

# New Hampshire Healthy Families Physical Medicine Program Provider Training

Revised: June 2023



# National Imaging Associates, Inc. (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 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



## Physical Medicine Experience

**11.4M Physical Medicine lives**



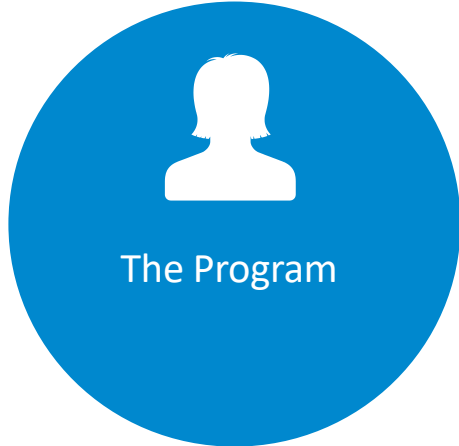
## Intensive Clinical Specialization & Breadth

### Specialized Physician Teams

- 160+ actively practicing, licensed, board-certified physicians
- 28 specialties and sub-specialties

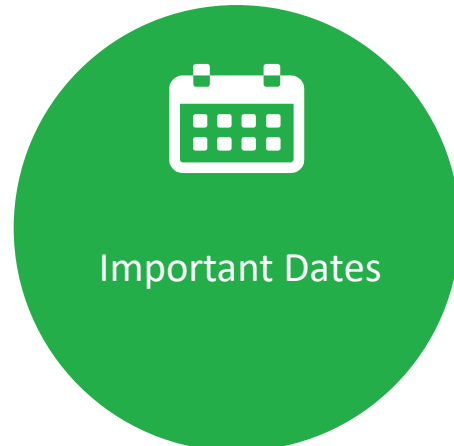
URAC Accreditation & NCQA Certified

# NIA's Physical Medicine Prior Authorization Program



## The Program

- New Hampshire Healthy Families will begin a prior authorization program through NIA for the management of Physical Medicine services.
- The program includes both rehabilitative and habilitative care.



## Important Dates

- Program start date: March 1, 2019



## Disciplines & Settings Included

### Disciplines:

- Physical Therapy
- Occupational Therapy
- Speech Therapy

### Settings:

- Office
- Outpatient Hospital
- Home Health
- Skilled Nursing Facilities (POS 31)



