Blue Cross Blue Shield of Nebraska
Spine Management Provider Training

Provider Training
Presented by Leta Genasci
NIA Magellan Training Program
NIA Magellan\textsuperscript{1} Program Agenda

• Our Program
  1. Authorization Process
  2. Other Program Components
  3. Provider Tools and Contact Information

• RadMD Demo

• Questions and Answers

1 - NIA Magellan refers to National Imaging Associates, Inc.
NIA Magellan Highlights

NIA Magellan Facts
• Providing Client Solutions since 1995
• Magellan Acquisition (2006)
• Columbia, MD with 500 National NIA Magellan Employees
• Business supported by two National Call Operational Centers

Industry Presence
• 57 Health Plan Clients serving 21M National Lives
• 12M Commercial; 1M Medicare; 8M Medicaid
• 29 states
• Doing business in Nebraska since 2014, serving 69,000 lives

Clinical Leadership
• Strong panel of internal Clinical leaders – client consultation; clinical framework
• Supplemented by broad panel of external clinical experts as consultants (for guidelines)

Product Portfolio
• Advanced Diagnostic Imaging
• Cardiac Solutions
• Radiation Oncology
• OB Ultrasound
• Genetic Testing
• Musculoskeletal Management (Spine Surgery/IPM)
• Sleep Management
• Chiropractic Care, Speech, Physical and Occupational Therapies
• Emergency Department, Provider Profiling & Practice Management Analysis

URAC Accredited & NCQA Certified
NIA Magellan’s Prior Authorization Program

Procedures Performed on or after September 1, 2015 Require Prior Authorization

The NIA Magellan Magellan Call Center will be available beginning Monday August 24, 2015 for prior authorization for dates of service September, 1, 2015 and beyond.

Procedures Requiring Prior Authorization

- Outpatient/Office Interventional Pain Management—Spine
  (Spinal Epidural Injections, Facet Joint Injections, Facet Joint Denervation/Neurolysis,

- Inpatient and Outpatient Lumbar & Cervical Spine Surgery
  Lumbar Microdiscectomy
  Lumbar Decompression (Laminotomy, Laminectomy, Facetectomy & Foraminotomy)
  Lumbar Spine Fusion (Arthrodesis) With or Without Decompression – Single & Multiple Levels
  Cervical Anterior Decompression with Fusion – Single & Multiple Levels
  Cervical Posterior Decompression with Fusion – Single & Multiple Levels
  Cervical Posterior Decompression (without fusion)
  Cervical Artificial Disc Replacement
  Cervical Anterior Decompression (without fusion)

Excluded from Program:

- Procedures Performed in the Following Settings:
  Lumbar & Cervical Spine Surgery
  Emergency Surgery – admitted via the Emergency Room

- Interventional Pain Management
  Hospital Inpatient
  Observation Room
  Emergency Room/Urgent Care Facility

Please note that CPT Codes 22800-22819 used for reconstructive spinal deformity surgery and the associated instrumentation do not require NIA Magellan/Blue Cross Blue Shield of Nebraska prior authorization. NIA Magellan will monitor the use of these CPT codes, but prior authorization is not currently required. As long as, the deformity surgery coded does not include CPT codes on NIA Magellan/Blue Cross Blue Shield of Nebraska prior authorization list, the case will process in Blue Cross Blue Shield of Nebraska claims accordingly.
List of CPT Procedure Codes Requiring Prior Authorization

- Review Claims/Utilization Review Matrix to determine CPT codes managed by NIA Magellan
- CPT Codes and their Allowable Billable Groupings
- Located on RadMD
- Defer to NIA Magellan/Blue Cross Blue Shield of Nebraska Plan Policies for Procedures not on Claims/Utilization Review Matrix

