Are You Dialed In?

To join the teleconference:

Select the “Call Me” option or

Pick up your phone and dial: 1-888-557-8511

Enter the access code 9706085

To mute/un-mute your phone- click the mute button or

Press *6

Thank you for not putting your phone on hold
National Imaging Associates, Inc. (NIA) Medical Specialty Solutions

Provider Training/Presented by:
Name: Charmaine S. Everett
Date:
NIA Training Program
NIA Program Agenda

Introduction to NIA

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)
- Headquarters in Columbia MD
- Business supported by two National Call Operational Centers

Industry Presence
- 78 Health Plan Clients serving 27.09M National Lives
- 16.24M Commercial;
- 1.10M Medicare;
- 9.75M Medicaid
- 36 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
# NIA’s Prior Authorization Program

**Effective Date: July 1, 2017**

NIA’s Call Center & RadMD will open June 27, 2017

Only non-emergent procedures performed in an outpatient setting require authorization with NIA

<table>
<thead>
<tr>
<th>Procedures Requiring Prior Authorization</th>
</tr>
</thead>
<tbody>
<tr>
<td>• CT/CTA</td>
</tr>
<tr>
<td>• CCTA</td>
</tr>
<tr>
<td>• MRI/MRA</td>
</tr>
<tr>
<td>• PET Scan</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Excluded from Program: Procedures Performed in the Following Settings:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Hospital Inpatient</td>
</tr>
<tr>
<td>• Observation</td>
</tr>
<tr>
<td>• Emergency Room</td>
</tr>
<tr>
<td>• Surgery Center</td>
</tr>
</tbody>
</table>
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 Maryland Physicians Care Policies for Procedures not on Claims/Utilization Review Matrix

<table>
<thead>
<tr>
<th>Authorized CPT Code</th>
<th>Description</th>
<th>Allowable Billed Groupings</th>
</tr>
</thead>
<tbody>
<tr>
<td>70430</td>
<td>MRI Temporomandibular Joint</td>
<td>70430</td>
</tr>
<tr>
<td>70460</td>
<td>CT Head/Brain</td>
<td>70450, 70460, 70470</td>
</tr>
<tr>
<td>70480</td>
<td>CT Oral</td>
<td>70480, 70481, 70482</td>
</tr>
<tr>
<td>70485</td>
<td>CT Maxillofacial/Sinus</td>
<td>70485, 70487, 70490, 70492</td>
</tr>
<tr>
<td>70490</td>
<td>CT Soft Tissue Neck</td>
<td>70490, 70491, 70492</td>
</tr>
<tr>
<td>70495</td>
<td>CT Angiography, Head</td>
<td>70495</td>
</tr>
<tr>
<td>70496</td>
<td>CT Angiography, Neck</td>
<td>70496</td>
</tr>
<tr>
<td>70510</td>
<td>MRI Cerv, Face, and/or Neck</td>
<td>70510, 70542, 70543</td>
</tr>
<tr>
<td>70541</td>
<td>MRI Internal Auditory Canal</td>
<td>70541, 70542, 70543, 70544</td>
</tr>
<tr>
<td>70542</td>
<td>MRA Head</td>
<td>70544, 70545, 70546</td>
</tr>
<tr>
<td>70547</td>
<td>MRA Neck</td>
<td>70547, 70548, 70549</td>
</tr>
</tbody>
</table>
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

1. Ordering Physician
2. Submit Requests by Phone
   Or Online Through RadMD
   www.RadMD.com
3. Information evaluated via algorithm and medical records
4. Rendering Provider Performs Service
5. Service Authorized

Claim
Clinical Decision Making and Algorithms

• Guidelines are reviewed and mutually approved by Maryland Physicians Care and NIA’s Chief Medical Officers

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

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 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, interventional pain management, surgery, 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 @1-800-424-4836

Be sure to use the NIA 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 NIA 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>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Authorization Validity Period</strong></td>
<td><strong>Appeal Instructions</strong></td>
</tr>
<tr>
<td>60 calendar days from date of request</td>
<td>In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter.</td>
</tr>
</tbody>
</table>
NIA’s Urgent Authorization Process

Urgent Authorization Process
If an urgent clinical situation exists outside of a hospital emergency room, please contact NIA immediately with the appropriate clinical information for an expedited review 1-800-424-4836
Program Components

Provider Network

Claims and Appeals

Radiation Safety
Advanced Imaging Provider Network:

- NIA will use the Maryland Physicians Care’s network of Free-Standing Imaging Facilities (FSFs), Hospitals, and In Office Providers as it’s preferred providers for delivering outpatient MR/CT and PET Scan services to Maryland Physicians Care members throughout Maryland.
## Claims and Appeals

### How Claims Should be Submitted

- Rendering providers/Imaging providers should continue to send their claims directly to Maryland Physicians Care
- Providers are strongly encouraged to use EDI claims submission
- Check on claims status by logging on to the Maryland Physicians Care website

### Claims Appeals Process

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

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**NOTE:** Consistent with CMS guidelines, multiple procedure discounts are applied when appropriate.
• 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
Radiation Awareness Program

- Identification of High Exposure Members
- Point of Service Provider Notification and Opportunities for Provider Education
- Promote 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** – 1-800-424-4836
  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.
RadMD Demo
NIA Dedicated Provider Relations Manager:
Name: Charmaine S. Everett
Phone: 410-953-2615
Email: cseverett@magellanhealth.com

• Provides educational tools to ordering Physicians and rendering providers on imaging processes and procedures

• Liaison between Maryland Physicians Care Provider Relations and NIA
Confidentiality Statement for Providers

The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Maryland Physicians Care members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Maryland Physicians Care and Magellan Health, Inc.
Thanks