## Membership Included

- Medicaid

# NIA's Physical Medicine Solution

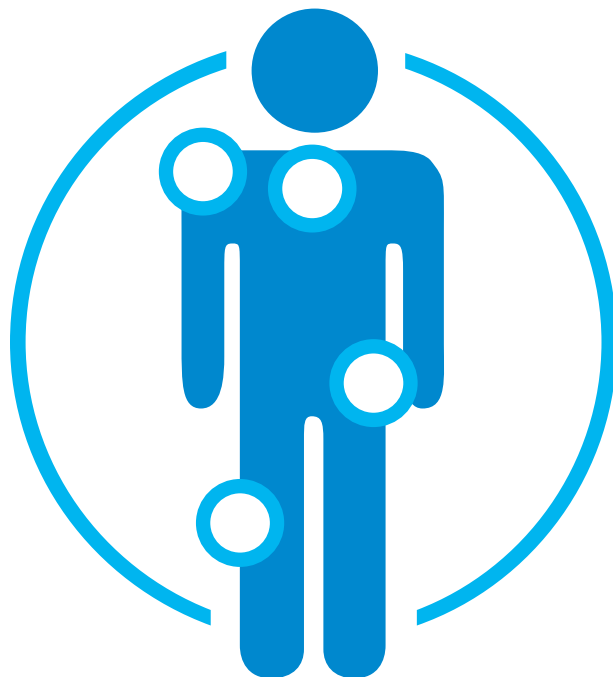


Procedures Performed on or after March 1, 2019, Require Prior Authorization



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

- Physical Therapy
- Speech Therapy
- Occupational Therapy

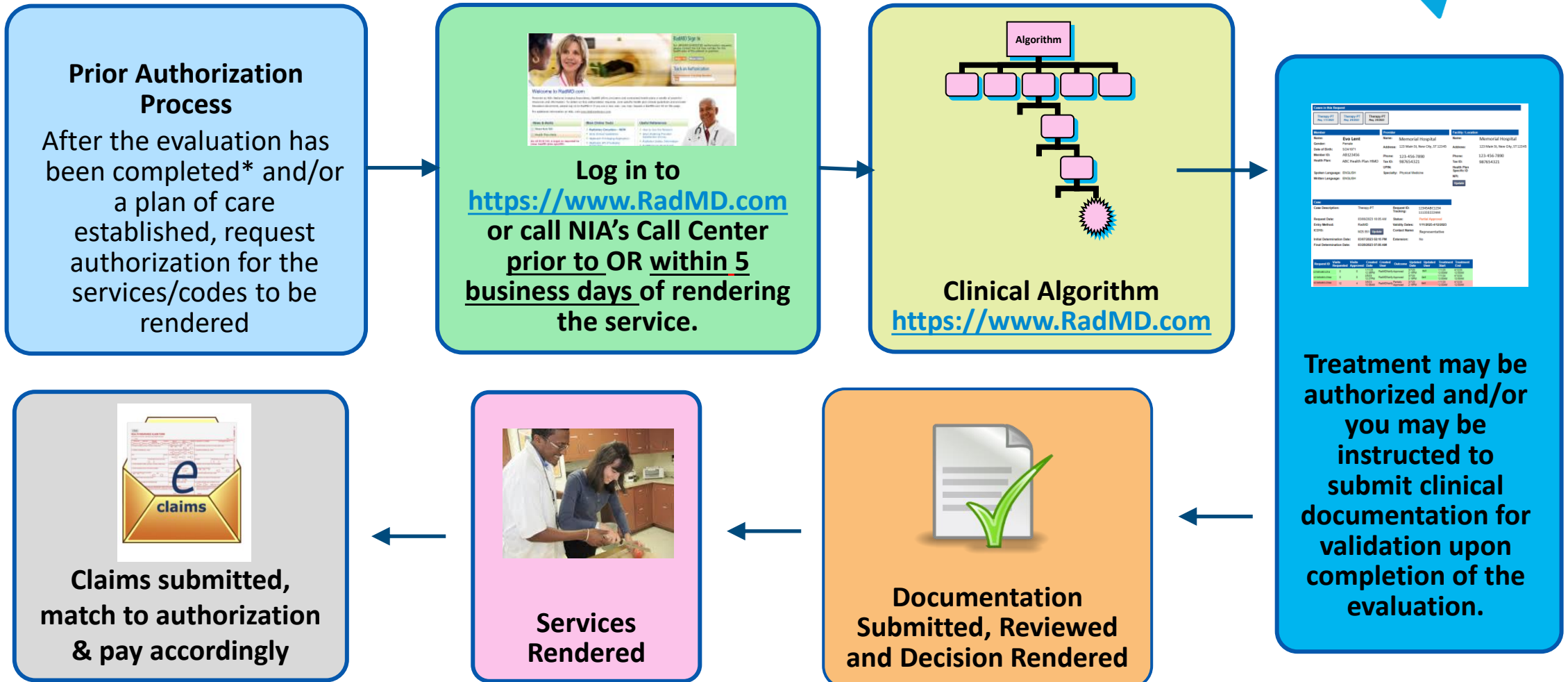


## Excluded from the Program Physical Medicine Procedures Performed in the following Settings:

- Hospital Emergency Department
- Hospital status inpatient or observation
- Acute Rehab Hospital (Inpatient)
- Skilled Nursing (POS 32)
- Schools

