Molina Complete Care (Molina)  
Radiation Oncology Solutions Program  
For Radiation Oncologists and Cancer Treatment Facilities  
Quick Reference Guide

Magellan Healthcare1 provides utilization management for Radiation Oncology services on behalf of Molina to provide Radiation Oncology Solutions services for Molina membership. This program is consistent with industry-wide efforts to ensure members receive the most appropriate radiation therapy treatment in accordance with evidence-based clinical guidelines and standards of care.

The Magellan Healthcare program is managed through Molina’s contractual relationships with providers who deliver Radiation Oncology Solutions services. Magellan Healthcare conducts medical necessity reviews of requested services only.

Prior Authorization

The Magellan Healthcare Radiation Oncology Solutions Program will include:

- All Cancers as well as All Other Conditions (i.e., Brain and Spine Lesions, AVM, Trigeminal Neuralgia) for Intensity Modulated Radiation Therapy (IMRT), Proton Beam and Stereotactic Radiation Therapy for all Molina’s membership.

- Prior authorization will be required for all radiation therapy treatment modalities and the number of treatments/fractions for the course of treatments for procedures listed below based on Medical Necessity Review:

| Brachytherapy (Low-dose rate (LDR), High-dose rate (HDR) and Electronic 2D conventional radiation therapy (2D) 3D conformal radiation therapy (3D-CRT) Intensity modulated radiation therapy (IMRT) Stereotactic Radiation Therapy (SRS and SBRT) | Proton beam radiation therapy (PBT) Intraoperative Radiation Therapy (IORT) Neutron Beam Hyperthermia |

- Magellan Healthcare will provide utilization management services for all cancers and conditions however, Magellan Healthcare does not manage the authorization for drugs associated with these services.
- Inpatient radiation therapy services will NOT be impacted by this transition.

1National Imaging Associates, Inc. is an affiliate of Magellan Healthcare, Inc.

1—Molina Complete Radiation Oncology QRG
Obtaining Authorizations
It is the responsibility of the Radiation Oncologist ordering the radiation therapy treatment to contact Magellan Healthcare for medical necessity determination. You will receive notification within 3 business days of either approval or of the need for additional information required to complete a medical necessity review.

For additional details, please refer to Magellan Healthcare’s clinical guidelines and disease-specific treatment plan checklists, available at www.RadMD.com. Since each medical necessity review request is performed specifically to the disease sites managed by the program, the information needed to complete the request will be specific to the diagnosis.

If additional information is requested, it can be uploaded to RadMD.com or faxed to Magellan Healthcare’s dedicated clinical fax line at 1-888-656-1321. After all required clinical information is received to complete the medical necessity review, a determination will be provided within 3 business days.

It is the responsibility of the Radiation Oncologist and cancer treatment facility to ensure that radiation therapy treatment plan procedures are authorized before services are rendered. Reimbursement is based on approved treatment plans and techniques. Please refer to the document titled, “Molina Utilization Review Matrix” for a list of CPT codes that Magellan Healthcare authorizes for Molina. This matrix can be found on www.RadMD.com. Payment will be denied for procedures performed without a necessary authorization.

Prior Authorization Process
There are two ways to obtain authorizations – either through Magellan Healthcare’s Website at www.RadMD.com (preferred method) or by calling Molina Complete Care at:

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<th>Phone Number</th>
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<tr>
<td>CCC Plus</td>
<td>1-800-424-4524</td>
</tr>
<tr>
<td>Medallion 4.0</td>
<td>1-800-424-4518</td>
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Information Needed to Obtain Prior Authorization
To expedite the prior authorization process, please have the appropriate information ready before logging into Magellan Healthcare’s website, www.RadMD.com, or calling Molina Complete Care’s Call Center at:

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- Name and office phone number of Radiation Oncologist planning and delivering radiation therapy
- Member name and ID number
- Primary disease site being treated
- Stage (T, N, M stage)
- Treatment intent
- Requested radiation therapy modality (initial and/or boost stages). E.g.
- Total dose
- Fractions
- Name of treatment facility where procedures will be performed
- Anticipated treatment start date

**Website Access**

- **To get started**, go to [www.RadMD.com](http://www.RadMD.com), click the New User button and submit a RadMD Application for New Account by selecting “**Physician’s Office that Prescribes Radiation Oncology Procedures**”.

