

# Fidelis Care Physical Medicine Program

Provider Training – October 2021 Expansion

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# NIA Physical Medicine Program Agenda

## Our Program



### Prior Authorization Process and Overview

- Clinical Information Required
- Subsequent Requests
- Peer to Peer Review
- Notification of Determination
- Claims



### Provider Tools and Contact Information



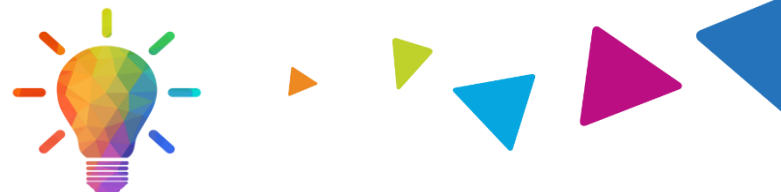
### RadMD Demo



### Questions and Answers

# NIA Medical Specialty Solutions

## National Footprint / Medicaid Experience



### National Footprint

- ✓ **Providing Client Solutions since 1995** – one of the *go-to* care partners in industry.
- ✓ **79 health plans/markets** – partnering with NIA for the management of medical specialty solutions.
- ✓ **32.78M national lives** – participating in a medical specialty solutions program.
- ✓ **Diverse populations** – Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

### Medicaid/Medicare/Exchange Expertise/Insights

- ✓ **15M Medicaid lives** – in addition to 3.9M Exchange and 2M Medicare Advantage lives participating in a medical specialty solutions program nationally.

### Physical Medicine Medicaid Experience

- ✓ **3.5M Physical Medicine Medicaid lives**

### Intensive Clinical Specialization & Breadth

- ✓ **Specialized Physician Teams**
  - 160+ actively practicing, licensed, board-certified physicians
  - 28 specialties and sub-specialties

URAC Accreditation & NCQA Certified

# NIA's Physical Medicine Prior Authorization Program



## The Program

- Fidelis Care is expanding its prior authorization program through NIA for the management of Physical Medicine Services for all members.
- The program includes both rehabilitative and habilitative care.



## Important Dates

- Program start dates:
  - Medicaid, CHP, Essential, & Qualified Health: October 1, 2019
  - Medicare & Dual Advantage : October 1, 2021
- NIA will begin accepting requests for Medicare members on September 20, 2021 for services rendered on or after October 1, 2021.



## Disciplines & Settings Included

- Disciplines:
- Physical Therapy
  - Occupational Therapy
  - Speech Therapy
- 
- Settings:
- Outpatient Office
  - Outpatient Hospital
  - Home Health
  - Skilled Nursing Facilities



## Membership Included

- Medicaid
- Medicare
- Dual Advantage
- CHP
- Essential
- Qualified Health

# NIA's Physical Medicine Solution

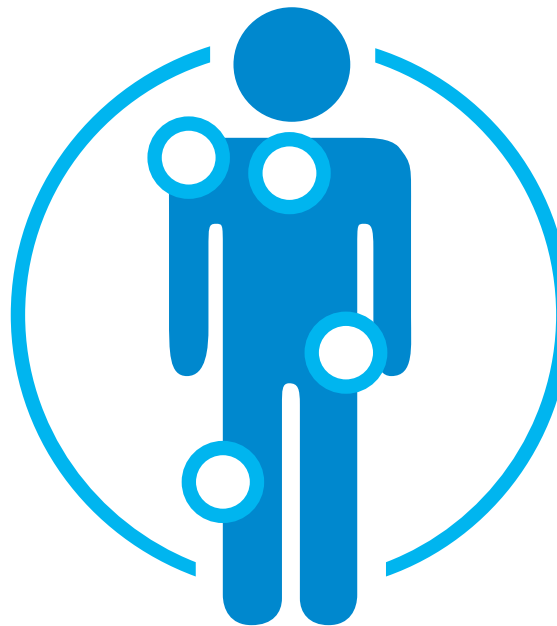


**Procedures Performed on or after October 1, 2021 on members with a Medicare plan will require prior authorization**  
**NIA's Call Center and RadMD will open September 20, 2021**



