

# NIA Magellan<sup>1</sup> and Blue Cross and Blue Shield of Nebraska (BCBSNE) Interventional Pain Management Program Frequently Asked Questions

Question	Answer
<b>GENERAL</b>	
<b>Why is BCBSNE implementing a spine management program focused on interventional pain management procedures?</b>	<p>BCBSNE is implementing this program to improve quality and manage the utilization of non-emergent spine care, including interventional pain management (IPM) procedures for our members. NIA Magellan is the vendor manager for BCBSNE's advanced imaging program and these new spine modalities are an extension of that management program. BCBSNE providers will utilize the provider tools to request these studies as they do today for advanced imaging.</p> <p>Interventional pain procedures include:</p> <ul style="list-style-type: none"> <li>• Spinal epidural injections</li> <li>• Paravertebral facet joint injections or blocks</li> <li>• Paravertebral facet joint denervation (radiofrequency neurolysis)</li> </ul>
<b>Why did BCBSNE select NIA Magellan?</b>	<p>An affiliate of Magellan Health Services, NIA Magellan was selected to partner with us because of its clinically driven program designed to effectively manage the quality, patient safety and ensure appropriate utilization of resources for BCBSNE members.</p>
<b>Which BCBSNE members will be covered under this relationship and what networks will be used?</b>	<p>Effective <b>Sept. 1, 2015</b>, NIA Magellan will manage the prior authorization process for non-emergent, outpatient interventional pain management spine procedures through BCBSNE's provider relationships.</p> <p>This program will apply to all BCBSNE members, excluding those covered by the following groups or products:</p> <ul style="list-style-type: none"> <li>• Federal Employee Program               <ul style="list-style-type: none"> <li>○ Basic plan with no out-of-network coverage</li> <li>○ Standard plan with out-of-network coverage</li> </ul> </li> </ul>

<sup>1</sup> NIA Magellan refers to National Imaging Associates, Inc.

	<ul style="list-style-type: none"> <li>• Medicare Supplemental and Medicare Primary</li> <li>• Nebraska Department of Correctional Services</li> <li>• Nebraska Department of Health and Human Services</li> <li>• University of Nebraska student athletes</li> </ul>
<b>PROGRAM START DATE</b>	
<b>What is the implementation date for this spine management program?</b>	The program start date is <b>Sept. 1, 2015</b> . BCBSNE and NIA Magellan will collaborate on provider-related activities prior to the start date, including provider announcements and provider education.
<b>PRIOR AUTHORIZATION</b>	
<b>What spine management services will require a provider to obtain a prior authorization?</b>	The following procedures require prior authorization through NIA Magellan: <ul style="list-style-type: none"> <li>• Spinal epidural injections</li> <li>• Paravertebral facet joint injections or blocks</li> <li>• Paravertebral facet joint denervation (radiofrequency neurolysis)</li> </ul>
<b>When is prior authorization required?</b>	Prior authorization is required for outpatient, non-emergent interventional pain procedures. Ordering providers must obtain prior authorization of these procedures prior to the service being performed.  <b>Note:</b> Only outpatient procedures are within the program's scope. All interventional pain management procedures performed in the emergency room or as part of inpatient care do not require prior authorization.
<b>Is prior authorization required for members currently undergoing treatment?</b>	Yes, authorization is required for dates of service on or after Sept. 1, 2015, even if the member is continuing treatment.
<b>Who orders the spine interventional pain management procedures?</b>	Interventional pain procedures requiring medical necessity review are usually ordered by one of the following specialties: <ul style="list-style-type: none"> <li>• Anesthesiologists</li> <li>• Neurologists</li> <li>• Pain specialists</li> <li>• Orthopedic spine surgeons</li> <li>• Neurosurgeon</li> <li>• Other physicians with appropriate pain procedure training and certification</li> </ul>

