NIA Magellan Medical Specialty Solutions

Provider Training
Presented by Leta Genasci

Date

1 - NIA Magellan refers to National Imaging Associates, Inc.
NIA Magellan Training Program
NIA Magellan Program Agenda

Introduction to NIA Magellan

Our Program

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

RadMD Demo

Questions and Answers
Magellan Today and Building for the Future

Multiple Solutions One Magellan
As the nation’s leading specialty health care management company, we deliver comprehensive and innovative solutions to improve quality outcomes, optimize cost of care.

Behavioral Health Solutions
- Behavioral health
- Substance use
- Integrated medical & behavioral care
- EAP and health and wellness
- Psychotropic drug management

Magellan BH

Magellan Rx Specialty
- Total Drug Management
- Medical Pharmacy
- Specialty Pharmacy
- Pharmacy Benefits

Specialty

Medical Specialty Solutions
- Advanced Diagnostic imaging
- Cardiac Solutions
- Radiation Oncology
- OB Ultrasound
- Musculoskeletal Management (Spine Surgery/IPM)
- Sleep Management
- Emergency Department, Provider Profiling & Practice
- Management Analysis

NIA Magellan

As the nation’s leading specialty health care management company, we deliver comprehensive and innovative solutions to improve quality outcomes, optimize cost of care.
NIA Magellan Highlights

**NIA Magellan Facts**
- Providing Client Solutions since 1995
- Magellan Acquisition (2006)
- Columbia, MD with 700 National NIA Magellan Employees
- Business supported by two National Call Operational Centers

**Industry Presence**
- 58 Health Plan Clients serving 21 M National Lives
- 12M Commercial; 1M Medicare;
- 8 M Medicaid
- 28 states
- Doing business in Kansas since 2013, serving 262,000 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
- Musculoskeletal Management (Spine Surgery/IPM)
- Sleep Management
- Emergency Department, Provider Profiling & Practice Management Analysis

**URAC Accreditation & NCQA Certified**
### NIA Magellan’s Prior Authorization Program

#### April 1, 2015

Only non-emergent procedures performed in an outpatient setting require authorization with NIA Magellan.

<table>
<thead>
<tr>
<th>Procedures Requiring Prior Authorization</th>
<th>Excluded from Program: Procedures Performed in the Following Settings:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• MRI/MRA</td>
<td>• Hospital Inpatient</td>
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<tr>
<td>• CT/CTA</td>
<td>• Observation</td>
</tr>
<tr>
<td>• PET</td>
<td>• Emergency Room</td>
</tr>
<tr>
<td>• CCTA</td>
<td>• Urgent Care</td>
</tr>
<tr>
<td>• Myocardial Perfusion Imaging</td>
<td>• Surgery Center</td>
</tr>
<tr>
<td>• Muga Scan</td>
<td></td>
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<tr>
<td>• Stress Echo</td>
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</table>

*Cardiac Catheterization – **Effective August 1, 2015**
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 Coventry Health Care of Kansas Health Plan Policies for Procedures not on Claims/Utilization Review Matrix

Coventry Health Care of Kansas
Utilization Review Matrix 2015

The matrix below contains all of the CPT 4 codes for which NIA Magellan authorizes on behalf of Coventry Health Care of Kansas. This matrix is designed to assist in the resolution of claims adjudication and claims questions related to those services authorized by NIA. If an exam is billed under any one of the given codes for that grouping and a valid authorization number has been issued within the date of service validity period, the charge for any of the codes should be allowed.

If a family of CPT codes is not listed in this matrix, an exact match is required between the authorized CPT code and the billed CPT code. If the exact match does not occur, the charge should be adjudicated accordingly.

*Please note: Services rendered in an Emergency Room, Observation Room, surgery center or hospital inpatient setting are not managed by NIA.