**Targeted Physical Medicine Procedures Performed in an Outpatient/Office/Home Health Setting:**

- Physical Therapy
- Speech Therapy
- Occupational Therapy

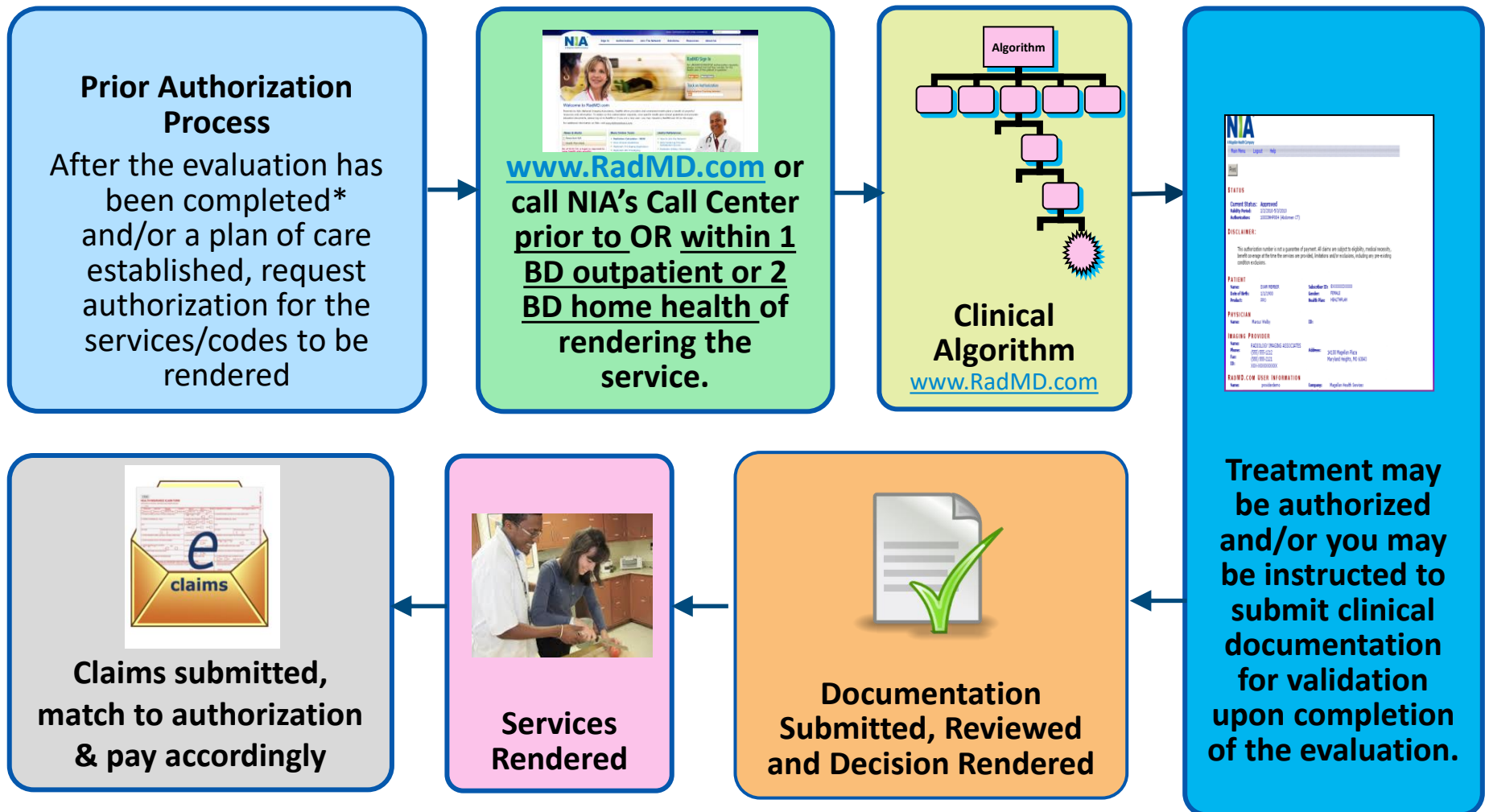


**Excluded from the Program Physical Medicine Procedures Performed in the following Settings:**

- Hospital Emergency Department
- Hospital (Inpatient or Observation)
- Acute Rehab Hospital (Inpatient)
- Skilled Nursing (POS 31 & 32)