<p><b>Are inpatient IPM procedures included in this program?</b></p>	<p>Inpatient interventional pain management procedures are not included in this program.</p>
<p><b>How does the ordering provider obtain a prior authorization from NIA Magellan for an outpatient interventional pain management procedure?</b></p>	<p>Providers will be able to request prior authorization via the NIA Magellan website at <b>www.RadMD.com</b> or by calling the NIA Magellan toll-free number <b>(866) 972-9642</b>.</p>
<p><b>What information will NIA Magellan require in order to receive prior authorization?</b></p>	<p>To expedite the process, please have the following information ready before logging on to the website or calling the NIA Magellan call center staff:</p> <p><b>Interventional pain management procedures:</b></p> <ul style="list-style-type: none"> <li>• Name and office phone number of ordering physician*</li> <li>• Member name and ID number*</li> <li>• Requested procedure*</li> <li>• Name of provider office or facility where the service will be performed*</li> <li>• Anticipated date of service*</li> <li>• Details justifying the pain procedure*: <ul style="list-style-type: none"> <li>○ Date of onset of pain or exacerbation</li> <li>○ Physician exam findings and patient symptoms (including findings applicable to the requested services)</li> <li>○ Clinical diagnosis</li> <li>○ Date and results of prior interventional pain management procedures.</li> <li>○ Diagnostic imaging results, where available. Conservative treatment modalities completed, duration, and results (e.g., physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs and medication)</li> </ul> </li> </ul> <p style="text-align: right;"><b>(continued)</b></p> <p>Please be prepared to fax the following information, if requested:</p> <ul style="list-style-type: none"> <li>• Clinical notes outlining onset of pain, conservative care modalities, outcomes and physical exam findings</li> <li>• Date and results of prior interventional pain</li> </ul>

	<p>management procedures</p> <ul style="list-style-type: none"> <li>• Effectiveness of prior procedures on reducing pain</li> <li>• Diagnostic imaging results</li> <li>• Specialist reports/evaluation</li> </ul> <p><i>*denotes required information</i></p>
<p><b>Can a provider request more than one procedure at a time for a member (e.g., a series of epidural injections)?</b></p>	<p>No. NIA Magellan requires prior authorization for each pain procedure being requested and will not authorize more than one procedure at a time.</p>
<p><b>What kind of response time can ordering providers expect for prior authorization?</b></p>	<p>The best way to maximize the efficiency and turnaround time of an authorization request is by going online to <b>www.RadMD.com</b> or by calling <b>(866) 972-9642</b> and have the following case information ready:</p> <ul style="list-style-type: none"> <li>• The patient’s history and diagnosis</li> <li>• Onset of pain</li> <li>• Findings on physical examination</li> <li>• Response and type of non-operative management the patient has undergone</li> <li>• History of medical or surgical treatment</li> <li>• Rationale for the procedure</li> </ul> <p>Generally, a determination will be made within two business days after receipt of the request with full clinical documentation. In certain cases, the review process can take longer if additional clinical information is required to make a determination.</p>
<p><b>What will the NIA Magellan authorization number look like?</b></p>	<p>The NIA Magellan authorization number will consist of eight or nine alpha-numeric characters. In some cases, the ordering provider may instead receive an NIA Magellan tracking number (not the same as an authorization number) if the provider’s authorization request is not approved at the time of initial contact. Providers will be able to use either number to track the status of their request online or through an interactive voice response telephone system.</p>
<p><b>If requesting an authorization through RadMD and the request pends, what happens next?</b></p>	<p>You will receive a tracking number and NIA Magellan will contact you to complete the process.</p>

<b>Can RadMD be used to request retrospective or expedited authorization requests?</b>	Retrospective requests are not allowed. Expedited requests should be called into NIA Magellan's Call Center at <b>(866) 972-9642</b> .
<b>How long is the prior authorization number valid?</b>	The authorization number is valid for 60 days from the date service if provided, or from date of request.
<b>If a provider obtains a prior authorization number, does that guarantee payment?</b>	An authorization number is not a guarantee of payment. Authorizations are based on medical necessity and are contingent upon eligibility and benefits. Benefits may be subject to limitations and/or qualifications and will be determined when the claim is received for processing.
<b>Does NIA Magellan allow retro-authorization?</b>	It is important that key physicians and office staff be educated on the prior authorization requirements. Claims for interventional pain management procedures, as outlined above, that have <u>not</u> been properly authorized will <u>not</u> be reimbursed. Physicians administering these procedures <u>should not</u> schedule or perform procedures without prior authorization
<b>What happens if I already have a service scheduled for on or after Sept. 1, 2015?</b>	An authorization can be obtained for all pain management procedures for dates of service Sept. 1, 2015 and beyond, beginning Aug. 24, 2015. NIA Magellan and <b>BCBSNE</b> will be working with the provider community on an ongoing basis to continue to educate providers that authorizations are required.
<b>Can a provider verify an authorization number online?</b>	Yes. Providers can check the status of a member's authorization quickly and easily by going to the NIA Magellan website at <b>www.RadMD.com</b> .
<b>Will the NIA Magellan authorization number be displayed on the BCBSNE website?</b>	No. The authorization number will not be displayed on BCBSNE's website.
<b>What if I disagree with NIA Magellan's determination?</b>	In the event of a prior authorization or claims payment denial, providers may appeal the decision through BCBSNE. Providers should follow the instructions on their non-authorization letter or explanation of payment notification.

