

## NIA Magellan<sup>1</sup> Spine Care Program Spine Surgeries Frequently Asked Questions (FAQ's) For Tufts Health Public Plans Ordering Physicians For *Tufts Health Together* and *Tufts Health Direct*

Question	Answer
<b>GENERAL</b>	
<p><b>Which Tufts Health Public Plans members will be covered under this relationship?</b></p>	<p>Effective for dates of service on or after <b>December 1, 2015</b>, Tufts Health Public Plans will implement changes to its prior authorization program for management of spinal conditions, including spine surgery. Effective <b>December 1, 2015</b>, NIA Magellan will manage non-emergent outpatient interventional pain management spine procedures. These changes will apply to Tufts Health Public Plans (<i>Tufts Health Together</i> and <i>Tufts Health Direct</i>), Commercial and Medicaid plans.</p>
<p><b>Why is Tufts Health Public Plans changing its Pain Management program focused on Spine Surgery?</b></p>	<p>To manage the utilization of non-emergent lumbar and cervical spine surgery procedures, occurring in outpatient and inpatient settings for our members. NIA Magellan is the vendor manager for Tufts Health Public Plans' advanced imaging program and these new spine surgery procedures are an extension of that management program and an enhancement to the already existing Spine Management Program. Tufts Health Public Plans providers will utilize the provider tools to request these studies as they do today for advanced imaging.</p> <p><u>The following spine surgery procedures require prior authorization* through NIA Magellan:</u></p> <ul style="list-style-type: none"> <li>• Lumbar Microdiscectomy</li> <li>• Lumbar Decompression (Laminotomy, Laminectomy, Facetomy &amp; Foraminotomy)</li> <li>• Lumbar Spine Fusion (Arthrodesis) With or Without Decompression – Single &amp; Multiple Levels</li> <li>• Cervical Anterior Decompression with Fusion –Single &amp; Multiple Levels</li> <li>• Cervical Posterior Decompression with Fusion –Single &amp; Multiple Levels</li> <li>• Cervical Posterior Decompression (without fusion)</li> </ul>

<sup>1</sup> NIA Magellan refers to National Imaging Associates, Inc.

	<ul style="list-style-type: none"> <li>• Cervical Artificial Disc Replacement</li> <li>• Cervical Anterior Decompression (without fusion)</li> </ul> <p>*NIA Magellan does not <u>manage</u> prior authorization for emergency spine surgery cases that are admitted through the emergency room or for spine surgery procedures outside of those procedures listed above.</p>
Why did Tufts Health Public Plans select National Imaging Associates, Inc. (NIA Magellan) to manage its pain management program for spine surgeries?	NIA Magellan was selected to partner with us because of its clinically driven program designed to effectively manage quality, patient safety and ensure appropriate utilization of resources for Tufts Health Public Plans membership.
Which Tufts Health Public Plans members will be covered under this relationship and what networks will be used?	Effective for dates of service on or after <b>December 1, 2015</b> , Tufts Health Public Plans will implement changes to its prior authorization program for management of spinal conditions, including spine surgery. Effective <b>December 1, 2015</b> , NIA Magellan will manage non-emergent outpatient interventional pain management spine procedures. These changes will apply to Tufts Health Public Plans ( <i>Tufts Health Together</i> and <i>Tufts Health Direct</i> ), Commercial and Medicaid plans.
<b>EFFECTIVE DATE</b>	
What is the effective date for this pain management program for spine surgeries?	The effective date will be December 1, 2015.
<b>PRIOR AUTHORIZATION</b>	
When is prior authorization required?	<p>Prior authorization is required through NIA Magellan for inpatient and outpatient non-emergent spine surgeries.</p> <p>The ordering physician must obtain prior authorization with NIA Magellan prior to performing these procedures and prior to providing the inpatient admission notification to Tufts Health Public Plans for the facility or hospital admission.</p> <p><b>Note:</b> Any Tufts Health Public Plans inpatient admission notification requirements for the facility or hospital admission must be obtained separately and only initiated after the surgery has met NIA's Magellan medical necessity criteria.</p>
Is a prior authorization required for patients who already have a spine surgery scheduled that was not previously authorized?	Yes. Any non-emergent spine surgery performed on or after, December 1, 2015, requires a prior authorization through NIA Magellan.