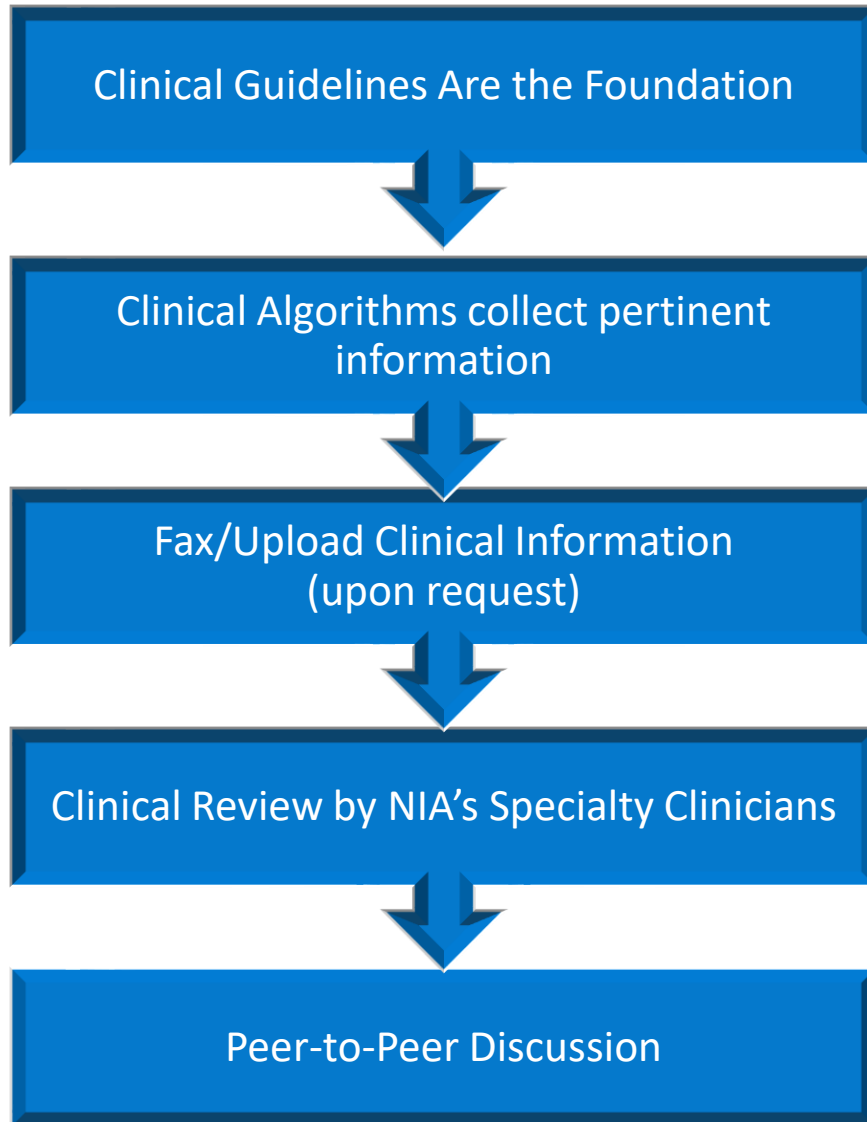
**Fidelis Care's network of Physical Medicine providers including therapists and facilities will be used for the Physical Medicine Program**

# Initial Authorization Process Overview



\*PT, OT and ST Initial evaluation CPT codes do not require authorization.

