

Highmark Wholecare Medical Specialty Solutions

Provider Training Presented by:



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

National Footprint / Medicaid Experience



National Footprint

- ✓ **Since 1995** – delivering radiology benefits management solutions; one of the *go-to* care partners in industry.
- ✓ **Uniquely independent** – only major specialty company not aligned to health plan ownership.
- ✓ **85 health plans/markets** – partnering with NIA for management of advanced and/or cardiac imaging solutions.
- ✓ **33.86M national lives** – participating in a NIA RBM nationally.
- ✓ **Diverse populations** – Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

Medicaid/Medicare/Exchange Expertise/Insights

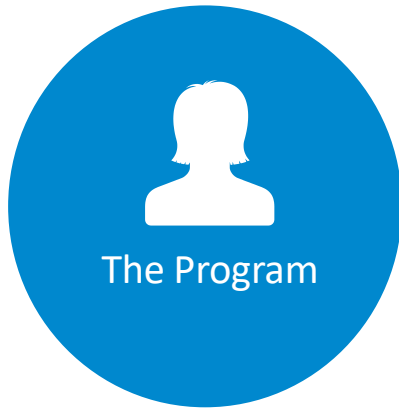
- ✓ **42 Medicaid plans/markets** with NIA RBM solutions in place.
- ✓ **12.5M Medicaid lives** – in addition to 3.9M Exchange and 2M Medicare Advantage lives participating in a NIA RBM program nationally.
- ✓ **14M Commercial lives**

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 Prior Authorization Program



- Highmark Wholecare began a prior authorization program through NIA* for the management of Outpatient Diagnostic Imaging, Physical Medicine*, Interventional Pain Management*, Inpatient and Outpatient Musculoskeletal Surgeries*

* Medicaid effective 02/01/15

* Medicare effective 09/01/16

Procedures:

- CT/CTA
MRI/MRA
- PET Scan
- CCTA
- MPI
- Stress Echo
- IPM*
- Inpatient and Outpatient Musculoskeletal Surgeries*
- Physical Medicine *

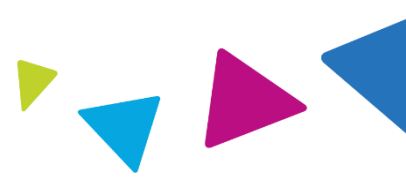
Settings:

- Office
- Outpatient Hospital
- Inpatient Hospital (MSK)

- Medicaid
- Medicare

- NIA will use the Highmark Wholecare network of In-office providers, Free-Standing Imaging Facilities (FSF's), and Hospitals to deliver outpatient imaging services to Highmark Wholecare Medicare and Highmark Wholecare Medicaid members.

NIA's Prior Authorization Program

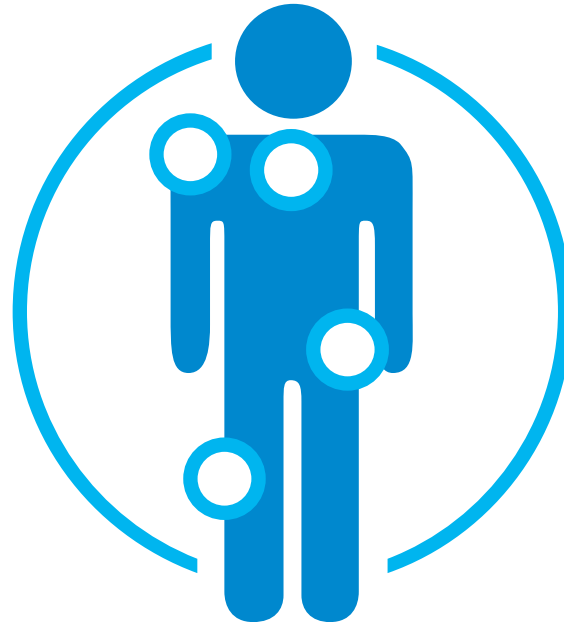


Only non-emergent procedures performed in an outpatient setting require authorization with NIA.



