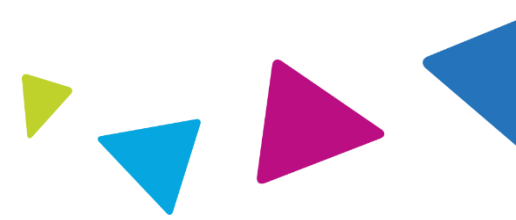# Louisiana Healthcare Connections Interventional Pain Management (IPM)

Provider Training Presented by:
Gina Braswell OTR/L

Senior Manager, Provider Relations

NIA

National Imaging Associates, Inc. (NIA) Program Agenda

Our IPM Program

☑ **Prior Authorization Process and Overview**
- Clinical Foundation and Review
- Clinical Review Process
- Notification of Determination

☑ Provider Tools and Contact Information

☑ RadMD Demo

☑ Questions and Answers

NIA

NIA Specialty Solutions
National Footprint / Medicaid Experience

National Footprint

- **Since 1995 –** delivering Medical Specialty Solutions; one of the *go-to* care partners in industry.

- **91 health plans/markets –** partnering with NIA for management of Medical Specialty Solutions.

- **33.69M national lives – participating** in an NIA Medical Specialty Solutions Program nationally.

- **Diverse populations –** Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

Medicaid/Medicare Expertise/Insights

- **54 Medicaid plans/markets** with NIA Medical Specialty Solutions in place.

- **18.65M Medicaid lives –** in addition to 2.15M Medicare Advantage lives participating in an NIA Medical Specialty Solutions program nationally.

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 IPM Solution

Procedures Performed on or after July 1, 2022, Require Prior Authorization

Targeted IPM Procedures Performed in an Outpatient Facility or office

- Spinal Epidural Injections
- Paravertebral Facet Joint Injections or Blocks
- Paravertebral Facet Joint Denervation(Radiofrequency (RF) Neurolysis)
- Sacroiliac joint injections
- Sympathetic Nerve Blocks
- Spinal Cord Stimulator
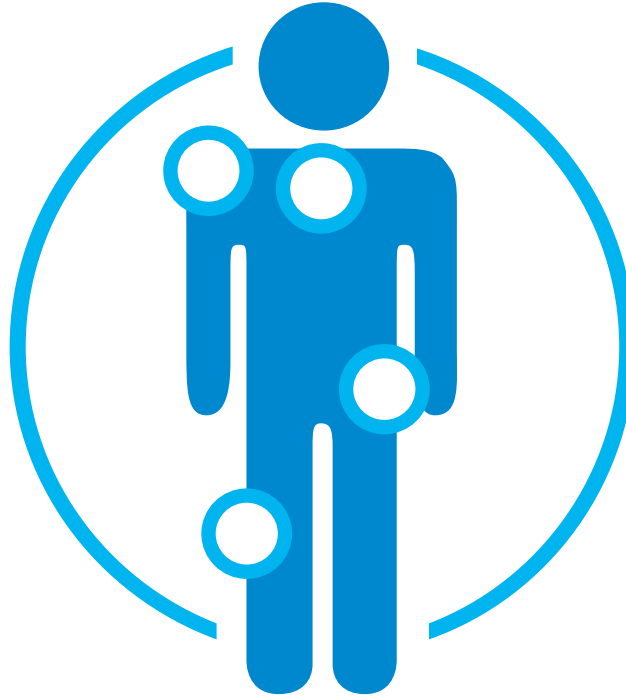
Excluded from the Program IPM Procedures Performed in the following Settings:

- Hospital Inpatient
- Emergency Room/Urgent Care Facility

- NIA uses the Louisiana Healthcare Connections network of Pain Management Physicians, Hospitals and In-Office Providers as it's preferred providers for delivering Outpatient IPM Services to Louisiana Healthcare Connections members throughout Louisiana.

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 RadMD.com.

Defer to Louisiana Healthcare Connections' Policies for Procedures not on Claims/Utilization Review Matrix.

Louisiana Healthcare Connections
Utilization Review Matrix 2022
Outpatient Interventional Pain Management (IPM)

The matrix below contains all the CPT 4 codes for which National Imaging Associates, Inc. (NIA) authorizes on behalf of Superior HealthPlan.

National Imaging Associates issues authorizations based on the primary CPT code and its allowable billed groupings. A procedure can be billed under any **one** of the given CPT codes for that allowable billed grouping if a valid authorization number has been issued within the validity period.