- You can request prior authorization at [www.RadMD.com](http://www.RadMD.com) by clicking the “**Request a therapy treatment plan**” link which is a part of your main menu options. RadMD is available 24/7, except when maintenance is performed.

- The Radiation Oncologist can request medical necessity review for radiation therapy treatment at [www.RadMD.com](http://www.RadMD.com). RadMD is available 24/7, except when maintenance is performed.

- The Magellan Healthcare website cannot be used for expedited prior-authorization requests during business hours. Those requests must be processed through Molina Complete Care’s toll-free phone number:

  - **CCC Plus** 1-800-424-4524
  - **Medallion 4.0** 1-800-424-4518

- If the Radiation Oncologist requests a medical necessity review through Magellan Healthcare’s website and the request is pended, the provider will receive a tracking number. Magellan Healthcare will contact the Radiation Oncologist to either complete the process or notify the provider of the medical necessity determination.

- **Pended requests**: If you are requesting prior authorizations through the Magellan Healthcare website and your request pends, you will receive a tracking number. You will then be required to submit additional clinical information to complete the process.

- **Authorization’s status**: You can check on the status of a radiation treatment plan quickly and easily by using the “View Request Status” link on RadMD’s main menu. In addition to the ability to view clinical documentation received by Magellan Healthcare, users can view links to case-specific communication to include requests for additional information and determination letters.

- The “Track an Authorization” feature will allow users who did not submit the original request to view the status of an authorization, as well as upload clinical information. This option is also available as a part of your main menu options using the “Search by Tracking Number” feature. A tracking number is required with this feature.

**Radiation Therapy Treatment Facilities**

- Have the ability to view approved authorizations quickly and easily by going to the Magellan Healthcare website, [www.RadMD.com](http://www.RadMD.com). After sign-in, visit the **My Treatment Requests** tab to view all outstanding authorizations.
Telephone Access
- The Radiation Oncologist may request medical necessity review by calling Molina Complete Care on Monday through Friday from 8 a.m. to 8 p.m. EST:
  
  CCC Plus 1-800-424-4524
  Medallion 4.0 1-800-424-4518
- The Molina Complete Care Call Center can accept multiple requests during one phone call.
- If you have questions and need more information about this Radiation Oncology Solutions program, you may contact the Magellan Healthcare Provider Service line at 1-800-327-0641.

Modifications to an Existing Treatment Plan
Please call Magellan Healthcare to speak with a representative who will process your request for modification. Your request will be reviewed for medical necessity, and you will receive notification from Magellan Healthcare within one business day once all required information is received to complete your request.

Submitting Claims
- Please continue to submit claims to Molina as you currently do today.
- We strongly encourage EDI claims submission.

Magellan Healthcare Evidence-based Clinical Guidelines
Radiation oncology clinical guidelines can be found on Magellan Healthcare’s website at www.RadMD.com. These clinical guidelines for the use of radiation therapy treatment have been developed from practice experience, literature review, specialty criteria sets and empirical data.

- A prior authorization number is valid for 180 days from date of request. Magellan Healthcare will use the date of request as the starting point for the 180-day period in which the treatment must be completed. If the Radiation Oncologist needs to perform the initial simulation prior to the date of request, the validity period will be dated from the date of the initial simulation.
- The Magellan Healthcare authorization number consists of alpha-numeric characters.
- For physicians and cancer treatment facilities, only one authorization is needed for both the technical and professional components of each procedure.

If a member began inpatient radiation therapy and continues subsequent outpatient treatment or if a member began radiation therapy prior to coverage by Molina, outpatient radiation therapy will not require prior authorization for medical necessity review. Providers should fax a completed Inpatient Radiation Therapy Notification Form for each member to Magellan Healthcare at 1-888-656-1321.

- The Radiation Oncologist will receive a Magellan Healthcare tracking number (not the same as an authorization number) for tracking the request while it is in the process of medical necessity review. The tracking number can be used to either track the status of the request on www.RadMD.com, or via the Magellan Healthcare Interactive Voice Response telephone system.
- For complaints/appeals, please follow the instructions on the denial letter or explanation of payments.
- Molina will retain ultimate responsibility and control over claims adjudication and all medical policies and procedures.

**Disclaimer:** A prior authorization number is not a guarantee of payment.