# NIA's Clinical Foundation & Review



- NIA clinical guidelines are reviewed and mutually approved by Fidelis Care and NIA's Chief Medical Officers and senior clinical leadership
- Milliman Care Guidelines (MCG) Licensed Guidelines for physical medicine services
- NIA's Clinical Guidelines are available on [www.RadMD.com](http://www.RadMD.com)
- Algorithms are a branching structure that changes depending upon the answer to each question.
- The member's clinical information/medical record will be required for validation of clinical criteria before an approval can be made.
- NIA has a specialized clinical team focused on Physical Medicine.
- Peer-to-peer discussions are offered for any request that does not meet medical necessity guidelines.
- **Our goal – ensure that members are receiving appropriate care.**

# Understanding the Goal of the Physical Medicine Intake Questions (Algorithm)

Cause for Therapy: [Choose One] v


ICD10 Code:  Add Another Code

Discipline of therapy being requested: [Choose One]

**\*Is the cause of the illness/injury related to a Motor Vehicle Accident?**  
[Please select one] v

**\*Is Another Party Financially Responsible for the patient's illness/injury?**  
[Please select one] v

**\*Is the cause of the illness/injury related to the Patient's Employment?**  
[Please select one] v

What is the requested start date of the service? *mm/dd/yyyy*  
 

**Back (Provider)** **Continue**



## Benefit of the algorithm

- No delay in treatment for member
- No delay in submitting claims



## Once you submit your initial request for authorization, you will receive visits to get you started

- The majority of the authorizations may be approved at the time of submission, a portion of them may pend for documentation submission at the time of entry.
- You will have the option to accept or decline approved visits.



## Additional visits may be approved once clinical documentation has been submitted with subsequent requests process



# Member and Clinical Information Required for Authorization



**General Information:** Member, clinician, and facility information.

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**Clinical Information at Intake:** Requested start date of service, initial evaluation date, and date of injury.

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**Clinical Record Content:** Therapy initial evaluation, diagnosis, functional status (prior & current), functional deficits, objective tests and measures, standardized outcome tools (at your clinician's discretion), plan of care (including frequency, duration, interventions planned & goals\*), assessment (prognosis & limitations).

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*\* Goals should be specific, measurable, and time-oriented, as well as targeting identified functional deficits. Refer to the "Provider Tip Sheet/Checklist" on [www.RadMD.com](http://www.RadMD.com) for more specific information.*

# Clinical Records Checklist



The Following Documentation is Required for Authorization Requests

Rehabilitative Cases			
	0 - 9 Visits	10 Visits or greater than 30 Days	Comments
Initial Evaluation	X	X	Include if not part of initial submission
Outcome Measure	X	X	Please send updated outcome measures with the progress note and/or at appropriate times
Daily Note	X	X	After IE, please send 2 most recent
Progress Note		X	

Habilitative Cases					
	0 - 30 Days	30 - 90 Days	3 - 11 Months	12 Months or Greater	Comments
Initial Evaluation	X	X	X	X	Include if not part of initial submission
Standardized Testing	X			X	Updated at least once yearly Consider a different test if deficits not shown on original test
Daily Notes	X	X	X	X	After IE, please send 2 most recent
Progress Notes		X	X	X	
Re-evaluation				X	

# NIA to Physician: Request for Clinical Information



CC\_TRACKING\_NUMBER      FAXC

**NIA**  
NATIONAL IMAGING ASSOCIATION  
 National Imaging Associates, Inc.  
 92 Son Fwy  
 Phoenix, AZ 85028-1390

PLEASE FAX THIS FORM TO:

Date: TODAY

ORDERING PROVIDER:		REQ PROVIDER:	
FAX NUMBER:	FAX RECIP PHONE:	TRACKING NUMBER:	CC_TRACKING_NUMBER:
RE: Authorization Request	MEMBER ID:	MEMBER ID:	
PATIENT NAME:	MEMBER NAME:		
HEALTH PLAN:	CAR NAME:		

**Request for Further Clinical Information**

We have received your request for PROC\_DESC. Please use this tool to assist us with the preauthorization process, by submitting by fax (Fax # \_\_\_\_\_) or phone all relevant information requested below. For information regarding NIA clinical guidelines used for determinations please see radmd.com. To speak with an Initial Clinical Reviewer please call: \_\_\_\_\_

1. Treating condition/diagnosis: \_\_\_\_\_
2. Brief relevant medical history and summary of previous therapy: \_\_\_\_\_
3. Surgery Date and Procedure (if any): \_\_\_\_\_
4. Date of initial evaluation: \_\_\_\_\_ Date of Re-evaluation: \_\_\_\_\_

