Magellan Healthcare¹
Medical Specialty Solutions

Provider Training/Presented by:

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Manager, Provider Relations

¹National Imaging Associates, Inc. is a subsidiary of Magellan Healthcare, Inc.
Magellan Healthcare Training Program
Magellan Healthcare Program Agenda

Introduction to Magellan Healthcare

Our Program

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

RadMD Demo

Questions and Answers
A Unique Vision of Care

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.
Magellan Healthcare Highlights

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

Industry Presence
- 76 Health Plan Clients serving 25.7M National Lives
- 16M Commercial; 1M Medicare;
- 8.5M Medicaid
- 34 states

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 (Surgery/IPM)
- Chiropractic Care, Speech Therapy, Physical and Occupational Therapies
- Sleep Management
- Emergency Department Clinical Decision Support
- Provider Profiling & Practice Management Analysis

URAC Accreditation & NCQA Certified
**Effective May 1, 2012**: Only non-emergent procedures performed in an outpatient setting require authorization. Effective July 1, 2016, AvMed will expand its partnership with Magellan Healthcare to include all Individual Plan Members. With the addition of Individual Plans, all AvMed Members will now require prior authorization for non-emergent, outpatient advanced imaging services. The list of services below remains the same. The only change is the addition of Individual Plan Members requiring prior authorization.

<table>
<thead>
<tr>
<th>Procedures Requiring Prior Authorization</th>
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<tbody>
<tr>
<td>• CT/CTA/CCTA</td>
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<tr>
<td>• MRI/MRA</td>
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<td>• PET</td>
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<td>• Stress Echo</td>
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<table>
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<tr>
<th>Excluded from Program: Procedures Performed in the Following Settings:</th>
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<tr>
<td>• Hospital Inpatient</td>
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<td>• Observation</td>
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<tr>
<td>• Emergency Room</td>
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List of CPT Procedure Codes Requiring Prior Authorization

- Review Claims/Utilization Review Matrix to determine CPT codes managed by Magellan Healthcare
- 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 Physician

Telephone Magellan Healthcare’s Call Center

Online Through RadMD www.RadMD.com

Algorithm

Service Authorized

Claim

Rendering Provider Performs Service
Clinical Decision Making and Algorithms

• Guidelines are reviewed and mutually approved by AvMed and Magellan Healthcare’s Chief Medical Officers
• Magellan Healthcare’s algorithms and medical necessity reviews collect key clinical information to ensure that AvMed members are receiving appropriate care prior to more invasive procedures being performed. Our goal – ensure that AvMed members are receiving the appropriate level of care.
• Clinical Guidelines available on 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

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

• Magellan Healthcare 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
Magellan Healthcare to Ordering Provider: Request for Additional Clinical Information

- A fax is sent to the provider detailing clinical information 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 Magellan Healthcare

• Two ways to submit clinical information to Magellan Healthcare
  – Via Fax
  – Via RadMD Upload

• Use the Fax Coversheet (when faxing clinical information to Magellan Healthcare)

• Additional copies of Fax Coversheets can be printed from RadMD or requested via the Call Center @ 1-866-663-8387

Be sure to use the Magellan Healthcare 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 Magellan Healthcare 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>Approval Notification</th>
<th>Denial Notification</th>
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<tr>
<td><strong>Authorization Validity Period</strong>&lt;br&gt;Effective July 18, 2013 - If an anticipated date of service is given at the time of the authorization request, the validity period will be 60 days from the given date of service. If an anticipated date of service is not given at the time of the authorization request, the validity period will be 60 days from the date of the approval determination.</td>
<td><strong>Appeal Instructions</strong>&lt;br&gt;In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter.</td>
</tr>
</tbody>
</table>

- **Denial Notification**
- **Approval Notification**
- **Appeal Instructions**
Magellan Healthcare’s Urgent Authorization Process

Urgent Authorization Process
If an urgent clinical situation exists outside of a hospital emergency room, please contact Magellan Healthcare immediately with the appropriate clinical information for an expedited review at 1-866-663-8387.
Program Components

- Provider Network
- Provider Assessment Program
- Claims and Appeals
- Radiation Safety
Advanced Imaging Provider Network:

AvMed uses Magellan Healthcare's network of Free-Standing Imaging Facilities (FSFs) as it’s preferred providers for delivering outpatient CT/CTA/CCTA, MRI/MRA, PET, Nuclear Cardiology, and Stress Echo to AvMed members throughout Florida.

- The Magellan Healthcare contracted facilities will be “in network” for AvMed members.
- As of today, we have over 350 contracted high quality, conveniently located facilities.

AvMed’s Participating Hospitals and In-Office Providers:

- AvMed’s Participating Hospitals, hospital-owned FSFs and In-Office Providers offering advanced imaging services will continue under their current AvMed contracts as “in-network” providers. They will need to participate in the Magellan Healthcare prior authorization program.
Provider Assessment Program

A process used by Magellan Healthcare to assess the diagnostic imaging capabilities of the providers within the network. It includes both credentialing, as well as, an assessment of the appropriateness of the contracted services rendered at each practice location, this is called privileging.

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

Overview
Modalities privileged by Magellan Healthcare include:

- CT/CTA/CCTA
- MRI/MRA
- PET
- Nuclear Cardiology
- Stress Echo

- Includes Freestanding facilities
- 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 Magellan Healthcare
**Claims**

### How Claims Should be Submitted
- Rendering providers/Imaging providers should continue to send their claims directly to AvMed.
- Providers are strongly encouraged to use EDI claims submission.
- Check on claims status by logging on to the AvMed website at [http://www.Avmed.org](http://www.Avmed.org)

### Claims Appeals Process
- In the event of a prior authorization or claims payment denial, providers may appeal the decision through AvMed.
- 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

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

- **Toll free authorization and information number** – 1-866-663-8387
  *Available 8 am to 8 pm 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 Magellan Healthcare-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 Magellan Healthcare-approved user name and password.

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

Magellan Healthcare Dedicated Provider Relations Manager:

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Email: hherandez@magellanhealth.com
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Thanks