



Radiation Oncology Solutions Program For Radiation Oncologists and Cancer Treatment Facilities Quick Reference Guide

Effective October 1, 2021

Beginning October 1, 2021, Fidelis Care has entered into an agreement with National Imaging Associates, Inc. (NIA) to provide Radiation Oncology Solutions services for Fidelis Care’s 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 NIA program is managed through Fidelis Care’s contractual relationships with providers who deliver outpatient services. NIA conducts medical necessity reviews of requested services.

Prior Authorization

Effective with dates of service beginning October 1, 2021, the NIA Radiation Oncology Solutions Program will include:

- Prior authorization is required for cancerous and non-cancerous conditions for the following radiation treatment modalities including the number of treatments/fractions for the course of radiation therapy based on Medical Necessity Review:

<ul style="list-style-type: none"> ▪ Brachytherapy: Low-dose-rate (LDR) Brachytherapy, High-dose-rate (HDR) Brachytherapy, and Electronic ▪ Two-dimensional Conventional Radiation Therapy (2D) ▪ Three-dimensional Conformal Radiation Therapy (3D-CRT) ▪ Intensity Modulated Radiation Therapy (IMRT) 	<ul style="list-style-type: none"> ▪ Intra-Operative Radiation Therapy (IORT) ▪ Stereotactic Radiation Therapy (SRS and SBRT) ▪ Proton Beam Radiation Therapy (PBT) ▪ Neutron Beam Therapy ▪ Hyperthermia ▪ IGRT and Port Films
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- NIA will provide radiation therapy utilization management services for all cancers and conditions effective October 1, 2021; however, NIA does not manage the authorization for drugs associated with these services.
- Inpatient radiation therapy services will NOT be impacted by this transition.
- NIA will begin accepting authorization requests on October 1, 2021 for services rendered on or after October 1, 2021.

Important Notes Regarding Radiation Therapy Treatment Notification Transition of Care Guidelines:

The treating Radiation Oncologist is expected to complete a **Radiation Therapy Treatment Notification Form** for members currently receiving radiation therapy that is expected to last beyond October 1, 2021. It should include information on the type of radiation therapy and

number of treatments. The form is located on NIA's website, www.RadMD.com and on the Fidelis Care website.

The forms can be submitted to NIA beginning October 1, 2021 and should be submitted no later than October 1, 2021. Please submit the form to avoid claims processing delays.

Fax a completed form for **each** member to NIA at 1-888-656-1321.

Obtaining Authorizations

It is the responsibility of the Radiation Oncologist ordering the radiation therapy treatment to contact NIA for medical necessity determination. Generally, providers will receive notification within three 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 NIA'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 NIA's dedicated clinical fax line at 1-800-784-6864. After all required clinical information is received to complete the medical necessity review, a determination will generally be made within two to three 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, "Fidelis Care Utilization Review Matrix" for a list of CPT codes that NIA authorizes for Fidelis Care. 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 NIA's website at www.RadMD.com (preferred method) or by calling NIA at 1-800-424-4952 (Medicaid, Essential, CHP, and Qualified Health plans) or 1-800-424-5390 (Medicare and Dual Advantage).

Information Needed to Obtain Prior Authorization

To expedite the prior authorization process, we developed Radiation Oncology checklists that can be found on RadMD.com. The Radiation Oncologist should have **all** of the following information available before logging on to NIA's website, www.RadMD.com or by calling NIA at 1-800-424-4952 (Medicaid, Essential, CHP, and Qualified Health plans) or 1-800-424-5390 (Medicare and Dual Advantage).

- 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
 - Guidance (IGRT, Port Films)
- Name of treatment facility where procedures will be performed
- Anticipated treatment start date

Website Access

- **To get started**, go to 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 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. RadMD is available 24/7, except when maintenance is performed.
- The NIA website cannot be used for expedited prior-authorization requests during business hours. Those requests must be processed by calling NIA at 1-800-424-4952 (Medicaid, Essential, CHP, and Qualified Health plans) or 1-800-424-5390 (Medicare and Dual Advantage). Outside normal business hours, please utilize www.RadMD.com.
- If the Radiation Oncologist requests a medical necessity review through NIA’s website and the request is pended, the provider will receive a tracking number. NIA 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 NIA 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 NIA, 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.

Quick Contacts

- Website: www.RadMD.com
- Fidelis Care website: www.fideliscare.org/
- NIA toll-free prior authorization phone number:
 - (Medicaid, Essential, CHP, and Qualified Health)
1-800-424-4952
 - (Medicare and Dual Advantage)
1-800-424-5390

Radiation Therapy Treatment Facilities

- Have the ability to view approved authorizations quickly and easily by going to the NIA website, 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 NIA at 1-888-642-7649, Monday through Friday from 8 am to 8 pm EST.
- The NIA 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 NIA Provider Service Line at 1-800-327-0641.

Modifications to an Existing Treatment Plan

Please call NIA 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 NIA within one business day once all required information is received to complete your request.

Submitting Claims

- Please continue to submit claims to Fidelis Care as you currently do today.
- We strongly encourage electronic claims submission. Payor ID Number is 11315.

NIA Evidence-based Clinical Guidelines

Radiation oncology clinical guidelines can be found on NIA'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. NIA 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 NIA 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 Fidelis Care, 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 NIA at 1-888-656-1321.

- The Radiation Oncologist will receive an NIA 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 NIA Interactive Voice Response telephone system.
- For complaints/appeals, please follow the instructions on the denial letter or Remittance Advice (RA) notification.
- Fidelis Care 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.