RESULTS OF OBJECTIVE TESTS AND MEASURES: \_\_\_\_\_

\_\_\_\_\_



A fax is sent to the provider detailing what clinical information 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



- Records may be submitted:
  - Upload to [www.RadMD.com](http://www.RadMD.com)
  - Fax using the NIA coversheet
- Location of Fax Coversheets:
  - Can be printed from [www.RadMD.com](http://www.RadMD.com)
  - Call
    - Medicaid, Essential, CHP, and Qualified Health:  
1-800-424-4952
    - Medicare and Dual Advantage:  
1-800-424-5390
- Use the case specific fax coversheets when faxing clinical information to NIA

## Request Verification Details

### Exam Request Verification: Detail

[Print Fax Coversheet](#) [Upload Clinical Document](#) [Request Additional Units](#)

**Member** **Provider**

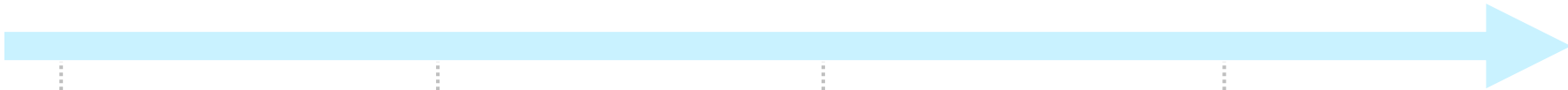
CC\_TRACKING\_NUMBER FAXC

**NIA**  
National Imaging Associates, Inc.  
PO Box 2273  
Maryland Heights, MO 63043  
Fax #: 1-800-786-6964

**FAX COVER**

To:	REQ_PROVIDER	From:	National Imaging Associates, Inc. (NIA)
Fax:	FAX_RECIP_PHONE	Pages:	pPAGECOUNT
Phone:		Date:	TODAY
Re:	CC_TRACKING_NUMBER	CC:	N/A

# NIA Physical Medicine Program: UM/Prior Auth Process



Provider contacts NIA for prior authorization following the initial evaluation.

Clinical algorithm evaluates request based on information entered by provider to determine if real-time authorization is appropriate for initial request.

NIA Peer Clinical Review. If information captured in intake algorithm is insufficient to support automatic approval of services, clinical records must be submitted for review.


Determination and Notification

RadMD





Telephone




 Clinical information complete = **Services Approved**

 Services appear appropriate = **Approved**


 Authorization of a set of **visits** and a validity period. Notifications sent to member, provider, and ordering physician when mandated by state.

 Additional clinical information required

▪ You will receive an approved Authorization Number/Case ID Number: 12345CNY1234

 Clinical information does not support the requested services as medically necessary.

Case is pended for clinical records.  
Outreach to provider for necessary clinical information.

 Services not supported as medically necessary = **Adverse Determination**

**A peer-to-peer review is always available**

▪ You will receive a Tracking Number: 123456789

**Notification of final determination is sent to member, provider and ordering physician when mandated by state.**

Generally the turnaround time for completion of these requests is within two to three business days upon receipt of sufficient clinical information

# Initiating a Subsequent Request



**When is a subsequent request appropriate?**



- When you have an active authorization
- A need for continued care
- A change in the treatment plan or plan of care
- The addition of a new diagnosis

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**How are subsequent requests initiated?**



- Through the link on RadMD
- Uploading or faxing updated clinical documentation

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**When can it be initiated?**



- Can be initiated at any time after receiving notification about the previous authorization

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**Will I lose visits?**



- Visits from a current authorization will not be lost and newly approved visits will be added to the original authorization

# Treating an Additional Body Part



If a provider is in the middle of treatment and gets a new therapy prescription for a different body part, the provider will perform a new evaluation on that body part and develop goals for treatment. See below for processes associated with the possible next treatment plans:



## Treating body parts concurrently:

- The request would be submitted as an addendum to the existing authorization, using the same process that is used for subsequent requests.
- NIA will add additional ICD 10 code(s) and visits to the existing authorization.



