rationale for the denial
- A peer-to-peer discussion can be initiated once the adverse determination has been made.
- In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter.
- Medicare re-opens are not available.

IPM Points



Injections in all regions of spine are managed



Date of Service is required for all requests



Each IPM procedure must be prior authorized



No series of epidural injections



Specialty Nurses and Physicians will review IPM requests



RadMD Website
www.RadMD.com



Available
24/7 (except during
maintenance)



Toll Free Number
1-800-424-5388



Available
8:00 AM – 8:00 PM
Eastern Time

- Request Authorization
 - View Authorization Status
 - View and manage Authorization Requests with other users
 - Upload Additional Clinical Information
 - View Requests for additional Information and Determination Letters
 - View Clinical Guidelines
 - View Frequently Asked Questions (FAQs)
 - View Other Educational Documents
-
- Interactive Voice Response (IVR) System for authorization tracking

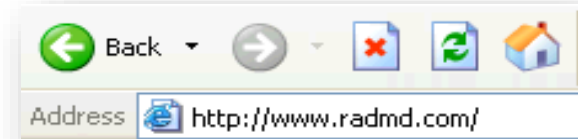


RadMD Functionality varies by user:

- **Ordering Provider's Office** – View and submit requests for authorization.
- **Rendering Provider** – Views approved authorizations for their facility.
- IPM providers are typically both the ordering and the rendering provider.

Online Tools Accessed through www.RadMD.com:

- NIA's Clinical Guidelines
- Frequently Asked Questions
- Quick Reference Guides
- IPM Checklist
- RadMD Quick Start Guide
- Claims/Utilization Matrices



Registering on RadMD.com To Initiate Authorizations

Everyone in your organization is required to have their own separate user name and password due to HIPAA regulations.

STEPS:

1. Click the “New User” button on the right side of the home page.
2. Select “Physician’s office that orders procedures”
3. Fill out the application and click the “Submit” button.
 - You must include your e-mail address in order for our Webmaster to respond to you with your NIA-approved user name and password.

NOTE: On subsequent visits to the site, click the “Sign In” button to proceed.

Offices that will be both ordering and rendering should request ordering provider access. This will allow your office to request authorizations on RadMD and see the status of those authorization requests.

1



RadMD Sign In

24/7 online access for imaging facilities and health plans to NIA's RadMD Web site.

Sign In New User

Track an Authorization

Authorization Tracking Number Go


2

-- Please Select an Appropriate Description --
Physician's office that orders procedures

Facility/office where procedures are performed
Health Insurance company

Cancer Treatment Facility or Hospital that performs radiation oncology procedures
Physicians office that prescribes radiation oncology procedures
Physical Medicine Practitioner (PT, OT, ST, Chiro, etc.)

3



RadMD.com

NIA
A Magellan Health Company

RadMD Home Help

RADMD.COM: APPLICATION FOR A NEW ACCOUNT

Please fill out this form only for yourself. Shared accounts are not allowed.

In order for your account to be activated, you must be able to receive emails from RadMDsupport@magellanhealth.com. Please check with your email administrator to ensure that emails from RadMDsupport@magellanhealth.com can be received.

Which of the following best describes your company?
-- Please Select an Appropriate Description --
[What about need access radiology offices?](#)

Choose a User ID
6-20 Characters

Name
First Last

Phone Fax
[xxx] xxx-xxxx [xxx] xxx-xxxx

Company Name Job Title

Email Confirm Email
example: you@company.com

Address
example: 123 Main St.
example: Suite A (optional)
City [State] Zip

Your Superior
The manager or superior responsible for terminating your access.
This cannot be yourself.

Name
First Last
Phone email
[xxx] xxx-xxxx example: boss@company.com

Submit Application

If you have problems, please contact us at RadMDsupport@magellanhealth.com.

Shared Access Feature



NIA offers a **Shared Access** feature on our www.RadMD.com website. Shared Access allows ordering providers to view authorization requests initiated by other RadMD users within their practice.

The screenshot shows the NIA Magellan website interface. At the top left is the NIA Magellan logo, and at the top right are links for "Logout" and "Help". A green banner at the top of the main content area contains the text: "Want to see requests from other users in your practice? Try the new Shared Access feature under 'Admin'." Below this banner is a "Dismiss" button. The main content area is divided into four sections: "Request", "Search", "Admin", and "Account Information".

