

ConnectiCare Radiation Oncology Solutions Training

Provider Training Presented by:
Charmaine Everett

Date:



National Imaging Associates, Inc. (NIA) Program Agenda



Introduction to NIA



Our Program

- Authorization Process
- Other Program Components
- Provider Tools and Contact Information



RadMD Demo



Questions and Answers

NIA Specialty Solutions

National Footprint / Experience



National Footprint

- ✓ Since **1995** – delivering Medical Specialty Solutions; one of the *go-to* care partners in industry.
- ✓ **88 health plans/markets** – partnering with NIA for management of Medical Specialty Solutions.
- ✓ **32.79M national lives** – **participating** in an NIA Medical Specialty Solutions Program nationally.
- ✓ **Diverse populations** – Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

Commercial/Medicaid/Medicare Expertise/Insights

- ✓ **42 Commercial and 56 Medicaid plans/markets** with NIA Medical Specialty Solutions in place.
- ✓ **10.66M Commercial and 20.51M Medicaid lives nationally** – in addition to 1.63M Medicare Advantage

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 Preauthorization Program



- Program start date:
January 1, 2016



- Exchange Programs
- Commercial Programs
- Medicare



- NIA will use the ConnectiCare network of Radiation Oncologists and Cancer Treatment Facilities as its preferred providers for delivering Radiation Oncology Solutions to ConnectiCare members.

Radiation Oncology Program Overview



Our Program Focus

Appropriate Use

Based on national clinical guidelines, manage the appropriate use of modalities and ensure radiation treatment is delivered safely and does not exceed optimal fractions (dose)

Clinical/Provider Variation

Minimize clinical/provider variation through preauthorization process

1

NIA Radiation Oncology Management Services

Management of patient radiation therapy treatment delivered in an outpatient setting

2

Program Covers All Cancers & Conditions including:

- Breast
- Colon/Rectal
- Lung
- Prostate
- Brain/Spine
- Bone
- Metastatic
- Head/Neck
- Other Cancers

3

Radiation Therapy Modalities, including:

- 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

4

Management of Treatment Modality and Number of Treatments/Fractions for the course of treatment in an outpatient setting

List of CPT Procedure Codes Requiring Preauthorization



Review Claims/Utilization Review Matrix to determine CPT codes managed by NIA.



CPT Codes and their Allowable Billable Groupings.



Located on RadMD.com.



Defer to ConnectiCare's Policies for Procedures not on Claims/Utilization Review Matrix.

ConnectiCare Radiation Oncology Utilization Review Matrix 2023

The matrix below contains all of the CPT 4 codes for which National Imaging Associates, Inc. (NIA) manages for the Radiation Oncology program on behalf of ConnectiCare. This matrix is designed to assist in the resolution of claims adjudication and claims questions related to those services authorized by NIA. The "Allowable Billed Groupings" is meant to outline that if a given procedure is authorized, that any of the listed procedure codes could be submitted on a claim representing that service. This assumes that the member is eligible at the time of the service, that appropriate rebundling rules are applied, that the claim includes an appropriate diagnosis code for the CPT code and that the service is performed within the validity period.


If a family of CPT codes is not listed in this matrix, an exact match is required between the authorized CPT code and the billed CPT code. If the exact match does not occur, the charge should be adjudicated accordingly.

Medicare created temporary HCPCS G codes which will not be authorized but are payable as part of the allowed billable group if the corresponding CPT code is authorized.


****Please note: Radiation services that are initiated while the patient is in a hospital inpatient setting are not managed by NIA. Services initiated before the patient's coverage by this plan are also not managed by NIA. Please complete the Radiation Therapy Treatment Notification/Transitional form on RadMD for these cases.**

CPT Codes Requiring Authorization	Description	Allowable Billed Groupings
77371	Treatment Deliveries - Gamma Knife	77371
77372	Treatment Deliveries - Stereotactic Radiation Therapy	77372, 77373, G0339, G0340
77373	Treatment Deliveries - Stereotactic Radiation Therapy	77372, 77373, G0339, G0340
77385	Treatment Deliveries - IMRT - Simple	77385, 77386, G6015, G6016
77386	Treatment Deliveries - IMRT - Complex	77385, 77386, G6015, G6016
77401	Treatment Deliveries - EBRT	77401
77402	Treatment Deliveries - EBRT > 4 MeV, simple	77402, 77401, 77403


