NIA Medical Specialty Solutions

TRUSTED Health Plan Provider Training
NIA Training Program
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
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.

Medical Specialty Solutions
- Advanced Diagnostic imaging
- Cardiac imaging and interventional procedures
- Radiation Oncology
- Pain Management

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

Pharmacy Solutions
- Total drug management
- Medical pharmacy
- Specialty pharmacy
- Pharmacy benefits

NIA
Magellan BH
TDS
NIA Highlights

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 the District of Columbia since 2012

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
**NIA’s Prior Authorization Program**

**June 16, 2014**

<table>
<thead>
<tr>
<th>Procedures Requiring Prior Authorization</th>
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<tbody>
<tr>
<td>- MRI/MRA</td>
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<td>- CT/CTA</td>
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<td>- PET</td>
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<tr>
<td>- CCTA</td>
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<tr>
<td>- Nuclear Cardiology/Nuclear Stress/MPI</td>
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<tr>
<td>- Stress Echo</td>
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<tr>
<td>- Echo</td>
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<tr>
<td>- Only non-emergent procedures performed in an outpatient setting require authorization with NIA</td>
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<table>
<thead>
<tr>
<th>Excluded from Program: Procedures Performed in the Following Settings:</th>
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<td>- Hospital Inpatient</td>
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<tr>
<td>- Observation</td>
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<tr>
<td>- Emergency Room</td>
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<td>- Surgery Center</td>
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List of CPT Procedure Codes Requiring Prior Authorization

- 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 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 Provider

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

Medical Necessity Review

Algorithm

Rendering Provider Performs Service

Service Authorized

Claim

NIA processes more than 300,000 requests each month!
Clinical Decision Making and Algorithms

- Guidelines are reviewed and mutually approved by Trusted Health Plan and NIA Chief Medical Officers.
- NIA algorithms and medical necessity reviews collect key clinical information to ensure that Trusted Health Plan members are receiving appropriate care prior to more invasive procedures being performed. Our goal – ensure that 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

<table>
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<tr>
<th>Neurology</th>
<th>Abdomen/Pelvis (includes OB-US)</th>
<th>General Studies</th>
<th>Radiation Oncology</th>
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<tbody>
<tr>
<td>Cardiac</td>
<td>Orthopedic</td>
<td>Oncology</td>
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Pods are overseen by a Physician Advisor.

### Automated Timeliness Routing

### 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 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 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

- Two ways to submit clinical information to NIA
  - Via Fax
  - Via RadMD Upload
- Use the Fax Coversheet (when faxing clinical information to NIA)
- Additional copies of Fax Coversheets can also be printed from RadMD or requested via the Call Center @ 888-642-7649

Be sure to use the NIA Fax Coversheet for all transmissions of clinical information!
Prior Authorization 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
   - Physicians may:
     1. Approve
     2. Deny
     3. Ordering Provider Withdrawal
   - Nurses will review request and may:
     1. Approve
     2. Send to NIA physician for additional clinical review

3. Physician Clinical Review
   - A peer to peer discussion is always available!
## Notification of Determination

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<th>Approval Notification</th>
<th>Denial Notification</th>
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<td>- Member and Ordering Provider</td>
<td>- Member and Ordering Provider</td>
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<th>Authorization Validity Period</th>
<th>Appeal Instructions</th>
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<td>- 90 days from date of request</td>
<td>- NIA will handle 1st level provider appeals</td>
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<td>- In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter.</td>
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Program Components

- Provider Network
- Provider Assessment Program
- Claims and Appeals
- Radiation Safety
Using Health Plan Network

Advanced Imaging Provider Network:

- NIA will use the Trusted Health Plan network of Free-Standing Imaging Facilities (FSFs), Hospitals, and In Office Providers as it’s preferred providers for delivering outpatient CT’s, MR’s, PET Scan, CCTA, Nuclear Cardiology/Nuclear Stress/MPI, Stress Echo and Echocardiography services to Trusted Health Plan members throughout the District of Columbia.
A process used by NIA to assess the diagnostic imaging capabilities of the providers within the network. It includes an assessment of the appropriateness of the contracted services rendered at each practice location (called privileging).

Privileging components include:

- Accreditation
- Equipment Standards
- Physician and Technologist Education, Training, and Certification
- Facility Management
Privileging Program Specifics

Overview

- Modalities privileged by NIA include CT’s, MR’s, and PET Scans services.
- Providers privileged include freestanding and in office providers (we don’t privilege hospitals or providers billing for interpretation)
- Providers who complete an application and comply with Privileging Guidelines are selectable for prior-authorization

NOTE: Providers may be privileged for some modalities, but not privileged for other modalities

Application Submission Process

- Application available on RadMD
- Each practice location must complete a separate application
- Information gathered is shared with health plan – health plan makes the final decision
- Results are communicated to the provider by NIA
Claims

How Claims Should be Submitted

- Rendering providers/Imaging providers should continue to send their claims directly to Trusted Health Plan
- Providers are strongly encouraged to use EDI claims submission.
- Check on claims status by logging on to the Trusted Health Plan website at www.trustedhp.com.

Claims Appeals Process

- In the event of a prior authorization or claims payment denial, providers may appeal the decision through Trusted Health Plan
- Providers should follow the instructions on their non-authorization letter or Explanation of Payment (EOP) notification

NOTE: Consistent with CMS guidelines, multiple procedure discounts are applied when appropriate.
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 has developed Radiation Awareness Tools and Safety Programs designed to create patient and physician awareness of radiation concerns
NIA’s Radiation Safety Tools

Radiation Awareness Education
- Promote Provider and Member Awareness and Education

Radiation Calculator
- [www.radiationcalculator.com](http://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 – 1-888-899-7804
- Available Monday-Friday, 8am – 8pm EST
  - 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-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-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 Dedicated Provider Relations Manager:**
Name: Charmaine S. Gaymon  
Phone: 410-953-2615  
Email: csgaymon@magellanhealth.com

- Provides educational tools to ordering Physicians and rendering providers on imaging processes and procedures.
- Liaison between Trusted Health Plan Provider Relations and NIA.
RadMD Demo