## Discontinuing care on original body part:

- The provider should submit a new request for the new diagnosis and include the discharge summary for the previous area. A new authorization will be processed to begin care on the new body part and the previous will be ended.

# Validity Period and Notification of Determination



## Authorization Notification

- The approval notification will include a fax coversheet that can be used for any subsequent requests.

### Validity Period

- Authorizations will include the number of approved visits with a validity period. It is important that the service is performed within the validity period.
- If you have an active authorization, a 30-day extension of the validity period can be obtained by contacting NIA.

## Denial Notification

- Notifications will include an explanation of what services have been denied and the clinical rationale for the denial
- A peer-to-peer discussion can be initiated once the adverse determination has been made.
- A re-reviews is available with new or additional information.
- Timeframe for re-reviews is 60 calendar days for Medicaid members, 1 year for Medicare and Dual Advantage members, and 180 calendar days for Essential, Qualified Health, and CHP members from the date of the denial.
- In the event of a denial, providers may appeal the decision by contacting Fidelis Care or following the appeal instructions provided in their determination letter or Remittance Advice (RA) notification.





## How Claims Should be Submitted

- Providers will continue to submit their claims to Fidelis Care.
- Providers are strongly encouraged to use electronic claims submission.

## Claims Appeals Process

- In the event of a prior authorization or claims payment denial, providers may appeal the decision through Fidelis Care.
- Providers should contact Fidelis Care or follow the instructions on their determination letter or Remittance Advice (RA) notification.

# Physical Medicine Points



If multiple provider types are requesting services, they will each need their own authorization (i.e. PT, ST, and OT services).



The CPT codes for PT, OT and ST initial evaluations do not require an authorization. All other billed codes even if performed on the same date as the initial evaluation will require authorization prior to billing.



After the initial visit, providers will have up 1 business in the outpatient setting or 2 business days in the home health setting to request an authorization. If requests are received timely, NIA is able to backdate the start of the authorization to cover the evaluation date of service to include any other services rendered at that time.



Subsequent authorizations are an extension of the initial authorization and will require clinical documentation be uploaded to [www.RadMD.com](http://www.RadMD.com) or faxed to NIA at 1-800-784-6864.



Each date of service is calculated as a visit.



30-day extensions to the end date of current authorizations can be added by utilizing the “Request Validity Date Extension” option on RadMD.



**RadMD Website**  
**[www.RadMD.com](http://www.RadMD.com)**



**Available**

24/7 (except during  
maintenance)



**Toll Free Number**

Medicaid, Essential, CHP,  
and Qualified Health:

**1-800-424-4952**

Medicare and Dual Advantage:

**1-800-424-5390**



**Available**

Monday - Friday

8:00 AM – 8:00 PM EST

- Request Authorization
  - View Authorization Status
  - View and manage Authorization Requests with other users
  - Upload Additional Clinical Information
  - View Requests for additional Information and Determination Letters
  - View Evidence based Clinical Guidelines( by diagnosis)
  - View Frequently Asked Questions (FAQs)
  - Cancer site checklists
  - View Other Educational Documents
- 
- Interactive Voice Response (IVR) System for authorization tracking

# Registering on RadMD.com To Initiate Authorizations



Everyone in your organization is required to have their own separate username and password due to HIPAA regulations.

## STEPS:

1. Click the “New User” button on the right side of the home page.
2. Select “Physical Medicine Practitioner”
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 username and password.

**NOTE: On subsequent visits to the site, click the “Sign In” button to proceed.**

Offices that will be both ordering and rendering should request ordering provider access, this will allow your office to request authorizations on RadMD and see the status of those authorization requests.

**1** RadMD Sign In  
24/7 online access for imaging facilities and health plans to NIA's RadMD Web site.  
**Sign In** **New User**

Which of the following best describes your company?  
Physical Medicine Practitioner

**2** Physician's office that orders procedures  
Facility/office where procedures are performed  
Health Insurance company  
Cancer Treatment Facility or Hospital that performs radiation oncology procedures  
Physicians office that prescribes radiation oncology procedures  
Physical Medicine Practitioner (PT, OT, ST, Chiro, etc.)