Preauthorization Process Overview



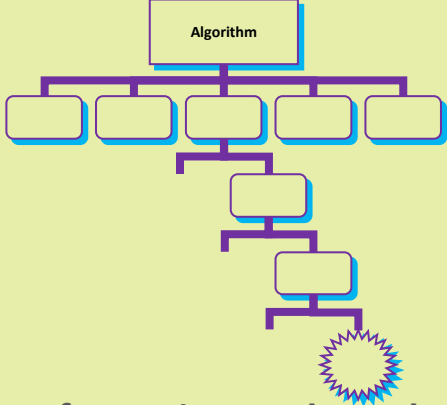
Radiation Oncologist determines treatment plan and is responsible for obtaining preauthorization.

Submit Requests Online Through RadMD.com



or by Phone


Information evaluated via algorithms, medical records and/or treatment plan



Status:		Patient:		Physician:	
Current Status:	Approved	Name:	Evo Lent	Name:	Dr. Virginia Arlington
Validity Period:	03/01/20XX - 05/01/20XX	Subscriber ID:	R0000821	Physician ID:	000147
Auth Number:	12345XYZ1234	Date of Birth:	3/24/1952		
		Gender:	Male		
		Product:	PPO		
		Health Plan:	1456 HP Commercial PPO		

Place of Service:		Details of Service:		RadMD.com User:	
Name:	MEMORIAL HOSPITAL	Date of Service:	03/31/20XX	Name:	ABCUser
Phone:		Auto Accident:	No	Company:	ABC Company
Address:	2233 BUCHANAN ST New City, ST 12345	Plan/Subject Code:	E8	Username:	SJAS2015
Fac:	Not available	Out of State:	n/a	Job Title:	Representative
Facility ID:	TEST	Release of Info Code:	Y	Email:	ABCUser@abc.com
Surgery Setting:		Out of Country:	n/a	Address:	321 Main St New City, ST 12345
		Employment Reason:	No	Supervisor Name:	Supervisor
		Another Party:	No	Supervisor Email:	Supervisor@abc.com
		Level of Service:	Not Urgent		
		Procedures:	Total Hip Arthroplasty/Resurfacing (left)		
		ICD10:	I77.5		
		Reason:	Avascular necrosis		

Service Authorized

Radiation Oncologist and Cancer Treatment Facility is responsible for ensuring that preauthorization has been obtained prior to providing service




Recommendation to Cancer Treatment Facilities: Do not schedule until authorization is received

RadOnc Clinical Guidelines Cover Cancers and Conditions

RADONC CLINICAL GUIDELINES

- Medical necessity review is based on nationally recognized, evidence-based clinical guidelines and standards of care.
- All NIA's clinical guidelines are reviewed and approved by ConnectiCare.
- NIA's Evidence-Based Clinical Guidelines are available on [RadMD.com](https://www.radmd.com).

When to Submit Preauthorization Requests



Perform treatment planning
(Treatment plan and initial set up simulation and guidance)



Preauthorization requests should be submitted to NIA after the treatment plan is completed



Treatment modality and number of treatments/fractions



Submit authorization request ASAP following set up simulation to avoid delay in claims processing

Submit Authorization Request

How to Submit Authorization Requests



There are two ways to obtain authorizations -- either through NIA's Website at <https://www.RadMD.com> (preferred method) or by calling NIA at: 1-877-607-2363 using this process:

- 1 Identify the Member, Member's Physician and Treatment Facility
- 2 Complete the ***Radiation Therapy Treatment Plan Checklist*** to ensure you have all information needed to complete request
- 3 Answer all clinical and modality technique questions
- 4 Confirm the Information Entered
- 5 Complete the Request

Gather Necessary Patient and Therapy Information Information Required for Authorization

