NIA Magellan Training Program
Introduction to NIA Magellan

Our Program

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

RadMD Demo

Questions and Answers
Magellan Today and Building for the Future

**Medical Specialty Solutions**

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

**Multiple Solutions One Magellan**

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

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

Industry Presence
- 78 Health Plan Clients serving 26 M National Lives
- 16M Commercial; 1M Medicare;
- 9 M Medicaid
- 35 states
- Doing business in Hawai’i since 1995, serving over 700,000 members

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)
- Chiropractic Care, Speech, Physical and Occupational Therapies
- Sleep Management
- Emergency Department, Provider Profiling & Practice Management Analysis

URAC Accreditation & NCQA Certified
NIA Magellan’s Precertification Program

Effective December 1, 2015, HMSA expands its relationship with NIA Magellan. The NIA Magellan Call Center will be available beginning Monday November 23, 2015 for precertification for dates of service December 1, 2015 and beyond.

Outpatient Procedures Requiring Precertification

In addition to the management of MRI/MRA/MRS, CT/CTA, PET, CCTA, Myocardial Perfusion Imaging, and Muga Scan\(^1\)

**Effective December 1, 2015**, ordering providers will need to obtain precertification from NIA Magellan for the following outpatient services:

- Stress Echocardiography
- Cardiac Catheterization
- Implantable Cardiac Devices
  - Implantable Cardioverter Defibrillator (ICD)
  - Pacemaker
  - Cardiac Resynchronization Therapy (CRT) Pacemaker

Please note that all current waivers from precertification will end on November 30, 2015. Those providers under the current waiver will require precertification for all of the services above effective December 1, 2015. The Chart Review Program will also be ending.

Excluded from Program:
Procedures Performed in the Following Settings:

- Hospital Inpatient
- Observation
- Emergency Room
- Surgery Center

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\(^1\) There are no changes to the interventional pain management/spine surgery program currently in place today
List of CPT Procedure Codes Requiring Precertification

- 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 HMSA’s Policies for Procedures not on Claims/Utilization Review Matrix

Hawaii Medical Service Association (HMSA)
Utilization Review Matrix 2015

The matrix below contains all of the CPT-4 codes for which NIA Magellan authorizes on behalf of HMSA. 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 Magellan.

<table>
<thead>
<tr>
<th>Authorized CPT Code</th>
<th>Description</th>
<th>Allowable Billed Groupings</th>
</tr>
</thead>
<tbody>
<tr>
<td>33226</td>
<td>Cardiac Resynchronization Therapy (CRT)</td>
<td>33221, 33224, 33225, 33229, 33231, 33234</td>
</tr>
<tr>
<td>33349</td>
<td>Implantable Cardioverter Defibrillator (ICD)</td>
<td>33230, 33240, 33246, 33262, 33263</td>
</tr>
<tr>
<td>33358</td>
<td>Pacemaker Insertion</td>
<td>33265, 33267, 33268, 33271, 33213, 33214, 33227, 33228</td>
</tr>
<tr>
<td>70336</td>
<td>MRI Temporomandibular Joint</td>
<td>70336</td>
</tr>
<tr>
<td>70450</td>
<td>CT Head/Brain</td>
<td>70460, 70461, 70470</td>
</tr>
<tr>
<td>70480</td>
<td>CT Orbit</td>
<td>70480, 70481, 70482</td>
</tr>
</tbody>
</table>
Responsibility for Precertification

**Ordering Provider**
Responsible for obtaining precertification

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

*Recommendation to Rendering Providers: Do not schedule test until precertification is received*

Today rendering providers have the ability to check to see if the provider ordering the study they will perform requires precertification. This will be turned off on the day of implementation as all providers will be required to pre-certify requests. In the event a provider is gold carded, they still must register the study.
Precertification Process Overview

1. **Ordering Physician**
   - Physician requests service.

2. **Telephone NIA Magellan’s Call Center**
   - Call center handles the request.

3. **Online Through RadMD**
   - Service is authorized online through RadMD (www.RadMD.com).

4. **Claim**
   - Claim submitted to payer.

5. **Rendering Provider Performs Service**
   - Service is performed by the provider.

6. **Service Authorized**
   - Service is authorized and payment is expected.
Clinical Decision Making and Algorithms

• Clinical guidelines are reviewed and mutually approved by HMSA and NIA Magellan Chief Medical Officers and senior clinical leadership. Medicare guidelines are compliant with LCD and NCD requirements.