*Please note: IPM services rendered in an Emergency Room, Intraoperatively, or as a Hospital Inpatient are not managed by NIA.

Procedure Name	Primary CPT Code	Allowable Billed Groupings
Sacroiliac Joint Injection	27096	27096, G0260
Cervical/Thoracic Interlaminar Epidural	62321	62320, 62321, 64479, +64480
Cervical/Thoracic Transforaminal Epidural	64479	62320, 62321, 64479, +64480
Lumbar/Sacral Interlaminar Epidural	62323	62322, 62323, 64483, +64484
Lumbar/Sacral Transforaminal Epidural	64483	62322, 62323, 64483, +64484
Cervical/Thoracic Facet Joint Block	64490	64490, + 64491, +64492, 0213T, +0214T, +0215T
Lumbar/Sacral Facet Joint Block	64493	64493, +64494, +64495, 0216T, +0217T, +0218T
Cervical/Thoracic Facet Joint Radiofrequency Neurolysis	64633	64633, +64634
Lumbar/Sacral Facet Joint Radiofrequency Neurolysis	64635	64635, +64636

- *Add-on codes (+) do not require separate authorization and are to be used in conjunction with approved primary code for the service rendered.*

- *NOTE: due the repeat nature of IPM procedures, multiple authorizations may exist within the same validity period. **NIA does not manage interventional pain management for members under 21.***

Information for Authorization for IPM Injections

Special Information

- Every IPM procedure performed requires a prior authorization; NIA does not pre-approve a series of epidural injections.

- Bi-lateral IPM injections performed on the same date of service do not require a separate authorization. An authorization will cover bi-lateral as well as multiple levels on the same date of service. (Please refer to guidelines for potential restrictions)

- Add on codes do not require separate authorization and are to be used in conjunction with approved primary code for the service rendered.
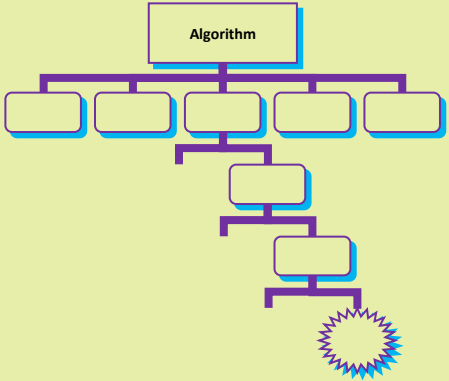
Prior Authorization Process Overview

Ordering Physician is responsible for obtaining prior authorization. IPM provider may be both ordering and rendering