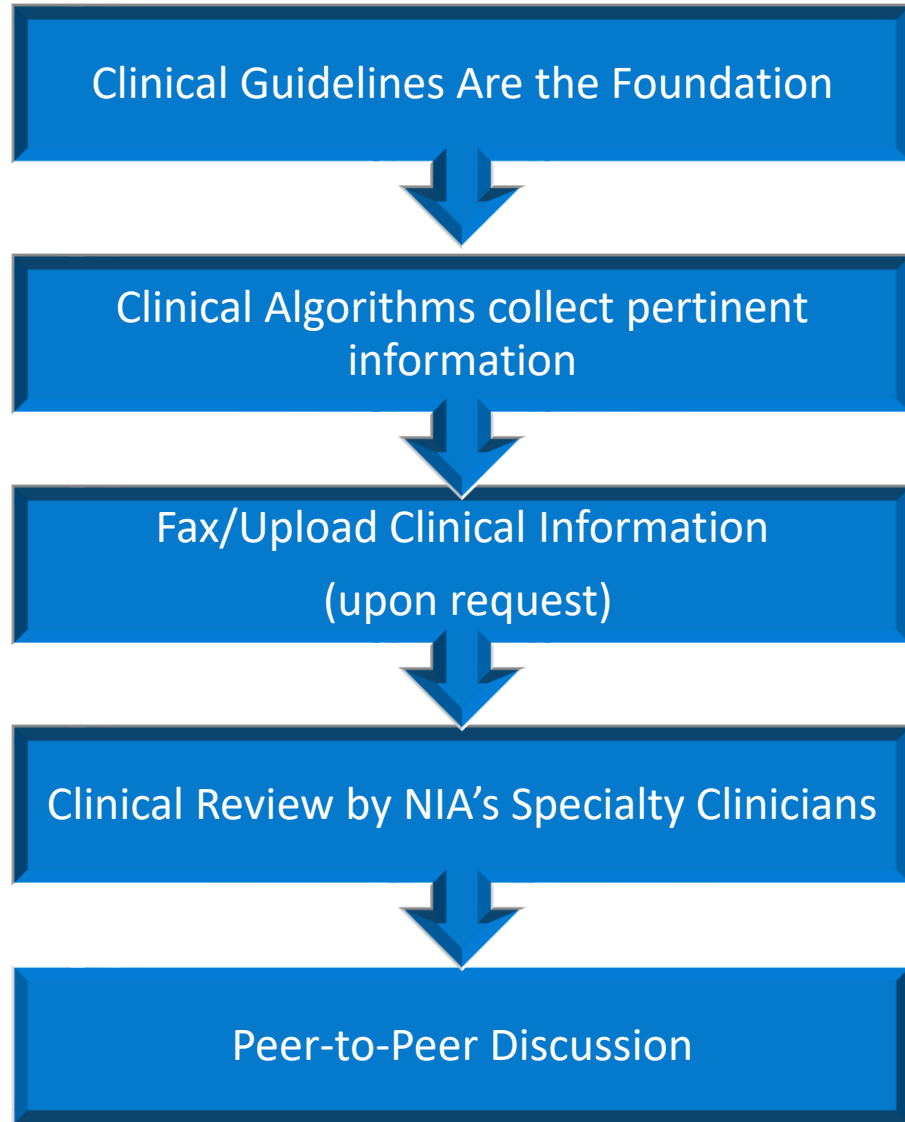
NIA's Physical Medicine services for New Hampshire Healthy Families membership will be managed through New Hampshire Healthy Families' contractual relationships.

# Initial Authorization Process Overview



*\*The CPT codes for Physical, Occupational, and Speech Therapy initial evaluations do not require an authorization for participating providers. Home Health or other Providers that utilize codes outside of the standard billing CPT codes for evaluations will be required to obtain a prior authorization before rendering services. NIA is able to backdate the start of the authorization to cover the initial evaluation date of service to include any other services rendered at that time.*

# NIA's Clinical Foundation & Review



- NIA clinical guidelines are reviewed and mutually approved by New Hampshire Healthy Families and NIA's Chief Medical Officers and senior clinical leadership
- Milliman Care Guidelines (MCG) Licensed Guidelines and NIA's Clinical Guidelines are available on <https://www.RadMD.com>
- Algorithms are a branching structure that changes depending upon the answer to each question.
- The member's clinical information/medical record may be required for validation of medical necessity before an approval can be made.
- NIA has a specialized clinical team of therapists and chiropractors, focused on Physical Medicine.
- Peer-to-peer discussions are offered **but not required** and can be scheduled for any requests.
- **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. This may not be enough visits to cover your episode of care. Additional visits may be requested through the subsequent request process.
- Requests 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.



# 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). Add requested number of visits and validity dates.

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\* *Formal testing must be age-appropriate, norm-referenced, standardized, and specific to the therapy provided. Test scores should establish presence of a motor or functional delay.*

\*\* *Goals should be specific, measurable, and time-oriented, as well as targeting identified functional deficits.*

# Clinical Records Checklist



## The Following Documentation is Required for Authorization Requests



### **Submitting Recommended Documentation**

#### **Initial Authorization Request:**

If a case pends for clinical information:

- Initial evaluation with the plan of care for clinical review



#### **Subsequent Authorization Request:**

If requesting additional visits on an existing authorization:

- Most recent evaluation/re-evaluation (if *not* previously submitted)
- Most recent progress note with updated plan of care
- Two to three of the most recent daily notes



#### **Habilitative Request beyond a year of care (annual re-evaluation is required):**

Clinical documents should include:

- Re-evaluation
  - Including start of care and progress compared to baseline measures
  - Summary of prior episode(s) of care and/or therapeutic break(s)
  - Information regarding additional services if being provided
  - Updated standardized testing as applicable
- The most recent progress note with updated plan of care
- Two to three of the most recent daily notes

# NIA to Treating Provider: Request for Clinical Information



CC\_TRACKING\_NUMBER FAXC

**NIA**  
NIA Health Plan

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 ra.dnd.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: \_\_\_\_\_  
\_\_\_\_\_