<b>Who can order a lumbar or cervical spine surgery?</b>	A majority of the spine surgeries requiring medical necessity are expected to be ordered by one of the following specialties: <ul style="list-style-type: none"> <li>• Neurosurgeons</li> <li>• Orthopedic Spine Surgeons</li> </ul>
<b>Are inpatient pain management procedures included in this program?</b>	No, inpatient IPM procedures are not included.
<b>Who will be reviewing the spine surgery requests and medical information provided?</b>	Practicing neurosurgeons and orthopedic spine surgeons will conduct the medical necessity reviews and determinations.
<b>Does the NIA Magellan’s prior authorization process change the requirements for facility-related prior authorization?</b>	No. NIA’s Magellan medical necessity review and determination is for the authorization of the surgeon’s professional services and type of surgery being performed. NIA Magellan will provide Tufts Health Public Plans with the surgery type requested and authorization determination.  Facilities and providers must continue to follow Tufts Health Public Plans’ inpatient admission notification processes for hospital admissions and elective surgery.  Note: Any Tufts Health Public Plans inpatient admission notification requirements for the facility or hospital admission must be obtained separately and only initiated after the surgery has met NIA Magellan’s medical necessity criteria.
<b>How does the ordering physician obtain a prior authorization from NIA Magellan?</b>	Ordering Physicians will be able to request prior authorization via the NIA Magellan website or by calling the NIA Magellan toll-free number 1-800-207-4209.
<b>What information will NIA Magellan require in order to receive prior authorization?</b>	To expedite the process, please have the following information ready before logging on to the web site or calling the NIA Magellan Call Center (*denotes required information):for prior authorization of non-emergent inpatient and outpatient spine surgeries: <ul style="list-style-type: none"> <li>• Name and office phone number of ordering physician*</li> <li>• Member name and ID number*</li> <li>• Requested surgery type*</li> <li>• Name of facility where the surgery will be performed*</li> <li>• Anticipated date of surgery*</li> <li>• Details justifying the surgical procedure*: <ul style="list-style-type: none"> <li>○ Clinical Diagnosis*</li> <li>○ Date of onset of back pain or symptoms /Length of time patient has had episode of pain*</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Physician exam findings (including findings applicable to the requested services)</li> <li>○ Diagnostic imaging results</li> <li>○ Non-operative treatment modalities completed, date, duration of pain relief, and results (e.g., physical therapy, epidural injections, chiropractic or osteopathic manipulation, hot pads, massage, ice packs and medication)</li> </ul> <p>Please be prepared to provide the following information, if requested:</p> <ul style="list-style-type: none"> <li>● Clinical notes outlining type and onset of symptoms</li> <li>● Length of time with pain/symptoms</li> <li>● Non-operative care modalities to treat pain and amount of pain relief</li> <li>● Physical exam findings</li> <li>● Diagnostic Imaging results</li> <li>● Specialist reports/evaluation</li> </ul>
<p><b>Does the ordering physician need a separate request for all spine procedures being performed during the same surgery on the same date of service?</b></p>	<p>No. NIA Magellan will provide a list of Surgery categories to choose from and the Tufts Health Public Plans Surgeon must select the most complex and invasive Surgery being performed as the primary Surgery.</p> <p><b>Example: Lumbar Fusion</b> If the Tufts Health Public Plans Surgeon is planning a single level Lumbar Spine Fusion with decompression, the Surgeon will select the single level fusion procedure. The Surgeon <u>does not need</u> to request a separate authorization for the decompression procedure being performed as part of the Lumbar Fusion Surgery. This is included in the Lumbar Fusion request.</p> <p><b>Example: Laminectomy</b></p> <ul style="list-style-type: none"> <li>● If the Tufts Health Public Plans Surgeon is planning a Laminectomy with a Microdiscectomy, the Surgeon will select the Lumbar decompression procedure. The Surgeon <u>does not need</u> to request a separate authorization for the Microdiscectomy procedure.</li> <li>●</li> <li>● If the Tufts Health Public Plans Surgeon is only performing a Microdiscectomy (CPT 63030 or 63035), the Surgeon should select the Microdiscectomy only procedure.</li> </ul>
<p><b>Will the ordering Physician need to enter each CPT procedure code being performed for Spine</b></p>	<p>No. NIA Magellan will provide a list of surgery categories to choose from and the ordering physician must select the primary surgery (most invasive) being performed. There will be a summary of which CPT codes fall under each procedure</p>