<table>
<thead>
<tr>
<th>Authorized CPT Code</th>
<th>Description</th>
<th>Allowable Billed Groupings</th>
</tr>
</thead>
<tbody>
<tr>
<td>70336</td>
<td>MRI Temporomandibular Joint</td>
<td>70336</td>
</tr>
<tr>
<td>70450</td>
<td>CT Head/Brain</td>
<td>70450, 70460, 70470</td>
</tr>
<tr>
<td>70480</td>
<td>CT Orbit</td>
<td>70480, 70481, 70482</td>
</tr>
<tr>
<td>70486</td>
<td>CT Maxillofacial/Sinus</td>
<td>70486, 70487, 70488, 76380</td>
</tr>
<tr>
<td>70490</td>
<td>CT Soft Tissue Neck</td>
<td>70490, 70491, 70492</td>
</tr>
<tr>
<td>70496</td>
<td>CT Angiography, Head</td>
<td>70496</td>
</tr>
<tr>
<td>70498</td>
<td>CT Anomocarotid, Neck</td>
<td>70498</td>
</tr>
</tbody>
</table>
Responsibility for Authorization

**Ordering Provider**
Responsible for obtaining prior authorization

**Rendering Provider**
Ensuring that prior authorization has been obtained prior to providing service

*Recommendation to Rendering Providers:*
*Do not schedule test until authorization is received*
Prior Authorization Process Overview

Ordering Physician

Telephone NIA Magellan’s Call Center

Online Through RadMD www.RadMD.com

Claim

Rendering Provider Performs Service

Service Authorized
Clinical Decision Making and Algorithms

- Guidelines are reviewed and mutually approved by Coventry Health Care of Kansas and NIA Magellan’s Chief Medical Officers.
- NIA Magellan’s algorithms and medical necessity reviews collect key clinical information to ensure that Coventry Health Care of Kansas members are receiving appropriate care prior to more invasive procedures being performed. Our goal – ensure that Coventry Health Care of Kansas members are receiving the appropriate level of care.
- Clinical Guidelines available on [www.RadMD.com](http://www.RadMD.com)
Patient and Clinical Information Required for Authorization

**GENERAL**
Includes things like ordering physician information, Member information, rendering provider information, requested examination, etc.

**CLINICAL INFORMATION**
- Includes clinical information that will justify examination, symptoms and their duration, physical exam findings
- Preliminary procedures already completed (e.g., x-rays, CTs, lab work, ultrasound reports, scoped procedures, referrals to specialist, specialist evaluation)
- Reason the study is being requested (e.g., further evaluation, rule out a disorder)

Refer to the Prior Authorization Checklists on RadMD for more specific information.
Clinical Specialty Team Review

### Clinical Specialization Pods
Overseen by a Physician Advisor

<table>
<thead>
<tr>
<th>Neurology</th>
<th>Abdomen/Pelvis (includes OB-US)</th>
<th>General Studies</th>
<th>Radiation Oncology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiac</td>
<td>Orthopedic</td>
<td>Oncology</td>
<td></td>
</tr>
</tbody>
</table>

### Physician Review Team

Physician Panel of Board-Certified Physician Specialists with ability to meet any State licensure requirements

Specialty Physician panels for peer reviews on specialty products (cardiac, OB ultrasound, radiation oncology, pain management, sleep management)
Document Review

• NIA Magellan may request patient’s medical records/additional clinical information
• When requested, validation of clinical criteria within the patient’s medical records is required before an approval can be made
• Ensures that clinical criteria that supports the requested test are clearly documented in medical records
• Helps ensure that patients receive the most appropriate, effective care
NIA Magellan to Ordering Provider: Request for Additional Clinical Information

- 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/Medical Records to NIA Magellan

- Two ways to submit clinical information to NIA Magellan
  - Via Fax
  - Via RadMD Upload
- Use the Fax Coversheet (when faxing clinical information to NIA Magellan)
- Additional copies of Fax Coversheets can also be printed from RadMD or requested via the Call Center @ 1-800-424-9226

Be sure to use the NIA Magellan Fax Coversheet for all transmissions of clinical information!
**Prior Authorization Process**

**Intake level**
- Requests are evaluated using our clinical algorithm
- Requests may:
  1. Approve
  2. Require additional clinical review
  3. Pend for clinical validation of medical records