GENERAL

- Name and office phone number of Radiation Oncologist planning and delivering radiation therapy
- Member name and ID number
- Name of treatment facility where procedures will be performed
- *Treatment planning start date and anticipated treatment start date*

CLINICAL INFORMATION

- Disease site being treated
- Patient's clinical presentation including:
 - Stage
 - Treatment Intent
 - Disease – specific clinical information

TECHNIQUE

- Requested Radiation Therapy Modality (initial and/or boost stages)
 - Total dose
 - Fractions
- ***Additional information needed depends on the cancer site and treatment modality***

Intake Process Supported by Cancer Specific Checklists



Cancer-specific checklists provide an efficient “roadmap” for use by radiation oncologist office staff to collect patient’s treatment plan information required for the preauthorization request.



Checklists are available on RadMD.com

Sample Radiation Oncologist Checklist

Breast Cancer Radiation Therapy Treatment Plan Checklist			
General Information			
Patient Name :		DOB:	Health Plan ID :
Radiation Oncologist :		Breast Surgeon :	
Radiation Therapy Facility :			
Treatment Planning Start Date (i.e. Initial Simulation):		Anticipated Treatment Start Date:	
Patient Clinical Information			
✓ Treatment Intent : <input type="checkbox"/> Curative <input type="checkbox"/> Palliative			
✓ Treatment Timing : <input type="checkbox"/> Post-Lumpectomy <input type="checkbox"/> Post-Mastectomy <input type="checkbox"/> Other			
T Stage: <input type="checkbox"/> TX <input type="checkbox"/> T1s (DCIS) <input type="checkbox"/> T1s (LCIS) <input type="checkbox"/> T1 <input type="checkbox"/> T2 <input type="checkbox"/> T3 <input type="checkbox"/> T4	N Stage: <input type="checkbox"/> NX <input type="checkbox"/> NO <input type="checkbox"/> N2 <input type="checkbox"/> N1 <input type="checkbox"/> N3	✓ Margin Status: <input type="checkbox"/> Negative <input type="checkbox"/> Close <input type="checkbox"/> Positive ✓ Lymph Node Involvement: <input type="checkbox"/> None <input type="checkbox"/> Regional <input type="checkbox"/> Sentinel <input type="checkbox"/> Both Regional/Sentinel ✓ Breast Being Treated: <input type="checkbox"/> Right Breast <input type="checkbox"/> Left Breast ✓ Area Being Treated: <input type="checkbox"/> Whole Breast <input type="checkbox"/> Partial Breast <input type="checkbox"/> Chest Wall ✓ Is this a recurrent tumor? <input type="checkbox"/> Yes <input type="checkbox"/> No ✓ Has patient received pre-operative chemotherapy: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does patient have distant metastasis (M1)? <input type="checkbox"/> Yes <input type="checkbox"/> No		For APBI Only ✓ Tumor Size (cm):	Clinically Unifocal Tumor: <input type="checkbox"/> Yes <input type="checkbox"/> No BRCA 1 or 2 Mutation: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Treatment Planning Information			
✓ What is the prescription radiation dose for the ENTIRE course of external beam treatment? _____ Gy			
Select Therapy for Initial Treatment Phase Only			
<input type="checkbox"/> 2-Dimension	✓ Fractions: _____		
<input type="checkbox"/> 3D Conformal	✓ Number of ports/arcs/fields: _____		
<input type="checkbox"/> IMRT	✓ Will any of the following take place during the simulation: custom device created, contrast utilized or custom blocking determined? <input type="checkbox"/> Yes <input type="checkbox"/> No		

✓ Which technique will be used? <input type="checkbox"/> Linac Multi-Angle <input type="checkbox"/> Compensator-Based <input type="checkbox"/> Helical <input type="checkbox"/> Arc Therapy <input type="checkbox"/> Other			
✓ Will the IMRT course of therapy be inversely planned? <input type="checkbox"/> Yes <input type="checkbox"/> No			
IMRT Only ✓ Will techniques to account for respiratory motion be performed? <input type="checkbox"/> Yes <input type="checkbox"/> No			