<b>Surgery?</b>	category.
<b>Are instrumentation (medical device), bone grafts, and bone marrow aspiration included as part of the lumbar or cervical fusion authorizations?</b>	Yes. The instrumentation (medical device), bone grafts, and bone marrow aspiration procedures commonly performed in conjunction with a single or multiple level lumbar or cervical spine fusion are included in the fusion surgery authorization. The amount of instrumentation must align with the authorization. Reference the code Matrix Grid
<b>What kind of response time can ordering physician expect for prior authorization?</b>	<p>Having the following information available prior to calling NIA Magellan at 1-800-207-4209 or online through <a href="http://www.RadMD.com">www.RadMD.com</a> will create the most efficient turn around time of a medically necessity decision.</p> <ul style="list-style-type: none"> <li>▪ Clinical Diagnosis</li> <li>▪ Date of onset of back pain or symptoms /Length of time patient has had episode of pain</li> <li>▪ Physician exam findings (including findings applicable to the requested services)</li> <li>▪ Pain/Patient Symptoms</li> <li>▪ Diagnostic imaging results</li> <li>▪ Non-operative treatment modalities completed, date, duration of pain relief, and results (e.g., physical therapy, epidural injections, chiropractic or osteopathic manipulation, hot pads, massage, ice packs and medication)</li> </ul> <p>Generally, within 2 business days after receipt of request with full clinical documentation, a determination will be made. In certain cases, the review process can take longer if additional clinical information is required to make a determination.</p>
<b>What will the NIA Magellan authorization number look like?</b>	The NIA Magellan authorization number will consist of 8 or 9 alpha-numeric characters. In some cases, the ordering surgeon may instead receive an NIA Magellan tracking number (not the same as an authorization number) if the surgeon's authorization request is not approved at the time of initial contact. Ordering physicians will be able to use either number to track the status of their request online or through an Interactive Voice Response (IVR) telephone system.
<b>If requesting authorization through RadMD and the request pends, what happens next?</b>	You will receive a tracking number and NIA Magellan will contact you to complete the process.
<b>Can RadMD be used to request retrospective or</b>	No, those requests will need to be called into NIA Magellan's Call Center for processing at 1-800-207-4209.

expedited authorization request?	
How long is the prior authorization number valid?	The authorization number is valid for 60 days from the date of service.
Is prior authorization necessary for lumbar or cervical spine surgery if Tufts Health Public Plans is NOT the member's primary insurance?	Yes
If an ordering physician obtains a prior authorization number does that guarantee payment?	<p>An authorization number is not a guarantee of payment. Authorizations are based on medical necessity and are contingent upon eligibility and benefits on the date of the service. Benefits may be subject to limitations and/or qualifications and will be determined when the claim is received for processing.</p> <p>NIA Magellan's medical necessity review and determination is for the authorization of the surgeon's professional services and type of surgery being performed. Any Tufts Health Public Plans prior authorization requirements for the facility or hospital admission must be obtained separately and only initiated after the surgery has met NIA Magellan's medical necessity criteria.</p>
Does NIA Magellan allow retro-authorizations?	<p>It is important that key physicians and office staff be educated on the prior authorization requirements. Claims for spine surgery, as outlined above, that have <u>not</u> been properly authorized will <u>not</u> be reimbursed.</p> <p>Physicians performing spine surgery <u>should not</u> schedule or perform surgery without prior authorization.</p>
Can an ordering physician verify an authorization number online?	Yes. Ordering physicians can check the status of member authorization quickly and easily by going to the Web site at <a href="http://www.RadMD.com">www.RadMD.com</a> .
How can providers access the NIA Magellan authorization number?	Providers will be able to access the NIA Magellan authorization number via the NIA Magellan website <a href="http://www.RadMD.com">www.RadMD.com</a> or by calling the NIA Magellan toll-free number 1-800-207-4209. The authorization number will also be available via the Tufts Health Public Plans provider portal, via <i>Tufts Health Provider Connect</i> (please note that the authorization number is different in Connect).
What if I disagree with	In the event of a prior authorization denial, providers may