Procedures Requiring Authorization

- CT/CTA
- MRI/MRA
- PET Scan
- MUGA
- CCTA
- Myocardial Perfusion Imaging
- Stress Echocardiography



Excluded from the Program Procedures Performed in the following Settings:

- Hospital Inpatient
- Observation
- Emergency Room

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 www.RadMD.com.



Defer to Highmark Wholecare Policies for Procedures not on Claims/Utilization Review Matrix.



The matrix below contains the CPT 4 codes for which National Imaging Associates, Inc. (NIA) manages on behalf of Highmark Wholecare. 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 one 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 rebilling 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.

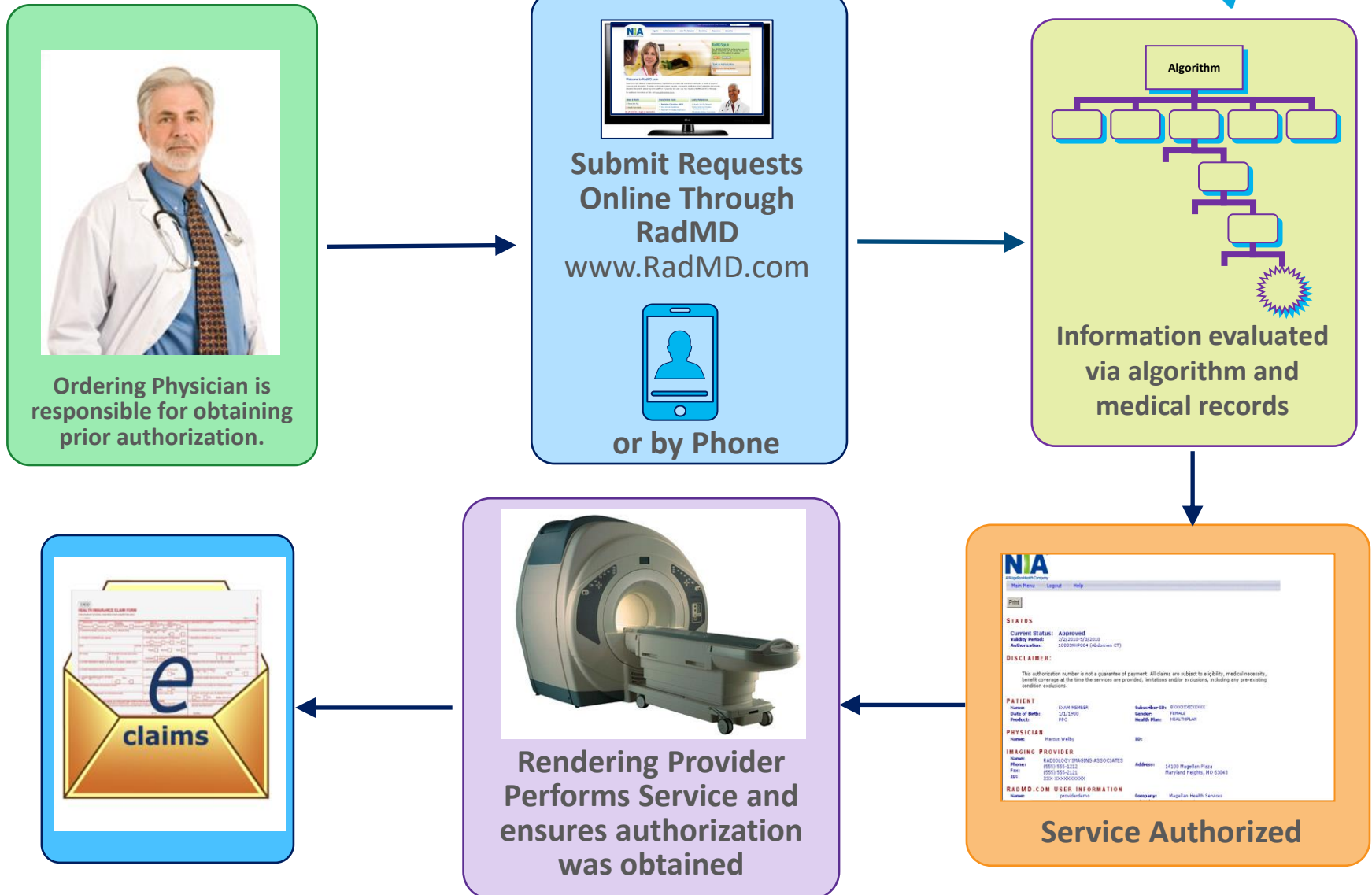
If a family of CPT codes is not listed in this matrix, an exact match is required between the authorized CPT code and the billed CPT code. If the exact match does not occur, the charge should be adjudicated accordingly.