NIA to Radiation Oncologist: Request for Clinical Information



[Tracking Number] FAXC

NIA
National Imaging Associates, Inc.
PO Box 3726
Portland, ME 04204

DO NOT WRITE ABOVE THIS LINE

Date: [Date of Fax]

ORDERING PHYSICIAN: [Requesting Provider Name]	
FAX NUMBER: [Recipient Fax Number]	TRACKING NUMBER: [Tracking Number]
RE: Authorization Request	MEMBER ID: [Member ID]
PATIENT NAME: [Member Name]	
HEALTH PLAN: [Name of Health Plan]	

We have received your request for [service]. We are unable to approve based on the information provided to date, please respond to this fax as soon as possible.

URGENT: REPLY REQUIRED FOR CASE REVIEW
Request for Additional Clinical Information

We have received your request for [service] along with some clinical information. However, additional information is needed in the form of clinical records which support the medical necessity of these services to make a determination on this case.

[Requested clinical information]

The ordering physician is responsible for obtaining prior authorizations and for submitting the clinical records if requested. Please respond as soon as possible with the clinical information identified above.

Receipt of written records is required in order to process your request. Once this information has been received, the case will be reviewed by a clinician, and you will be notified of the determination. The ordering provider may call to have a [peer-to-peer](#) discussion.

Submitting a prior authorization request on RadMD is fast and efficient!

Our provider portal, RadMD, is the easiest way to request authorizations, upload documents, access clinical guidelines and much more! To get started, visit www.RadMD.com, select *New User* and submit an *Application for New Account*.

To initiate a peer-to-peer discussion, please sign in at www.RadMD.com, click "Provider Resources" and "Health Plan Call Center Authorization Phone Numbers" for the appropriate Health Plan-specific phone number.

All information supplied is considered part of the member's utilization review record with NIA and will be kept strictly confidential in accordance with HIPAA and/or applicable state law.

IF THIS CASE IS CLINICALLY URGENT, PLEASE CALL NIA. |

FAXC [Tracking Number]

CONFIDENTIAL NOTICE!
If you received this facsimile in error, please reply immediately to the sender that you have received this message in error and destroy the original. This fax and any files transmitted with it contain information that may be legally confidential and/or privileged. The information is intended solely for the individual or entity named and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution or use of the contents of this information is prohibited and may be unlawful.



A fax is sent to the Radiation Oncologist detailing what clinical information that is needed such as, treatment plan, prescription, etc., along with a Fax Coversheet.



We stress the need to provide the clinical information as quickly as possible so we can make a determination.



Failure to receive requested clinical information may result in non certification.

Submitting Additional Clinical Information



- Records may be submitted:
 - Upload to <https://www.RadMD.com>
 - Fax using that NIA coversheet
- Location of Fax Coversheets:
 - Can be printed from <https://www.RadMD.com>
 - Call **1-877-607-2363**
- Use the case specific fax coversheets when faxing clinical information to NIA

Exam Request Verification: Detail

[Upload Clinical Document](#) [Print Fax Cover Sheet](#) [Request Additional Visits](#)

Cases in this Request

Member		Provider	
Name:	Evo Lent	Name:	Memorial Hospital
Gender:	Female	Address:	123 Main St, New City, ST 12345
Date of Birth:	5/24/1971	Phone:	123-456-7890
Member ID:	AB123456	Tax ID:	987654321
Health Plan:	ABC Health Plan HMO	UPIN:	
Spoken Language:	ENGLISH	Specialty:	
Written Language:	ENGLISH		

Radiation Oncology Preauthorization Process



Initial Clinical Review – Radiation Oncology Pod



Physician's office contacts NIA via RadMD.com or phone to request approval of the entire treatment plan



All requests pend for clinical review



NIA Radiation Oncology Nurses and Radiation Therapists review all requests for medical necessity using *Clinical Guidelines and Coding Standards if applicable*

Requests that cannot be approved, pend for review by board certified NIA Radiation Oncologist

Physician Clinical Review



NIA board- certified Radiation Oncologist reviews the treatment plan and consults (Peer-to-Peer) with the provider, if needed