<b>SCHEDULING PROCEDURES</b>	
<b>Will NIA Magellan make a final determination based on the anticipated date of service?</b>	<p>NIA Magellan does not guarantee final determination of the request by the anticipated date of service.</p> <p>The anticipated date of service (provided during the request for authorization) is used to determine timing between procedures.</p> <p>Please be advised that NIA Magellan needs two business days after the receipt of clinical information to review and render a decision on a request. Please do not schedule or perform the procedure until you have an approved authorization.</p>
<b>MEDICAL PROVIDERS</b>	
<b>Which medical providers are affected by the spine management program?</b>	<p>The spine management program applies to specialized providers who perform IPM spine procedures in an outpatient setting.</p> <p>BCBSNE providers will need to request a prior authorization from NIA Magellan in order to bill the service. Providers who perform IPM procedures are generally located at:</p> <ul style="list-style-type: none"> <li>• Ambulatory surgical centers</li> <li>• Hospital outpatient facilities</li> <li>• Provider offices</li> </ul>
<b>CLAIMS</b>	
<b>Where do providers send their claims for outpatient, non-emergent pain management services?</b>	<p>BCBSNE network providers should continue to send claims directly to BCBSNE.</p> <p>Providers are encouraged to use electronic data interchange processes for claims submission.</p>
<b>How can providers check claims status?</b>	<p>Providers/surgeons should continue to check claims status by calling <b>(800) 284-4640</b> or logging into <a href="http://www.navinet.net">www.navinet.net</a></p>
<b>Who should a provider contact if they want to appeal a prior authorization or claims payment denial?</b>	<p>Providers should follow the appeal instructions given on their non-authorization letter or explanation of benefits notification.</p>
<b>MISCELLANEOUS</b>	
<b>How is medical necessity defined?</b>	<p>NIA Magellan defines medical necessity as services that:</p>

	<ul style="list-style-type: none"> <li>• Meet generally accepted standards of medical practice; are appropriate for the symptoms, consistent with diagnosis, and otherwise in accordance with sufficient evidence and professionally recognized standards</li> <li>• Are appropriate to the illness or injury for which it is performed as to type of service and expected outcome</li> <li>• Are appropriate to the intensity of service and level of setting</li> <li>• Provide unique, essential, and appropriate information when used for diagnostic purposes</li> <li>• Are the lowest cost alternative that effectively addresses and treats the medical problem; and rendered for the treatment or diagnosis of an injury or illness</li> <li>• Are not furnished primarily for the convenience of the member, the attending physician, or other provider</li> </ul>
<b>How will referring/ordering providers know who NIA Magellan is?</b>	BCBSNE has mailed notification letters and educational materials to applicable providers. BCBSNE and NIA Magellan are also conducting online educational training events for providers.
<b>Will provider training be offered closer to the Sept. 1, 2015, implementation date?</b>	Yes, NIA Magellan and BCBSNE will conduct provider training sessions in mid-August 2015.
<b>Where can a provider find NIA Magellan’s guidelines for clinical use of pain management procedures?</b>	The guidelines for NIA Magellan’s IPM procedures can be found online at <a href="http://www.RadMD.com">www.RadMD.com</a> . They are presented in a PDF file format that can easily be printed for future reference. NIA Magellan’s clinical guidelines have been developed from practice experiences, literature reviews, specialty criteria sets and empirical data.
<b>What will the member ID card look like? Will the ID card have both NIA Magellan and BCBSNE’s information on it? Or will there be two cards?</b>	The BCBSNE member ID card will not change and will not contain any NIA Magellan identifying information on it.
<b>CONTACT INFORMATION</b>	
<b>Who can a provider</b>	Providers can contact Leta Genasci, provider relations

<b>contact at NIA Magellan for more information?</b>	manager, at 1-800-450-7281 ext. 75518 or <a href="mailto:ljgenasci@magellanhealth.com">ljgenasci@magellanhealth.com</a> .
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