**3**

New Account User Information		Your Direct Report	
Choose a User ID: <input type="text"/>		The manager or supervisor responsible for terminating your access. This cannot be yourself.	
First Name: <input type="text"/>	Last Name: <input type="text"/>	First Name: <input type="text"/>	Last Name: <input type="text"/>
Phone: <input type="text"/>	Fax: <input type="text"/>	Phone: <input type="text"/>	Email: <input type="text"/>
Email: <input type="text"/>	Confirm Email: <input type="text"/>		
Company Name: <input type="text"/>	Job Title: <input type="text"/>		
Address Line 1: <input type="text"/>	Address Line 2: <input type="text"/>		
City: <input type="text"/>	State: <input type="text"/>		
Zip: <input type="text"/>			

# Shared Access



Magellan Healthcare offers a **Shared Access** feature on our [www.RadMD.com](http://www.RadMD.com) website. Shared Access allows ordering providers to view authorization requests initiated by other RadMD users within their practice.

The screenshot shows the NIA Magellan website interface. At the top left is the NIA Magellan logo, and at the top right are links for "Logout" and "Help". A green banner at the top contains the text: "Want to see requests from other users in your practice? Try the new Shared Access feature under 'Admin'." Below this banner is a "Dismiss" button. The main content area is divided into two columns. The left column is titled "Request" and lists several options: "Request an exam or specialty procedure (including Cardiac, Ultrasound, Sleep Assessment)", "Request Physical Medicine", "Initiate a Subsequent Request", "Request a Radiation Treatment Plan", "Request Pain Management or Minimally Invasive Procedure", and "Request Spine Surgery or Orthopedic Surgery". The right column is titled "Search" and lists: "View Request Status", "Search by Tracking Number", "View All Online Requests", and "View Customer Service Calls". Below the "Request" column is an "Admin" section with links for "Shared Access" (noted as "1 share offer requires your attention"), "Clinical Guidelines", "Edit your Personal Information", "Change your Password" (with a note "150 days until your password expires."), "View the Online User Agreement", and "Health Plan Specific Educational Docs". Below the "Search" column is an "Account Information" section with a "Tip Of The Day" (stating RadMD is a lot of things to a lot of people), "Quick Links" for "Hours of Operation" and "Authorization Call Center Phone Numbers", and a link to "Please take the 2020 Ordering Provider Satisfaction Survey here: Ordering Provider Satisfaction Survey".

If practice staff is unavailable for a period of time, access can be shared with other users in the practice. They will be able to view and manage the authorization requests initiated on [www.RadMD.com](http://www.RadMD.com), allowing them to communicate with patients and facilitate treatment.

# When to Contact NIA

## Providers:



<p><b>Initiating or checking the status of an authorization</b></p>	<ul style="list-style-type: none"><li>▪ Website, <a href="http://www.RadMD.com">www.RadMD.com</a></li><li>▪ Toll-free number<ul style="list-style-type: none"><li>▪ Medicaid, Essential, CHP, and Qualified Health plans: 1-800-424-4952</li><li>▪ Medicare and Dual Advantage plans: 1-800-424-5390</li></ul></li></ul>
<p><b>Initiating a Peer to Peer</b></p>	<ul style="list-style-type: none"><li>▪ Toll-free number<ul style="list-style-type: none"><li>▪ Medicaid, Essential, CHP, and Qualified Health plans: 1-800-424-4952</li><li>▪ Medicare and Dual Advantage plans: 1-800-424-5390</li></ul></li></ul>
<p><b>Technical Issues/ Provider Service Line</b></p>	<ul style="list-style-type: none"><li>▪ <a href="mailto:RadMDSupport@magellanhealth.com">RadMDSupport@magellanhealth.com</a></li><li>▪ Call 1-800-327-0641</li></ul>
<p><b>Provider Education requests or questions specific to NIA</b></p>	<ul style="list-style-type: none"><li>▪ Seth Cohen PT, DPT Provider Relations Manager 1-800-450-7281 Ext. 32418 <a href="mailto:cohens@magellanhealth.com">cohens@magellanhealth.com</a></li></ul>

# RadMD Demonstration



# Confidentiality Statement



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