NIA Radiation Oncologist approves the treatment plan

OR

NIA Radiation Oncologist partially approves the treatment plan

OR

NIA Radiation Oncologist denies treatment plan and discusses treatment alternatives with provider

Peer-to-peer reviews are always available
Response from NIA within 2 business days of receipt of all needed clinical information.
Clinically urgent requests will be handled in 1 business day

NIA Urgent/Expedited Authorization Process



Urgent/Expedited Authorization Process

- If an urgent clinical situation exists (outside of a hospital emergency room) during business hours, please call NIA immediately.
- The NIA website <https://www.RadMD.com> cannot be used for medically urgent or expedited preauthorization requests during business hours. Those requests must be processed by calling the NIA call center at 1-877-607-2363.
- Turnaround time is within 1 Business day not to exceed 72 Business Calendar Hours.

Other Information



Changing or Adding Services for an Approved Treatment Plan

Authorizations

- All modifications of approved treatment plan requests must be called into the Call Center.
- Modifications will be reviewed for Medical Necessity.
- Be prepared to supply additional clinical information if necessary.
- Determination will be made after all requested information is received.
- Authorization number will NOT change.

Radiation Therapy Treatment Notification for Transition Cases

Transition cases also include:

- Radiation therapy began prior to member's coverage start date
- Radiation therapy began as inpatient and treatment will continue as outpatient



Form available on www.RadMD.com



Fax the completed form to NIA:

Commercial/Exchange: 1-800-923-2882

Medicare VIP: 1-866-706-6929



No Medical Necessity Review Required for these Members. However, notification is required to avoid claim denials



NIA will confirm receipt of form within 48 hours from receipt

HEALTH PLAN LOGO

Radiation Therapy Treatment Notification Form for Transition Cases

Complete this Radiation Therapy Treatment Notification Form to notify [Health Plan] about radiation treatment impacted by one of the following scenarios (select one):

- patient began radiation therapy prior to the program start of [start date]
- patient began radiation therapy prior to coverage by [Health Plan]
- patient began radiation therapy while in an inpatient setting and treatment is expected to continue on an outpatient basis

Important Notes

- Providers can send completed forms for each patient to [HEALTH PLAN] by fax at: [FAX NUMBER].
- A confirmation notification will be faxed to the provider within 48 hours of receipt.

Submitted By	Name (Last, First)	
	Phone #	Fax # *Required
Member Information	Name (Last, First)	
	Address	
	Gender <input type="checkbox"/> M <input type="checkbox"/> F	DOB
Provider Information	Radiation Oncologist Name	
	Address	
	Phone #	Fax #
	Physician Tax ID	
	Radiation Therapy Facility	
Radiation Therapy Treatment Plan Information	Address	
	Phone #	Fax #
	Facility Tax ID	
	Diagnosis - ICD	
	Site Being Treated	<input type="checkbox"/> Breast <input type="checkbox"/> Lung <input type="checkbox"/> Colon <input type="checkbox"/> Other: <input type="checkbox"/> Prostate <input type="checkbox"/> Rectal
	Treatment Start Date	Treatment End Date
	Radiation Therapy Type	CPT code
<input type="checkbox"/> Low-dose-rate (LDR) Brachytherapy <input type="checkbox"/> High-dose-rate (HDR) Brachytherapy <input type="checkbox"/> 2D Conventional Radiation Therapy (2D) <input type="checkbox"/> 3D Conformal Radiation Therapy (3D-CRT) <input type="checkbox"/> Intensity Modulated Radiation Therapy (IMRT) <input type="checkbox"/> Stereotactic Body Radiation Therapy (SBRT) <input type="checkbox"/> Proton Beam Therapy <input type="checkbox"/> Other:		
Treatment Plan Update	A new treatment notification form must be submitted if there is a change to CPT codes, # of treatments and/or treatment end date. <input type="checkbox"/> Check here if this form is to report changes to a previously submitted form. <small>Complete all fields above. For Treatment End Date, enter NEW end date, if applicable. For CPT code, enter all CPT codes (including codes previously reported). For # of treatments, indicate total # of treatments needed (including # previously reported).</small>	

C-17-GEN (9/13)

Preauthorization Requests - Summary



The radiation oncologist determining the treatment plan and providing the radiation therapy is responsible for obtaining the preauthorization. Preauthorization requests can be made telephonically or through RadMD.