Submit Requests Online Through RadMD.com

or by Phone

Information evaluated via algorithm and medical records

Rendering Provider Performs Service and ensures authorization was obtained

Service Authorized

NIA's Clinical Foundation & Review

```
┌─────────────────────────────────────────┐
│   Clinical Guidelines Are the Foundation  │
└─────────────────────────────────────────┘
                    ↓
┌─────────────────────────────────────────┐
│   Clinical Algorithms collect pertinent   │
│              information                   │
└─────────────────────────────────────────┘
                    ↓
┌─────────────────────────────────────────┐
│   Fax/Upload Clinical Information          │
│           (upon request)                   │
└─────────────────────────────────────────┘
                    ↓
┌─────────────────────────────────────────┐
│  Clinical Review by NIA's Specialty Clinicians │
└─────────────────────────────────────────┘
                    ↓
┌─────────────────────────────────────────┐
│        Peer-to-Peer Discussion            │
└─────────────────────────────────────────┘
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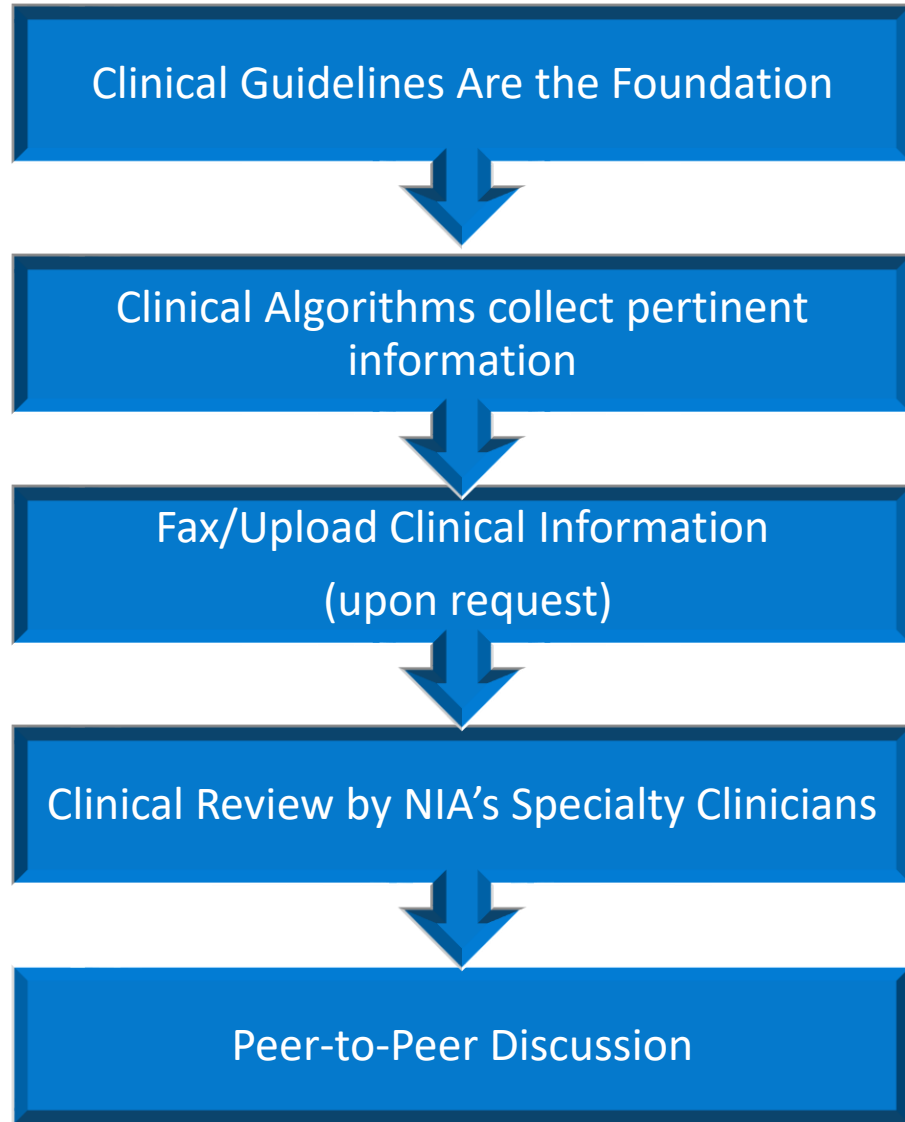
- **Clinical guidelines** were developed by practicing specialty physicians, through literature reviews and evidenced-based research. Guidelines are reviewed and mutually approved by the Plan and NIA Medical Officers and clinical experts. **Clinical Guidelines are available on RadMD.com**

- 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 IPM.

- 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.**

IPM Clinical Checklist Reminders

IPM Documentation:

Conservative Treatment

- Frequently, specifics of active conservative treatment/non-operative treatment are not present in office notes. Details such as duration and frequency should be provided in order to ensure 6 weeks has been attempted within the past 6 months. Official physical therapy records do not need to be obtained but the provider should supply a summary of these details. Physical therapy is not the only means of active conservative treatment acceptable; physician directed home exercise programs as well as chiropractic care are among other examples of appropriate treatments.

Visual Analog Scale (VAS) Score and/or Functional Disability

- A VAS score is an acceptable method to relay intensity of pain. However, a description of functional disability is also accepted as a means for measuring pain (ie - noting that the member is no longer able to perform work duties, daily care, etc).
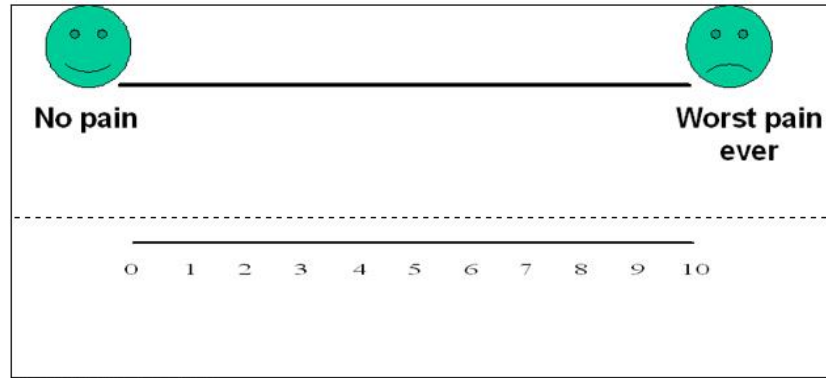
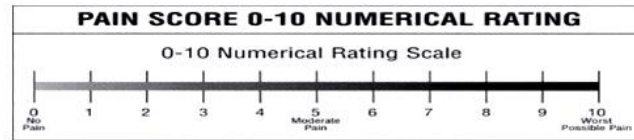**Follow Up To Prior Pain Management Procedures**