<table>
<thead>
<tr>
<th>Authorized CPT Code</th>
<th>Description</th>
<th>Allowable Billed Groupings</th>
</tr>
</thead>
<tbody>
<tr>
<td>62310</td>
<td>Cervical/Thoracic Interlaminar Epidural</td>
<td>62310*, 64479, +64480</td>
</tr>
<tr>
<td>64479</td>
<td>Cervical/Thoracic Transforaminal Epidural</td>
<td>62310*, 64479, +64480</td>
</tr>
<tr>
<td>62311</td>
<td>Lumbar/Sacral Interlaminar Epidural</td>
<td>62311*, 64483, +64484</td>
</tr>
<tr>
<td>64483</td>
<td>Lumbar/Sacral Transforaminal Epidural</td>
<td>62311*, 64483, +64484</td>
</tr>
<tr>
<td>64490</td>
<td>Cervical/Thoracic Facet Joint Block</td>
<td>64490, +64491, +64492</td>
</tr>
<tr>
<td>64493</td>
<td>Lumbar/Sacral Facet Joint Block</td>
<td>64493, +64494, +64495</td>
</tr>
<tr>
<td>64633</td>
<td>Cervical/Thoracic Facet Joint Radiofrequency Neurolysis</td>
<td>64633, +64634</td>
</tr>
</tbody>
</table>

1 NIA Magellan refers to National Imaging Associates, Inc.


The matrix below contains all of the CPT-4 codes for which NIA Magellan\(^1\) authorizes on behalf of its clients. This matrix is designed to assist in the resolution of claims adjudication and claims questions related to those procedures authorized by NIA.

*Please note: Interventional Pain Management Spine Services rendered in an Emergency Room Observation Room, or hospital inpatient setting are not managed by NIA Magellan.
Responsibility for Authorization

Ordering Providers
Responsible for obtaining prior authorization

Facility/Place of Service
Ensuring that prior authorization has been obtained prior to providing service
Prior Authorization Process Overview

1. Ordering Provider Initiates Request with NIA
2. Online via RadMD www.RadMD.com
3. Key Information & Clinical Algorithm
4. Fax/Upload Clinical Records (upon request)
   - NIA’s Clinical Team Reviews
5. Submit Claims
6. Procedure Performed
7. Service Authorized

NIA Magellan refers to National Imaging Associates, Inc
Patient and Clinical Information Required Information for Authorization

GENERAL

Includes things like ordering physician information, member information, place of service, clinical information, requested procedure, etc.

SPECIAL INFORMATION

Only one authorization request per spine surgery. Surgeon selects from one of four surgical procedure options. A Lumbar fusion authorization includes decompression procedures.

Every interventional pain management procedure performed requires a prior authorization; NIA Magellan does not pre-approve a series of epidural injections.

CLINICAL INFORMATION

• Clinical Diagnosis
• Physical exam findings and patient symptoms (including findings applicable to the requested procedure)
• Date of onset of pain or exacerbation. Duration of patient’s symptoms.
• Conservative treatment modalities completed, duration, and results (e.g., physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs and/or medication)
• Date and results of prior interventional pain management procedures, where applicable.
• Diagnostic imaging results, where applicable.
• Preliminary procedures already completed (e.g.,, lab work, scoped procedures, referrals to specialist, specialist evaluation)
Clinical guidelines and algorithms were developed by practicing specialty physicians, literature reviews, and evidence base. Guidelines are reviewed and mutually approved by Blue Cross Blue Shield of Nebraska and NIA Magellan Chief Medical Officers and Clinical Spine Experts.

When requested, validation of clinical criteria within the patient’s medical record is required before an approval can be made.

NIA Magellan reviews key clinical information to ensure that Blue Cross Blue Shield of Nebraska members are receiving appropriate care prior to more invasive procedures being performed.

NIA Magellan has a specialized clinical team focused on spine care. Peer-to-peer discussions are offered for any request that does not meet medical necessity guidelines.

Our goal – ensure that Blue Cross Blue Shield of Nebraska members are receiving appropriate spine care.

Clinical Guidelines available on www.RadMD.com
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 Clinical Information/Medical Records to NIA Magellan

- Two ways to submit clinical information to NIA Magellan
  - Via Fax
  - Via RadMD Upload
- Coversheets are sent with all requests for clinical information
- Coversheets can also be printed from RadMD or requested via the Call Center

Be sure to use the NIA Magellan Coversheet for all transmissions of clinical information including uploads through RadMD!
Clinical Specialty Team: Focused on Spine

Specialized Clinical Team

Spine Surgery Reviews

- Surgery concierge team will proactively outreach for additional information, reconsiderations, and to schedule peer-to-peer session.
- Nurses will assemble surgery cases and reach out for clinical information as needed prior to sending to Surgeon Reviewers.
- Only Orthopedic Spine Surgeons or Neurosurgeons conduct clinical reviews and peer-to-peer discussion on surgery requests.
## Notification of Determination

### Authorization Notification

**Authorizations**

Validity Period
- Authorizations are valid for 60 days from date of service if provided, or from the date of request.