Note: *The radiation oncologist is the ordering provider but also the rendering provider for the professional services and is responsible for the oversight of the radiation therapy*



The preauthorization request should be submitted after the clinical treatment planning and before the beginning of the treatment phase

- Date Treatment Planning Began
 - Anticipated Treatment Start Date
-



An authorization for a radiation treatment plan will cover the course of treatment.

Note: *In order to provide the required preauthorization review information, it will be necessary for the provider to complete the clinical treatment plan prior to the preauthorization call.*



For physicians and cancer treatment facilities, only one authorization is needed for both the technical and professional components of each procedure.

Treatment Plan Authorization

Sample Authorization



Treatment and Deliveries

Member		Rendering Physician		Treatment Facility	
Name:	Paris Noel	Name:	Addison Gray	Name:	Pinecrest LLC
Gender:	Female	Address:	987 Park St. Outfield, IA 50012	Address:	987 Park St. Outfield, IA 50012
Date of Birth:	05/20/1960	Phone:	563-555-6541	Phone:	563-555-6542
Health Plan:	ABC Health Plan	Tax ID:	111223456	Tax ID:	111223454
Spoken Language:	Not Indicated	Specialty:	Oncology		
Written Language:	Not Indicated				

Case		Radiation Oncology	
Case Description:	Breast Cancer-Three Dimensional Radiation Therapy (3D-CRT)	Request ID:	123ABC456
Request Date:	05/01/2023	Tracking:	014569874123
Entry Method:	RadMD	Approved	
ICD10:	D05.12 Update	Validity Dates:	05/01/2023-10/28-2023
Initial Determination Date:	05/01/2023 01:04 PM	Contact Name:	Elvis Pawsley (Referring Provider)
Final Determination Date:	05/01/2023 01:04 PM	Written Language:	Not Indicated
Planning Began: 05/01/2023 12:00 AM			
Treatment Start: 05/04/2023			
Extension: No			

Please be advised that all data was current as of Tuesday, May 16, 2023 at 3:00 PM MST

CPT4	Date	Phase	Procedure Category	Approved Units	Denied Units	
77412	05/01/23 1:04PM	Initial Treatment	Treatment Deliveries-EBRT	16	0	Billable Codes
77412	05/01/23 1:04PM	Boost Treatment	Treatment Deliveries-EBRT	16	0	Billable Codes

Notification of Determination



Authorization Notification

- Validity Period - Authorizations are valid for:
 - 180 days from date of request for Radiation Oncology allows for all circumstances

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 reconsideration/re-open is available with new or additional information
 - A reconsideration must be initiated within 15 calendar days from the date of denial and prior to submitting a formal appeal
 - A request to re-open must be initiated within the following timeframes from the date of denial and prior to submitting a formal appeal:
 - within 1 year for any reason
 - within 4 years for good cause
 - Anytime to correct a clerical error on which the determination was made by a specialized clinical team focused on Medical Specialty Solutions services. In the event of a denial, providers are asked to follow the instructions provided in their denial letter.

Claims and Appeals



How Claims Should be Submitted

- Radiation Oncologists and Cancer Treatment Centers should continue to submit their claims to ConnectiCare
- Providers are strongly encouraged to use EDI claims submission
- Check on claims status by logging on to Connecticare's website at www.ConnectiCare.com

Claims Appeals Process

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

NIA's Website

<https://www.RadMD.com>



RadMD Website

[RadMD.com](https://www.RadMD.com)

Available



24/7 (except during maintenance, performed every third Thursday of the month from 9 pm – midnight PST)



Toll-Free Number

1-877-607-2363

Available



Monday - Friday

8:00 AM – 8:00 PM EST

RadMD Functionality varies by user:

- **Ordering Provider's Office** – View and submit requests for authorization.
- **Rendering Provider** – Views approved, pended and in review authorizations for their facility.