- For repeat treatments, follow up is required in regard to what procedure was completed, how much and for how long relief was obtained, active participation in ongoing conservative treatment, and to what level the pain has returned. A follow up office visit is not required; documentation of telephone encounters with the member are acceptable to satisfy this requirement.
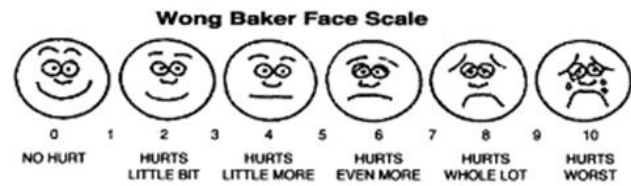
Sample Pain Rating Scales

Visual analogue scale (VAS)

No pain

Worst pain ever

0 1 2 3 4 5 6 7 8 9 10

Numerical rating scale (NRS)

PAIN SCORE 0-10 NUMERICAL RATING

0-10 Numerical Rating Scale

0 No Pain   1   2   3   4   5 Moderate Pain   6   7   8   9   10 Worst Possible Pain

Faces rating scale (FRS)

Wong Baker Face Scale

0 NO HURT   1   2 HURTS LITTLE BIT   3   4 HURTS LITTLE MORE   5   6 HURTS EVEN MORE   7   8 HURTS WHOLE LOT   9   10 HURTS WORST

NIA to Physician: Request for Clinical Information

- 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 https://www.RadMD.com
  - Fax using that NIA coversheet

- Location of Fax Coversheets:
  - Can be printed from https://www.RadMD.com
  - Call 1-800-424-9231

- 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

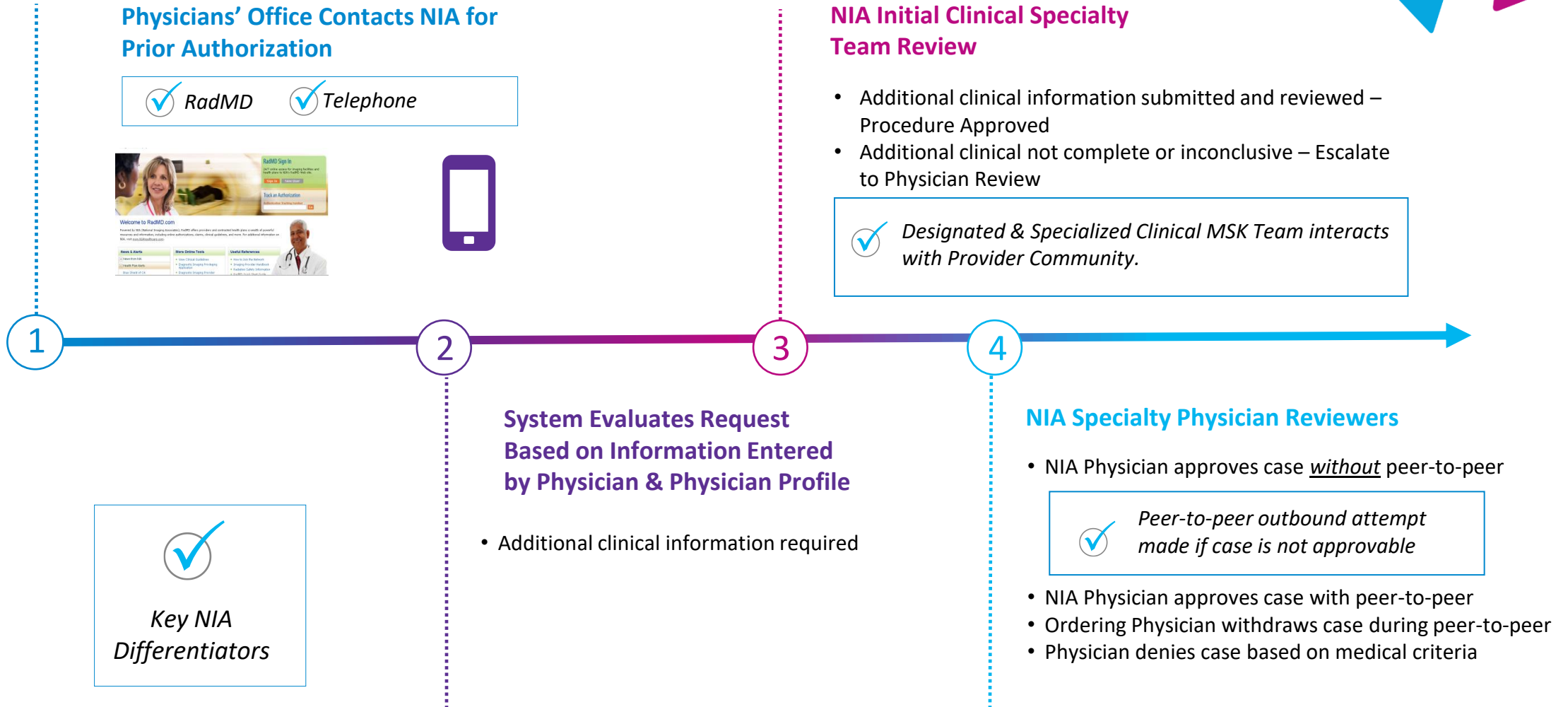| Member		Provider	
Name:	Evo Lent	Name:	Memorial Hospital
Gender:	Female	Address:	123 Main St, New City, ST 12345
Date of Birth:	5/24/1971	Phone:	123-456-7890
Member ID:	AB123456	Tax ID:	987654321
Health Plan:	ABC Health Plan HMO	UPIN:	
Spoken Language:	ENGLISH	Specialty:	
Written Language:	ENGLISH		

Clinical Specialty Team:
Focused on IPM

IPM Reviews

Initial clinical review performed by NIA IPM team nurses

The clinical specialties supporting our IPM program include anesthesiology and pain specialists

MSK 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 MSK Team interacts with Provider Community.*

1 ——— **2** ——— **3** ——— **4** ———→

✓ *Key NIA Differentiators*

System Evaluates Request Based on Information Entered by Physician & Physician Profile

- Additional clinical information required

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

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

NIA Urgent/Expedited MSK Authorization Process

Urgent/Expedited MSK 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 prior authorization requests during business hours. Those requests must be processed by calling the NIA call center at 1-800-424-9231.

- Turnaround time is within 1 Business day not to exceed 72 Calendar Hours.

Notification of Determination

Authorization Notification

- Validity Period - Authorizations are valid for:

  IPM
  - 30 days from date of service
