NIA Program Agenda

• Introduction to Magellan/National Imaging Associates (NIA)

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

• RadMD Demo

• Questions and Answers
## NIA Facts
- Providing Client Solutions since 1995
- Magellan Acquisition (2006)
- Avon CT with ~500 National NIA Employees
- Business supported by two National Call Operational Centers

## Industry Presence
- 54 Health Plan Clients serving 17M National Lives
- 10M Commercial; 1M Medicare; 6M Medicaid
- 26 states
- Doing business in Hawai‘i since 2006 serving 700,000 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
- Pain Management
- Spine Surgery
- Sleep Management
- Emergency Department, Provider Profiling & Practice Management Analysis

## NCQA Certified & URAC Accredited
Why a Pain Management Product?

- More than 26 million Americans between the ages of 20-64 experience frequent back pain.
- Back pain is the 2nd most common neurological ailment in the US.
- Rising Risk Factors:
  - Obesity
  - Aging Population
  - Physical Inactivity
- Back pain is the leading cause of disability in Americans under 45 years old.
Why a Pain Management Product?

• NIA estimates that 20 percent of epidural injections, 18 percent of facet joint injections, and 30 percent of facet neurolysis procedures are possibly inappropriate.

• NIA’s review of national data shows that up to 30 percent of fusions could be replaced with a less invasive procedure.
NIA’s Precertification Program

Effective 1/1/2014

Procedures Requiring Precertification

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

• **Inpatient and Outpatient Lumbar Spine Surgery** – (Lumbar Microdiscectomy, Lumbar Decompression, Lumbar Spine Fusion (Arthrodesis))

Excluded from Program: Procedures Performed in the Following Settings:

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

• **Lumbar Spine Surgery**
  - Emergency Surgery – admitted via the Emergency Room
List of CPT Procedure Codes Requiring Precertification

• Review Claims/Utilization Review Matrix to determine CPT codes managed by NIA
• CPT Codes and their Allowable Billable Groupings
• Located on RadMD
• Defer to Health Plan Policies for Procedures not on Claims/Utilization Review Matrix
Responsibility for Authorization

Ordering Providers
• Responsible for obtaining precertification

Facilities/Place of Service
• Ensuring that precertification has been obtained prior to scheduling service and performing procedure
Precertification Process Overview

Ordering Provider

Online Through RadMD or Via Phone to NIA’s Call Center

Algorithm

Medical Necessity Review

Procedure Performed

Service Authorized

Claim

NIA processes more than 300,000 requests each month!
**GENERAL**

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

NOTE: The anticipated date of service is required for making medical necessity determinations on interventional pain management procedures.

**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)

**SPECIAL INFORMATION**

- Every interventional pain management procedure performed requires Precertification; NIA does not pre-approve a series of epidural injections.
- Only one authorization request per spine surgery. Surgeon selects from one of four surgical procedure options. A Lumbar fusion authorization includes decompression procedures.
- NIA’s system allows for procedures to approve immediately when the clinical information and timeframes meet clinical guidelines. Clinical Guidelines can be found on [www.RadMD.com](http://www.RadMD.com)
Clinical Decision Making and Algorithms

- Clinical guidelines are reviewed and mutually approved by HMSA and NIA Medical Directors.

- NIA 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)

### Clinical Specialty Team Review

#### Clinical Specialization Pods

Overseen by a Physician Advisor

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

- **Physician Panel of Board-Certified Physician Specialists**
- **Specialized PCR:** Neurosurgeon or Orthopedic Spine Surgeons will review spine surgery cases

**Automated Timeliness Routing**
Document Review

• NIA 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 support the requested procedures are clearly documented in medical records
• Helps ensure that patients receive the most appropriate, effective care
NIA to Physician: Request for Clinical Information

- 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 a denial
Submitting Clinical Information/Medical Records to NIA

- Two ways to submit clinical information to NIA
  - 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 Coversheet for all transmissions of clinical information including uploads through RadMD!*
Precertification Process

1. **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

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

     *All Lumbar Spine Surgery requests requiring clinical review will be reviewed by a spine surgeon.