Online through

<https://www.RadMD.com>:

- Upload Additional Clinical Information
- View Requests for additional Information and Determination Letters
- NIA's Clinical Guidelines
- Frequently Asked Questions
- Quick Reference Guides
- Cancer Site Checklists
- RadMD Quick Start Guide
- Claims/Utilization Matrices

Radiation Oncologists Getting Started on RadMD.com

Allows Users the ability to view all approved, pended and in review authorizations for facility

IMPORTANT

Everyone in your organization is required to have their own separate username 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 “Physician’s office” that prescribes radiation oncology procedures.
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.
4. New users will be granted immediate access

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

1

2

3

Cancer Treatment Facilities Getting Started on RadMD.com

Allows Users the ability to view all approved, pended and in review authorizations for facility

IMPORTANT


- Everyone in your organization is required to have their own separate username 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 “Physician’s office” that prescribes radiation oncology procedures.
3. Fill out the application and click the “Submit” button.
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4. New users will be granted immediate access

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

1



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

Track an Authorization
Authorization Tracking Number Go

2

Which of the following best describes your company?

Cancer Treatment Facility or Hospital that performs radiation oncology procedures -- Please Select an Appropriate Description --
Imaging Facility or Hospital that performs radiology exams
Health Insurance company
Physician's office that orders radiology exams
Cancer Treatment Facility or Hospital that performs radiation oncology procedures
Physicians office that prescribes radiation oncology procedures

3

Application for a New Account
Please fill out this form only for yourself. Shared accounts are not allowed.
In order for your account to be activated, you must be able to receive emails from RadMDSupport@magellanhealth.com. Please check with your email administrator to ensure that emails from RadMDSupport@magellanhealth.com can be received.

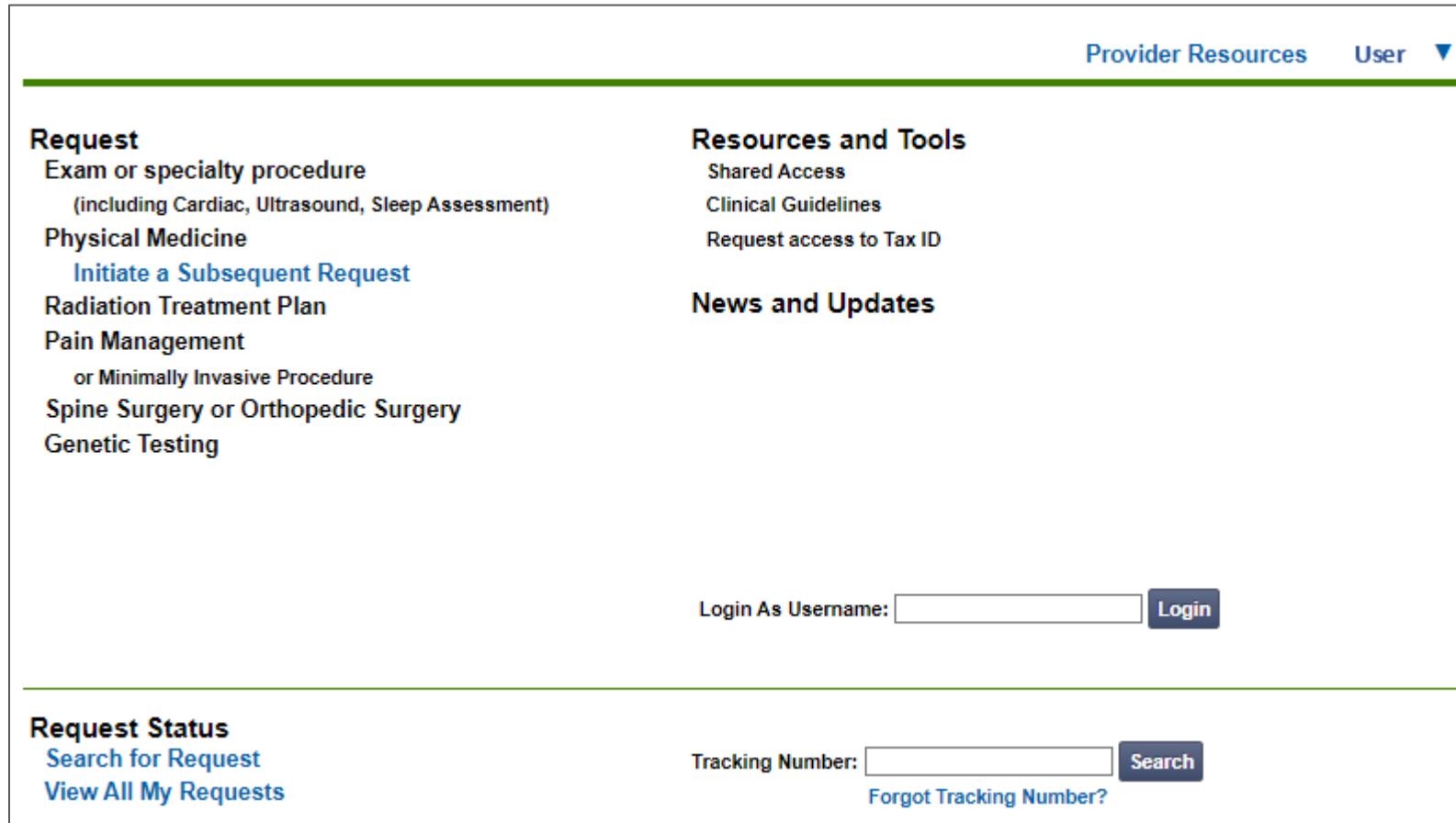
Which of the following best describes your company?
Facility/office/lab where procedures are performed What about read-only radiology offices?