- The date of service that is selected at the time of the prior authorization request, will be used to determine the validity period.   If the date of service changes, please contact NIA to update.

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 is available with new or additional information.

- Timeframe for re-review is within 10 calendar days from the date of denial.

- In the event of a denial, providers are asked to follow the instructions provided in their denial letter.

- Medicare re-opens not available.

IPM Points

Injections in all regions of spine are managed

Date of Service is required for all requests

Each IPM procedure must be prior authorized

No series of epidural injections

Specialty Nurses and Physicians will review IPM requests

Provider Tools

RadMD Website
RadMD.com

Available

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

Toll-Free Number
866-326-6301

Available

Monday - Friday

7:00 AM – 7:00 PM CST

- 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

NIA's Website
https://www.RadMD.com

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.
- IPM providers are typically both the ordering and the rendering provider.

Online Tools Accessed through
https://www.RadMD.com:

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

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

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.

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.

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 "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.
4. New users will be granted immediate access

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, pended and in review 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, pended and in review authorizations under your organization.

RadMD Enhancements

NIA offers a **Shared Access** feature on our RadMD.com website. Shared Access allows ordering providers to view authorization requests initiated by other RadMD users within their practice.

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, allowing them to communicate with members and facilitate treatment.

When to Contact NIA

Providers:

Initiating or checking the status of an authorization request	▪ Website, https://www.RadMD.com ▪ Toll-free number 866-326-6301 - Interactive Voice Response (IVR) System
Initiating a Peer-to-Peer Consultation	▪ Call 1-866-326-6301
Provider Service Line	▪ RadMDSupport@Evolent.com ▪ Call 1-800-327-0641
Provider Education requests or questions specific to NIA	▪ Gina Braswell OTR/L Provider Relations Manager 1-800-450-7281 Ext. 55726 gbraswell@Evolent.com

RadMD Demonstration

Confidentiality Statement

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Thanks