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

     - Ordering Provider Withdrawal

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

<table>
<thead>
<tr>
<th>Authorizations Notification</th>
<th>Denial Notification</th>
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<tbody>
<tr>
<td><strong>Authorizations</strong></td>
<td><strong>Denials</strong></td>
</tr>
<tr>
<td>Validity Period</td>
<td>• You may ask NIA for a re-review within 30 calendar days of our decision with additional information. After 30 days, the appeal/reconsideration process at HMSA must be followed as defined in the notice of denial provided to you.</td>
</tr>
<tr>
<td>• Authorizations are valid for 60 days from the date of final determination.</td>
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## Claims

<table>
<thead>
<tr>
<th><strong>How Claims Should be Submitted</strong></th>
<th><strong>Claims Appeals Process</strong></th>
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<tbody>
<tr>
<td>• Providers should continue to send their claims directly to HMSA.</td>
<td>• In the event of a precertification or claims payment denial, providers may appeal the decision through HMSA</td>
</tr>
<tr>
<td>• Providers are strongly encouraged to use EDI claims submission.</td>
<td>• Providers should follow the instructions on their denial letter or Report to Provider (RTP).</td>
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<tr>
<td>• Check on claims status by logging on to the HMSA website at <a href="https://hhin.hmsa.com/">https://hhin.hmsa.com/</a>.</td>
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NIA’s Urgent/Expedited Authorization Process

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<thead>
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<tbody>
<tr>
<td>• If an urgent clinical situation exists (outside of a hospital emergency room), please call NIA immediately. The number to call to obtain a prior authorization is 1-866-306-9729.</td>
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<tr>
<td>• 6am – 6pm Hawai‘i – Aleutian Time (UTC)</td>
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Pain Management – Additional Details
### Interventional Pain Management & Spine Surgery Program

**Procedures Managed by NIA**

**Effective 1/1/2014**

<table>
<thead>
<tr>
<th>Interventional Pain Management Procedures Requiring Prior Authorization</th>
<th>Procedures performed on any region of the spine:</th>
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</thead>
<tbody>
<tr>
<td>• Spinal Epidural Injections</td>
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</tr>
<tr>
<td>• Paravertebral Facet Joint Injections, Facet Joint</td>
<td>• Paravertebral Facet Joint Injections, Facet Joint</td>
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<tr>
<td>• Paravertebral Facet Joint Denervation/Neurolysis</td>
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<table>
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<tr>
<th>Lumbar Spine Surgery Procedures Requiring Prior Authorization</th>
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<tbody>
<tr>
<td>• Lumbar Spine Fusion (Arthrodesis)</td>
</tr>
<tr>
<td>• Lumbar Decompression</td>
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<tr>
<td>• Lumbar Microdiscectomy</td>
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<td>• Emergency Room</td>
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NIA—A Magellan Health Company
Precertification Nuances

**Interventional Pain Management**
- Anticipated Date of Service (provided during request for authorization) is used to determine timing between procedures.
- A series of epidural injections will not be approved at one time.
- Each procedure must be prior authorized. Immediate approval is obtainable via RadMD or call center as long as clinical guidelines are met.
- Any procedure performed on any region of the spine.

**Lumbar Spine Surgery**
- Precertification is required through NIA for **inpatient and outpatient** non-emergent spine surgeries.
- Surgeons must request only one surgery (most complex performed) during the precertification process. For example, precertification for fusion includes decompression procedures.
- Spine surgery cases requiring clinical review will only be reviewed by Spine Surgeon Reviewers.
- Lumbar spine surgery only
Lumbar Spine Surgery Selection via RadMD

- Select only one surgery (the most complex) for prior authorization.
Provider Tools

• Provider Tools that Make it Easy for Providers to Partner with NIA
  • **Toll free authorization and information number** – 1-866-306-9729
    Available 6am –6pm Hawaiʻi – Aleutian Time (UTC)
    – Interactive Voice Response (IVR) System
    – Fax additional clinical information to 1-800-784-6865
  • **RadMD Website** – Available 24/7 (except during maintenance)
    – Different functionality for ordering providers and facilities
    – Request authorization and view authorization status
    – Upload additional clinical information
    – View Clinical Guidelines, Frequently Asked Questions (FAQs), and other educational documents
NIA Website www.RadMD.com

RadMD Functionality varies by user:

- **Facilities** – Views approved authorizations for their facility.
- **Ordering Provider’s Office** – View and submit requests for authorization.

Online Tools Accessed through www.RadMd.com:

- NIA’s Clinical Guidelines
- Frequently Asked Questions
- Quick Reference Guides
- RadMD Quick Start Guide
- Claims/Utilization Matrices
NIA Dedicated Provider Relations Manager
Name: Kevin Apgar
Phone: 1-800-450-7281 x65080 or 916-859-5080
Email: Kwapgar@magellanhealth.com