***Please note: Services rendered in an Emergency Room, Observation Room, Surgery Center or Hospital Inpatient setting are not managed by NIA.**

Authorized CPT Code	Description	Allowable Billed Groupings
70336	MRI Temporomandibular Joint	70336
70450	CT Head/Brain	70450, 70460, 70470, +0722T
70480	CT Orbit	70480, 70481, 70482, +0722T
70486	CT Maxillofacial/Sinus	70486, 70487, 70488, +0722T
70490	CT Soft Tissue Neck	70490, 70491, 70492, +0722T
70496	CT Angiography, Head	70496
70498	CT Angiography, Neck	70498
70540	MRI Orbit, Face, and/or Neck	70540, 70542, 70543, +0698T
70551	MRI Internal Auditory Canal	70551, 70552, 70553, 70540, 70542, 70543, +0698T
70544	MRA Head	70544, 70545, 70546
70547	MRA Neck	70547, 70548, 70549
70551	MRI Brain	70551, 70552, 70553, +0698T
70554	Functional MRI Brain	70554, 70555
71250	CT Chest	71250, 71260, 71270, 71271, +0722T
71271	Low Dose CT for Lung Cancer Screening	71271
71275	CT Angiography, Chest (non-coronary)	71275
71550	MRI Chest	71550, 71551, 71552, +0698T
71555	MRA Chest (excluding myocardium)	71555
72125	CT Cervical Spine	72125, 72126, 72127, +0722T
72128	CT Thoracic Spine	72128, 72129, 72130, +0722T
72131	CT Lumbar Spine	72131, 72132, 72133, +0722T
72141	MRI Cervical Spine	72141, 72142, 72156, +0698T
72146	MRI Thoracic Spine	72146, 72147, 72157, +0698T