*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 DOS changes please contact NIA Magellan to update.*

### Denial Notification

**Denials**

- You may ask NIA Magellan for a reconsideration of our decision with additional information. You may also follow the appeal process through Blue Cross Blue Shield of Nebraska defined in the notice of denial provided to you.
NIA Magellan’s Urgent/Expedited Authorization Process

Urgent/Expedited Authorization Process

- If an urgent clinical situation exists (outside of a hospital emergency room), please call NIA Magellan immediately. The number to call to obtain a prior authorization is 1-866-972-9642.
Program Components

Provider Network

Claims and Appeals

NIA Magellan refers to National Imaging Associates, Inc.
Provider Network:

- NIA Magellan Magellan will use the Blue Cross Blue Shield of Nebraska network of Hospitals, Surgery Centers and In Office Providers as its preferred providers for delivering Outpatient Interventional Spine Pain Management Services and Inpatient and Outpatient Lumbar and Cervical Spine Surgeries to Blue Cross Blue Shield of Nebraska members throughout Nebraska.
### Claims

**How Claims Should be Submitted**

- Providers should continue to send their claims directly to Blue Cross Blue Shield of Nebraska.
- Providers are strongly encouraged to use EDI claims submission.
- Check on claims status by logging on to: [https://www.nebraskablue.com/en/contact.aspx](https://www.nebraskablue.com/en/contact.aspx)

**Claims Appeals Process**

- In the event of a prior authorization or claims payment denial, providers may appeal the decision through Blue Cross Blue Shield of Nebraska.
- Providers should follow the instructions on their non-authorization letter or Explanation of Payment (EOP) notification.
Summary Points

Interventional Pain Management (IPM)
- Date of Service is required
- No series of epidural injections
- Each procedure must be prior authorized
- Specialty Nurses & Physicians will review IPM requests
- All regions

Lumbar & Cervical Spine Surgery
- Inpatient and outpatient non-emergent spine surgeries
- Only one authorization per surgery (most complex performed). For example, prior authorization for fusion includes decompression procedures.
- Date of service is required. NIA Magellan must be notified of any changes to the date of service.
- Spine Surgeons will review surgery requests
- Lumbar & Cervical spine surgery only

Please note that CPT Codes 22800-22819 used for reconstructive spinal deformity surgery and the associated instrumentation do not require NIA Magellan/HPHC’s prior authorization. NIA Magellan will monitor the use of these CPT codes, but prior authorization is not currently required. As long as, the deformity surgery coded does not include CPT codes on NIA Magellan/HPHC’s prior authorization list, the case will process in HPHC claims accordingly.
Provider Tools

Provider Tools that Make it Easy for Providers to Partner with NIA Magellan

- **Toll free authorization and information number** 1-866-972-9642
- Available 8am – 8pm EST
  - Interactive Voice Response (IVR) System

- **RadMD Website** – Available 24/7 (except during maintenance)
  - Different functionality for ordering and rendering providers
  - Request authorization and view authorization status
  - Upload additional clinical information
  - View Clinical Guidelines, Frequently Asked Questions (FAQs), and other educational documents
RadMD Functionality varies by user:

Rendering Provider – Views approved authorizations for their facility.

Ordering Provider’s Office – View and submit requests for authorization.

Online Tools Accessed through www.RadMD.com:

NIA Magellan’s Clinical Guidelines
Frequently Asked Questions
Quick Reference Guides
RadMD Quick Start Guide
Claims/Utilization Matrices
Dedicated Provider Relations Contact Information

NIA Magellan Provider Relations Manager
Name: Leta Genasci
Phone: 1-800-450-7281 ext. 75518
Email: ljgenasci@magellanhealth.com
RadMD Demo
Confidentiality Statement for Educational Presentations

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 Magellan Health Services, Inc.

The information contained in this presentation is intended for educational purposes only and is not intended to define a standard of care or exclusive course of treatment, nor be a substitute for treatment.

*If the presentation includes legal information (e.g., an explanation of parity or HIPAA), add this: The information contained in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.