NIA Magellan's determination?	appeal the decision. Providers should follow the instructions on their denial letter, as all appeal rights will be included.
<b>SCHEDULING PROCEDURES</b>	
Do ordering physicians have to obtain an authorization before they call to schedule the procedure?	NIA Magellan asks where the surgery is being performed and the anticipated date of service. Ordering physicians should obtain prior authorization before scheduling the patient and the facility for an outpatient procedure or hospital admission.
<b>WHICH MEDICAL SURGEONS ARE AFFECTED?</b>	
Which physicians are impacted by the pain Spine Management program?	Neurosurgeons and Orthopedic Spine Surgeons are the key physicians impacted by this program.  All procedures performed in any setting are included in this program: <ul style="list-style-type: none"> <li>• Hospital (Inpatient &amp; Outpatient Settings)</li> <li>• Ambulatory Surgical Centers</li> </ul>
<b>CLAIMS RELATED</b>	
Where do rendering providers/surgeons send their claims for outpatient, non-emergent spine management services?	Tufts Health Public Plans rendering providers/ surgeons should continue to send claims directly to Tufts Health Public Plans  Rendering providers/surgeons are encouraged to use EDI claims submission.
How can claims status be checked?	Rendering providers/surgeons should continue to check claims status at the Tufts Health Public Plans through our provider portal Tufts Health Connect located on our Website, <a href="http://tuftshealthplan.com">http://tuftshealthplan.com</a> .
Who should a surgeon contact if they want to appeal a prior authorization or claims payment denial?	Rendering providers/surgeons are asked to please follow the appeal instructions given on their non-authorization letter.
<b>MISCELLANEOUS</b>	
How is medical necessity defined?	NIA Magellan defines medical necessity as services that: <ul style="list-style-type: none"> <li>• Meet generally accepted standards of medical practice; be appropriate for the symptoms, consistent with diagnosis, and otherwise in accordance with sufficient evidence and professionally recognized standards;</li> <li>• are appropriate to the illness or injury for which it is performed as to type of service and expected outcome;</li> <li>• Are appropriate to the intensity of service and level of setting;</li> <li>• Provide unique, essential, and appropriate information when used for diagnostic purposes;</li> </ul>

	<ul style="list-style-type: none"> <li>• Are the lowest cost alternative that effectively addresses and treats the medical problem; and rendered for the treatment or diagnosis of an injury or illness; and</li> <li>• Not furnished primarily for the convenience of the member, the attending physician, or other surgeon.</li> </ul>
<b>How will referring/ordering surgeons know who NIA Magellan is?</b>	Tufts Health Public Plans will mail notification letters and educational materials to plan surgeons. Tufts Health Public Plans and NIA Magellan are also conducting educational trainings for plan surgeons.
<b>Will ordering physician trainings be offered closer to the December 1, 2015 implementation date?</b>	NIA Magellan will conduct surgeon training sessions during the month of November.
<b>Where can an ordering physician find NIA Magellan's Guidelines for Clinical Use of Pain Spine Management Procedures?</b>	NIA Magellan's Clinical Guidelines can be found on the Web site at <a href="http://www.RadMD.com">www.RadMD.com</a> . They are presented in a PDF file format that can easily be printed for future reference. NIA Magellan's clinical guidelines have been developed from practice experiences, literature reviews, specialty criteria sets and empirical data.
<b>What will the Member ID card look like? Will the ID card have both NIA Magellan and Tufts Health Public Plans information on it? Or will there be two cards?</b>	The Tufts Health Public Plans Member ID card will not change and will not contain any NIA Magellan identifying information on it. There will not be two cards
<b>CONTACT INFORMATION</b>	
<b>Who can a surgeon contact at NIA Magellan for more information?</b>	Ordering Physicians can contact April J. Sabino, Provider Relations Manager, at 1-800-450-7281 ext. 31078.