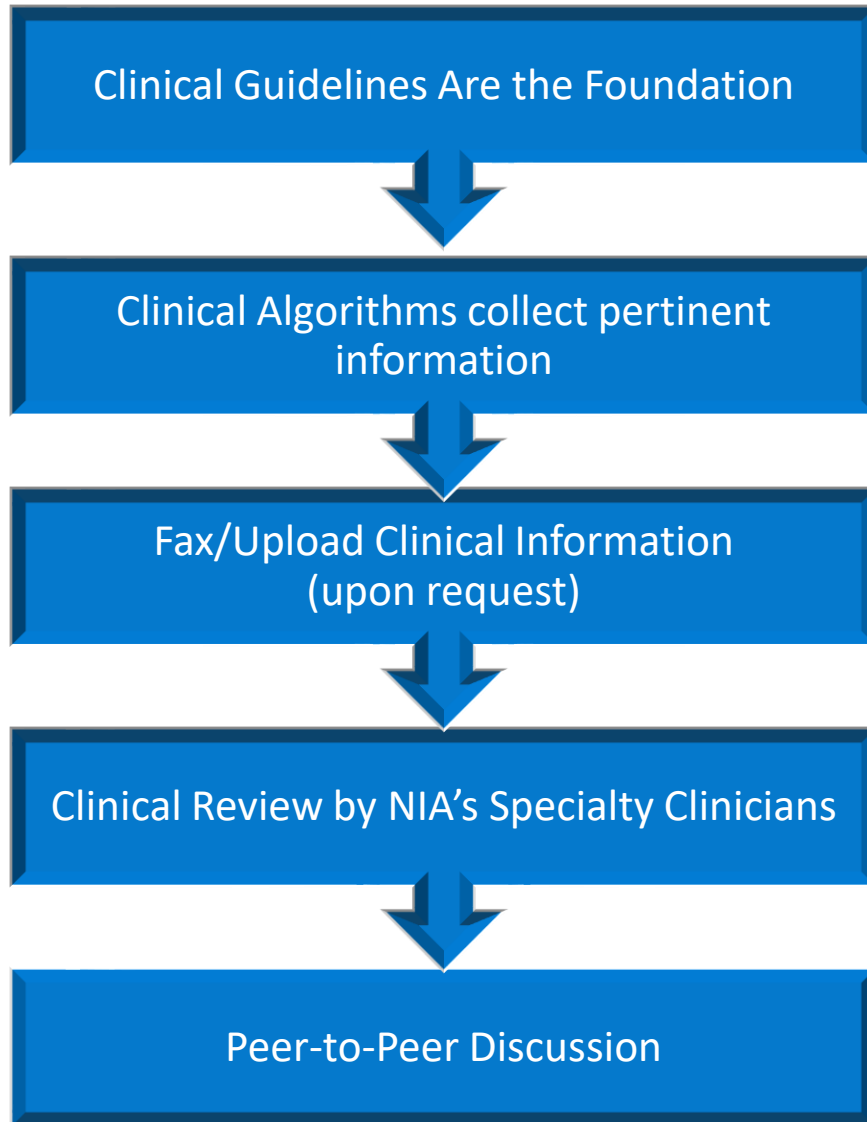
1— Highmark Wholecare, Utilization Review Matrix 2023

Prior Authorization Process Overview



Recommendation to Rendering Providers: Do not schedule test until authorization is received

NIA's Clinical Foundation & Review



- **Clinical guidelines** were developed by practicing specialty physicians, through literature reviews and evidenced-based research. Guidelines are reviewed and mutually approved by the Plan and NIA's Medical Officers and clinical experts.
- **Clinical Guidelines are available on 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.
- 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.**