Request
Request an exam or specialty procedure
(including Cardiac, Ultrasound, Sleep Assessment)
Request Physical Medicine
Initiate a Subsequent Request
Request a Radiation Treatment Plan
Request Pain Management or Minimally Invasive Procedure
Request Spine Surgery or Orthopedic Surgery

Search
[View Request Status](#)
[Search by Tracking Number](#)
[View All Online Requests](#)
[View Customer Service Calls](#)

Admin
[Shared Access](#)
1 share offer requires your attention
[Clinical Guidelines](#)
[Edit your Personal Information](#)
[Change your Password](#)
150 days until your password expires.
[View the Online User Agreement](#)
[Health Plan Specific Educational Docs](#)

Account Information
Tip Of The Day:
RadMD is a lot of things to a lot of people. We have hundreds of thousands of active users all across America and must comply with all laws in all states simultaneously.
Quick Links:
[Hours of Operation](#)
[Authorization Call Center Phone Numbers](#)
Please take the 2020 Ordering Provider Satisfaction Survey here:
[Ordering Provider Satisfaction Survey](#)

If practice staff is unavailable for a period of time, access can be shared with other users in the practice. They will be able to view and manage the authorization requests initiated on www.RadMD.com, allowing them to communicate with patients and facilitate treatment.

Allows Users the ability to view all approved authorizations for facility

IMPORTANT

- Everyone in your organization is required to have their own separate user name and password due to HIPAA regulations.
- Designate an “Administrator” for the facility who manages the access for the entire facility.

STEPS:

- Click the “New User” button on the right side of the home page.
- Select “Facility/office where procedures are performed”
- Fill out the application and click the “Submit” button.
 - You must include your e-mail address in order for our Webmaster to respond to you with your NIA-approved user name and password.

NOTE: On subsequent visits to the site, click the “Sign In” button to proceed.

If you have multiple staff members entering authorizations and you want each person to be able to see all approved authorizations, they will need to register for a rendering username and password. The administrator will have the ability to approve rendering access for each employee. This will allow users to see all approved authorizations under your organization.

1



2

-- Please Select an Appropriate Description --

Physician's office that orders procedures

Facility/office where procedures are performed

Health Insurance company

Cancer Treatment Facility or Hospital that performs radiation oncology procedures

Physicians office that prescribes radiation oncology procedures

Physical Medicine Practitioner (PT, OT, ST, Chiro, etc.)

3

The image shows the RadMD application form for a new account. The form is titled 'RADMD.COM: APPLICATION FOR A NEW ACCOUNT'. It includes a section for 'Please fill out this form only for yourself. Shared accounts are not allowed.' and a dropdown menu for 'Which of the following best describes your company?'. Below this are several input fields for personal information: Name (First and Last), Phone and Fax, Company Name and Job Title, Email, and Address. There is also a section for 'Your Superior' with fields for Name, Phone, and Email. A 'Submit Application' button is at the bottom.

When to Contact NIA



Providers:

<p>Initiating or checking the status of an authorization request</p>	<ul style="list-style-type: none">▪ Website: www.RadMD.com▪ Toll-free number: 1-800-424-5388 - Interactive Voice Response (IVR) System
<p>Initiating a Peer to Peer Consultation</p>	<ul style="list-style-type: none">▪ Call 1-888-642-7649
<p>Technical Issues Provider Service Line</p>	<ul style="list-style-type: none">▪ RadMDSupport@magellanhealth.com▪ Call 1-800-327-0641
<p>Provider Education requests or questions specific to NIA</p>	<ul style="list-style-type: none">▪ Please contact your dedicated NIA Provider Relations Manager▪ https://www1.radmd.com/all-health-plans/wellcare-medicare.aspx

RadMD Demonstration



Confidentiality Statement



The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to WellCare members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of WellCare and Magellan Health, Inc.

A large blue triangle is positioned on the left side of the slide, pointing towards the center. Several smaller, colorful triangles (orange, lime green, purple, magenta, and cyan) are scattered around the blue triangle. The word "Thanks" is written in white, sans-serif font in the center of the slide.

Thanks