**Initial Clinical Review**
- Nurses will review request and may:
  1. Approve
  2. Send to NIA Magellan physician for additional clinical review*

**Physician Clinical Review**
- Physicians may:
  1. Approve
  2. Deny

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A peer to peer discussion is always available!
### Notification of Determination

<table>
<thead>
<tr>
<th>Approval Notification</th>
<th>Denial Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Authorization Validity Period</strong></td>
<td><strong>Appeal Instructions</strong></td>
</tr>
<tr>
<td>Authorizations are valid for 60 days from the date of request.</td>
<td>In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter.</td>
</tr>
<tr>
<td>Authorizations for Cardiac Catheterization is 2 weeks before and after DOS.</td>
<td></td>
</tr>
</tbody>
</table>
NIA Magellan’s Urgent Authorization Process

Urgent Authorization Process
If an urgent clinical situation exists outside of a hospital emergency room, please contact NIA Magellan immediately with the appropriate clinical information for an expedited review 1-800-424-9226.
Program Components

Provider Network

Claims and Appeals

Radiation Safety
Advanced Imaging Provider Network:

• Coventry Health Care of Kansas will use their network of Free-Standing Imaging Facilities (FSFs), Hospitals, and In Office Providers as it’s preferred providers for delivering outpatient MRI/MRA, CT/CTA, PET Scan, CCTA, Myocardial Perfusion Imaging, Muga Scan, Stress Echo and Cardiac Catheterization (Effective August 1st, 2015) services to Coventry Health Care of Kansas Health members throughout Kansas.
How Claims Should be Submitted

- Rendering providers/Imaging providers should continue to send their claims directly to Coventry Health Care of Kansas.
- Providers are strongly encouraged to use EDI claims submission.
- Check on claims status by logging on to the Coventry Health Care of Kansas website at http://www.chckansas.com

Claims Appeals Process

- In the event of a prior authorization or claims payment denial, providers may appeal the decision through Coventry Health Care of Kansas.
- Providers should follow the instructions on their non-authorization letter or Explanation of Payment (EOP) notification.
Radiation Safety and Awareness

- Studies suggest a significant increase in cancer in dose estimates in excess of 50 mSv
- U.S. population exposed to nearly six times more radiation from medical devices than in 1980
- CT scans and nuclear studies are the largest contributors to increased medical radiation exposure

NIA Magellan has developed Radiation Awareness Tools and Safety Programs designed to create patient and physician awareness of radiation concerns
Radiation Awareness Program

- Identification of High Exposure Members
- Point of Service Provider Notification and Opportunities for Provider Education
- Promote Member Awareness and Education

Radiation Calculator

www_radiationcalculator.com

Over 8,000 visits to the website from 89 countries

Apple, Android and Facebook App available

- Average rating: 4 out of 5 stars
Provider Tools

• Toll free authorization and information number – 1-800-424-9226
  Available 7am – 7pm CST
  – Interactive Voice Response (IVR) System for authorization tracking

• RadMD Website – Available 24/7 (except during maintenance)
  – Request authorization (ordering providers only) and view authorization status
  – Upload additional clinical information
  – View Clinical Guidelines, Frequently Asked Questions (FAQs), and other educational documents
Ordering Provider: Getting Started on RadMD.com

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 radiology exams”
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 Magellan-approved user name and password.

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

1. RadMD Sign In
2. Track an Authorization
3. NIA Magellan Application for a New Account
Rendering Provider: Getting Started on RadMD.com

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:
1. Click the “New User” button on the right side of the home page.
2. Select “Imaging Facility or Hospital that performs radiology exams”
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 Magellan-approved user name and password.

NOTE: On subsequent visits to the site, click the “Sign In” button to proceed.
Dedicated Provider Relations Contact Information

NIA Magellan Dedicated Provider Relations Manager:
Name: Leta Genasci
Phone: 314-387-5518
Email: ljgenasci@magellanhealth.com
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Thanks