Member and Clinical Information Required for Authorization



General

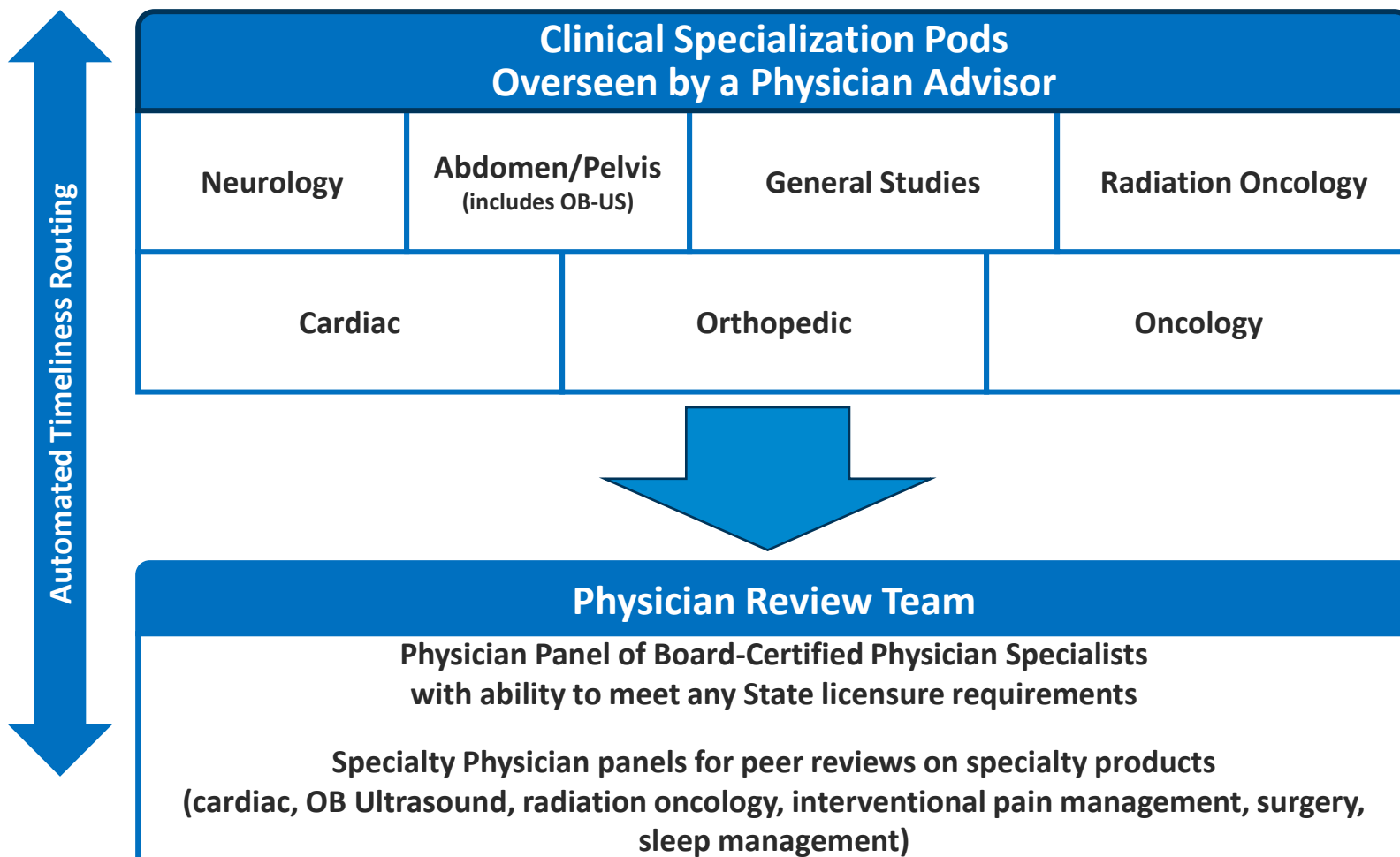
- Includes: ordering physician information, member information, rendering provider information, requested examination, etc.

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



Document Review



NIA may request member's medical records/additional clinical information.



When requested, validation of clinical criteria within the member'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 members receive the most appropriate, effective care.



NIA to Ordering Physician: Request for Additional Clinical Information



CC_TRACKING_NUMBER FAXC

NIA
National Imaging Associates, Inc.

ABDOMEN - PELVIS CT
PLEASE FAX THIS FORM TO: 1-800-784-6864 Date: TODAY

ORDERING PHYSICIAN:		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:	HEALTH_PLAN_DESC		

We have received your request for Abdomen - Pelvis CT. As we are unable to approve based on the information provided to date, please respond to this fax as soon as possible.

Study Requested was: Abdomen - Pelvis CT
For documentation **ALWAYS PROVIDE:**

1. The most recent office visit note
2. Any office visit note since initial presentation of the complaint/problem requiring imaging
3. Any supporting documentation such as diagnostic or imaging reports that corroborate abnormalities or the requirement for follow-up imaging

Further specifics and examples are listed below:
FAX QUESTIONS_ADDL
aalfaddfaxquestions