• NIA Magellan’s algorithms and medical necessity reviews collect key clinical information to ensure that HMSA members are receiving appropriate care prior to more invasive procedures being performed. Our goal – ensure that HMSA 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 Precertification

**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 Precertification 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

<table>
<thead>
<tr>
<th>CC_TRACKING_NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAXC</td>
</tr>
</tbody>
</table>

PLEASE FAX THIS FORM TO: 1-800-784-6864

<table>
<thead>
<tr>
<th>PHYSICIAN:</th>
<th>Req.Provider:</th>
<th>Test Requested:</th>
<th>PROC_DESC</th>
</tr>
</thead>
</table>

Date: TODAY

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.

<table>
<thead>
<tr>
<th>Procedure Requested: PROC_DESC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please PROVIDE:</td>
</tr>
<tr>
<td>1. All office visits or reports, including most recent office visit and specialist notes, since initial visit for the clinical problem.</td>
</tr>
<tr>
<td>2. Contact information of specialist for whom the physician is ordering the study.</td>
</tr>
<tr>
<td>3. Diagnostic/laboratory test results or imaging reports, such as ultrasound(s) for the clinical problem, and notes about need for follow-up imaging.</td>
</tr>
<tr>
<td>4. Information giving reason for requested study (e.g. copy of imaging order request form, etc).</td>
</tr>
<tr>
<td>5. Details of any current or completed treatment.</td>
</tr>
</tbody>
</table>

The ordering physician is responsible for obtaining prior authorizations including the submission of the clinical record if requested. Please respond ASAP with the clinical information outlined above to avoid any delays in patient care.

If applicable, please include the contact information of the specialist for whom the physician is ordering the study:

All information supplied is considered part of the member’s utilization review record with NIA and will be kept strictly confidential in accordance with HIPAA and/or applicable state law. For questions, please contact NIA call center at 1-877-642-6532.

| IF THIS CASE IS CLINICALLY URGENT, PLEASE CALL NIA. FAXES ARE NOT REVIEWED FOR URGENCY. TO FACILITATE A TIMELY REVIEW, USE THIS MEMBER-SPECIFIC COVERSHEET. SEND ONLY ONE PATIENT PER FAX; MULTIPLE PATIENTS IN A FAX WILL DELAY REVIEW. |

- A fax is sent to the provider detailing what clinical information 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 @ 1-866-306-9729

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

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

<table>
<thead>
<tr>
<th><strong>Precertification Validity Period</strong></th>
<th><strong>Denial Instructions</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>90 days from call in date.</td>
<td>Providers may request a re-review or reconsideration within 30 calendar days of the NIA Magellan determination date on a precertification request. After 30 calendar days, the appeal/reconsideration process at HMSA must be followed as defined in the notice of denial.</td>
</tr>
<tr>
<td>Akamai Advantage providers may request a re-open within 30 calendar days of the denial letter. These requests must be received in writing.</td>
<td></td>
</tr>
</tbody>
</table>
NIA Magellan’s Urgent Precertification Process

Urgent Precertification 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 at 1-866-306-9729.

• 6 a.m. – 6 p.m. Hawaii Standard Time (HST)
Program Components

Provider Network

Claims and Appeals

Radiation Safety
Advanced Imaging Provider Network:

- HMSA will use their network of Free-Standing Imaging Facilities (FSFs), Hospitals, and In Office Providers as its preferred providers for delivering outpatient services to HMSA members for the modalities NIA Magellan is managing today (MRI/MRA/MRS, CT/CTA, PET, CCTA, Myocardial Perfusion Imaging, Muga Scan) and adding new modalities **Effective December 1, 2015** (Stress Echocardiography, Implantable Cardiac Devices, and Cardiac Catheterization).
Claims and Appeals

**How Claims Should be Submitted**

- Rendering providers/Imaging providers should continue to send their claims directly to HMSA.
- Providers are strongly encouraged to use EDI claims submission.
- Check on claims status by logging on to the HMSA website at [https://hhin.hmsa.com](https://hhin.hmsa.com).

**Claims Appeals Process**

- In the event of a precertification or claims payment denial, providers may appeal the decision through HMSA.
- Providers should follow the instructions on their denial letter or Report to Provider (RTP).
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
NIA Magellan’s Radiation Safety Tools

Radiation Awareness Education
• Promote Provider and 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** – 1-866-306-9729
  Available 6 a.m. - 6 p.m. Hawaii Standard Time (HST)
  - Interactive Voice Response (IVR) System for authorization tracking
  - Fax additional clinical information to 1-800-784-6864

- **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.
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 Managers:
Name: Kevin Apgar
Phone: 1-800-450-7281 x65080 or 1-916-859-5080
Email: kwapgar@magellanhealth.com

Name: Tony Salvati
Phone: 1-800-450-7281 x75537 or 1-314-387-5537
Email: alsalvati@magellanhealth.com
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Confidentiality Statement for Providers

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Thanks