New Account User Information		Your Supervisor	
Choose a Username:			
Unless you are the owner or CEO of your company, the user's name/email must be different than the supervisor's name/email.			
First Name:	Last Name:	First Name:	Last Name:
Phone:	Fax:	Phone:	Email:
Email:		Confirm Email:	
Company Name:		Job Title:	
Address Line 1:		Address Line 2:	
City:		State:	
Zip:		Facility Tax ID #:	
		Your Tax IDs: [none]	

Submit

RadMD Enhancements

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



The screenshot displays the RadMD.com website interface. At the top right, there are links for "Provider Resources" and "User" with a dropdown arrow. The main content area is divided into two columns. The left column, titled "Request", lists various medical services: "Exam or specialty procedure (including Cardiac, Ultrasound, Sleep Assessment)", "Physical Medicine" (with a link to "Initiate a Subsequent Request"), "Radiation Treatment Plan", "Pain Management or Minimally Invasive Procedure", "Spine Surgery or Orthopedic Surgery", and "Genetic Testing". The right column, titled "Resources and Tools", includes "Shared Access", "Clinical Guidelines", and "Request access to Tax ID". Below these columns is a "Login As Username:" field with a "Login" button. At the bottom, there is a "Request Status" section with links for "Search for Request" and "View All My Requests", and a "Tracking Number:" field with a "Search" button and a link for "Forgot Tracking Number?".

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 [RadMD.com](https://www.radmd.com), allowing them to communicate with members and facilitate treatment.

When to Contact NIA



Providers:

<p>Initiating or checking the status of an authorization request</p>	<ul style="list-style-type: none">▪ Website, https://www.RadMD.com▪ Toll-free number 1-877-607-2363 - Interactive Voice Response (IVR) System
<p>Initiating a Peer-to-Peer Consultation</p>	<ul style="list-style-type: none">▪ Call 1-877-607-2363
<p>Provider Service Line</p>	<ul style="list-style-type: none">▪ RadMDSupport@evolent.com▪ Call 1-800-327-0641
<p>Provider Education requests or questions specific to NIA</p>	<ul style="list-style-type: none">▪ Charmaine Everett Provider Relations Manager 1-410-953-2615 ceverett@evolent.com

RadMD Demonstration



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Thanks