- a) **Abdominal pain evaluation:**
Provide details regarding history of abdominal pain (history- onset, trauma mechanism, if relevant, effect on/change w/ bowel or urinary habits, relevant past medical history- bowel disease or surgery, etc; examination, including pelvic/rectal examinations; diagnostic work-up- submit reports demonstrating abnormalities; prior treatment/consultation, if any).
- b) **Abnormal finding on examination, imaging or laboratory test:**
Provide the office visit note(s) or lab/imaging report that documents the abnormality found and any needed explanation of the relevance to the request for abdomen/pelvis CT imaging
- c) **Suspicion of cancer:**
Provide the office visit/consultation notes indicating rationale for suspicion of cancer, along with relevant examination, diagnostic/imaging reports indicating the relevance of an imaging test in further evaluation of a possible malignancy
- d) **History of cancer:**
Provide the office visit note describing the current symptoms or issue and the history; report of the biopsy and/or relevant treatment reports that will document the cell type of the cancer and treatment to date.
- e) **Pre-operative evaluation:**
Provide the office visit note/consultation by the surgical specialist indicating the operation planned and indications. It is usually expected that planned pre-operative evaluation will be ordered by the surgeon in conjunction with surgical scheduling so that the two coincide within a four week/30 day period.
- f) **Post-operative evaluation:**

FAXC CC_TRACKING_NUMBER



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

- Records may be submitted:
 - Upload to www.RadMD.com
 - Fax using that NIA coversheet
- Location of Fax Coversheets:
 - Can be printed from www.RadMD.com
 - Call:
 - Medicaid:
 - 1-800-424-4890
 - Medicare
 - 1-800-424-1728
- 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](#)

Member	Provider
Name:	Name:
Gender:	Address:
Date of Birth	Phone:
Member ID:	Tax ID:
Health Plan:	UPIN:
	Specialty:

Case

Case Description:	Request ID:
Request Date:	Status:
Entry Method:	Validity Dates:
ICD10:	Contact Name:
Final Determination Date:	

Clinical Review Process



Physicians' Office Contacts NIA for Prior Authorization

✓ RadMD ✓ Telephone



NIA Initial Clinical Specialty Team Review

- Additional clinical information submitted and reviewed – Procedure Approved
- Additional clinical not complete or inconclusive – Escalate to Physician Review

✓ *Designated & Specialized Clinical Team interacts with Provider Community.*

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System Evaluates Request Based on Information Entered by Physician

- Clinical information complete – Procedure Approved
- Additional clinical information required – Pends for clinical validation of medical records

NIA Specialty Physician Reviewers

- NIA Physician approves case *without* peer to peer

✓ *Peer-to-peer outbound attempt made if case is not approvable*

- NIA Physician approves case with peer to peer
- Ordering Physician withdraws case during peer to peer
- Physician denies case based on medical criteria

✓
Key NIA
Differentiators

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



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 www.RadMD.com cannot be used for medically urgent or expedited prior authorization requests during business hours. Those requests must be processed by calling the NIA call center

Medicaid:

- 1-800-424-4890

Medicare

- 1-800-424-1728



Authorization Notification

- Validity Period - Authorizations are valid for:
 - 90 days from request date

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.
- **Medicaid:** re-review is available with new or additional information within 30 calendar days from the date of denial
- **Medicare *re-open*** is NOT allowed.
- In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter.



How Claims Should be Submitted

- Rendering providers/Imaging providers should continue to send their claims directly to Highmark Wholecare.
- Providers are strongly encouraged to use EDI claims submission.
- Check on claims status by logging on to the Highmark Wholecare website at <https://www.gatewayhealthplan.com/provider>

Claims Appeals Process

- In the event of a prior authorization or claims payment denial, providers may appeal the decision through Gateway Health
- Providers should follow the instructions on their determination letter or Explanation of Payment (EOP) notification.

Radiation Safety and Awareness



Studies suggest a significant increase in cancer in dose estimates in excess of 50 mSv






U.S. population exposed to nearly five times more radiation from medical devices than in 1980



CT scans and nuclear studies are the largest contributors to increased medical radiation exposure

1 mSv=

 4 months of  natural exposure

 50 chest x-rays

NIA has developed a Radiation Awareness Program designed to create member and physician awareness of radiation concerns



RadMD Website
www.RadMD.com



Available
24/7 (except during
maintenance)



Toll Free Number

Medicaid
1-800-424-4890
Medicare
1-800-424-1728



Available
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 Clinical Guidelines
 - View Frequently Asked Questions (FAQs)
 - View Other Educational Documents
-
- Interactive Voice Response (IVR) System for authorization tracking

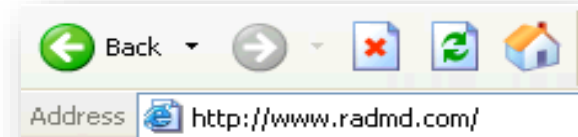


RadMD Functionality varies by user:

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

Online Tools Accessed through www.RadMD.com:

- NIA's Clinical Guidelines
- Frequently Asked Questions
- Quick Reference Guides
- Checklist
- RadMD Quick Start Guide
- Claims/Utilization Matrices



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 “Physician’s office that orders 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.

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.



- 2 -- Please Select an Appropriate Description --
- 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

RadMD.com

NIA
A Magellan Health Company

Log In RadMD Home Help

RADMD.COM: 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?
-- Please Select an Appropriate Description --
What about read only radiology offices?

Choose a User ID
6-20 Characters

Name
First Last

Phone Fax
[xxx] xxx-xxxx [xxx] xxx-xxxx

Company Name Job Title

Email Confirm Email
example.you@company.com

Address
example 123 Main St.
example Suite A (optional)
City [State] Zip

Your Superior
The manager or superior responsible for terminating your access.
This cannot be yourself.

Name
First Last
Phone email
[xxx] xxx-xxxx example boss@company.com

Submit Application

If you have problems, please contact us at RadMDsupport@magellanhealth.com.

RadMD Enhancements

NIA offers a **Shared Access** feature on our 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 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 "News and Updates" section. At the bottom of the page, there are two search fields: "Login As Username:" with a text input and a "Login" button, and "Tracking Number:" with a text input, 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 www.RadMD.com, allowing them to communicate with patients and facilitate treatment.

Allows Users the ability to view all approved 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 “Facility/office where procedures are performed”
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.

If you have multiple staff members entering authorizations and you want each person to be able to see all approved authorizations, they will need to register for a rendering username and password. The administrator will have the ability to approve rendering access for each employee. This will allow users to see all approved authorizations under your organization.

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2

-- Please Select an Appropriate Description --
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

A screenshot of the RadMD application form for a new account. The form is titled "RADMD.COM: APPLICATION FOR A NEW ACCOUNT" and includes a "Please fill out this form only for yourself. Shared accounts are not allowed." instruction. The form contains several sections: "Which of the following best describes your company?" with a dropdown menu; "Choose a User ID" with a text input field; "Name" with first and last name fields; "Phone" and "Fax" with text input fields; "Company Name" and "Job Title" with text input fields; "Email" with a text input field and a "Confirm Email" field; "Address" with a text input field; "City" with a dropdown menu and a "Zip" field; and "Your Superior" with a text input field. At the bottom of the form is a "Submit Application" button and a note: "If you have problems, please contact us at RadMDSupport@magellanhealth.com".

When to Contact NIA



Providers:

Initiating or checking the status of an authorization

- Website, www.RadMD.com
- Toll-free number - Interactive Voice Response (IVR) System
 - Medicaid 1-800-424-4890
 - Medicare 1-800-424-1728

Initiating a Peer to Peer

- Medicaid: 1-800-424-4890
- Medicare: 1-800-424-1728

Technical Issues

- RadMDSupport@evolent.com
- Call 1-800-327-0641

Provider Education requests or questions specific to NIA

- Lori A. Fink
Provider Relations Manager
410-953-2621
lfink@evolent.com

RadMD Demonstration



Confidentiality Statement



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Thanks