Notifications are 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



Failure to send and 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 **1-866-769-3085**
- 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

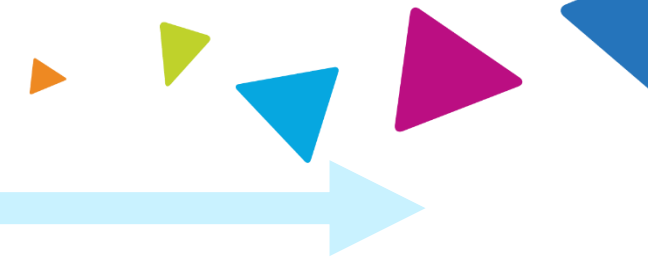
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**NIA**

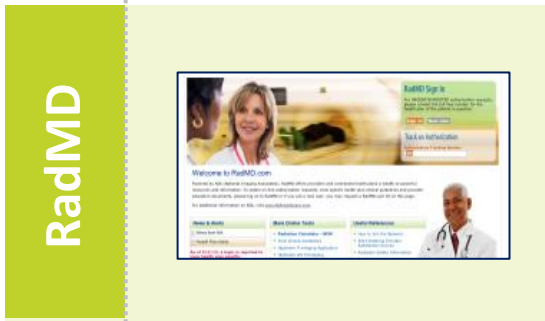
FAX COVER

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.

✓ Clinical information complete = **Services Approved**

? Additional clinical information required

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

- You will receive a Tracking Number: 123456789

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.

✓ Services appear appropriate = **Approved**

- You will receive an approved Authorization Number/Case ID Number: 12345ABC1234

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

Determination and Notification

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

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

A peer-to-peer review is always available

**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 skilled care
- A change in the treatment plan or plan of care
- The addition of a new diagnosis

**How are subsequent requests initiated?**



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

**When can it be initiated?**



- Can be initiated at any time after receiving notification about the previous authorization
- Visits build on the original authorization

**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/condition, the provider will perform a new evaluation on that body part/condition 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/condition 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 via RadMD or Call Center

## 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 recommended
- In some cases, a peer-to-peer discussion will be for consultation purposes only
- A re-review is available with new or additional information
- Timeframe for re-review is 5 business days from the date of the denial notification
- In the event of a denial, providers are asked to follow the instructions provided in their denial letter



# Processing of Claims



## How Claims Should be Submitted

- Providers will continue to submit their claims to New Hampshire Healthy Families
- Providers are strongly encouraged to use EDI claims submission

## Claims Appeals Process

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

# Physical Medicine Points



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



The CPT codes for Physical, Occupational, and Speech Therapy initial evaluations do not require an authorization for participating providers. Home Health or other providers utilizing codes outside of the standard billing CPT codes for evaluations will be required to obtain a prior authorization before rendering services.



After the initial visit, providers will have up to 5 business days to request approval from the date of the evaluation. 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 <https://www.RadMD.com> or faxed to NIA at 1-800-784-6864.



An authorization will consist of number of visits and a validity period. 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.

# Provider Tools



## RadMD Website

<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

1-866-769-3085

### Available

Monday - Friday  
8:00 AM – 8:00 PM ET

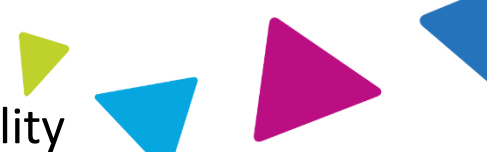


- Request Authorization
- View Authorization Status
- View and manage Authorization Requests with other users
- Upload Additional Clinical Information
- View Requests for additional Information and Determination Letters
- View Clinical Guidelines
- View Frequently Asked Questions (FAQs)
- View Other Educational Documents
- Date Extensions

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- Interactive Voice Response (IVR) System for authorization tracking

# Registering on RadMD.com To Initiate Authorizations

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



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.
4. New users will be granted immediate access

**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 view all approved, pended and in review authorizations under your organization.

The screenshot shows the RadMD registration process. Step 1 points to the 'New User' button on the 'RadMD Sign In' page. Step 2 points to the 'Physical Medicine Practitioner' option in a dropdown menu. Step 3 points to the 'New Account User Information' form fields.

**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  
Choose a User ID:  
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: [State] v  
Zip:

# RadMD Enhancements

NIA offers a **Shared Access** feature on our <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 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, under the heading "Request", lists several categories: "Exam or specialty procedure (including Cardiac, Ultrasound, Sleep Assessment)", "Physical Medicine" (with a sub-link "Initiate a Subsequent Request"), "Radiation Treatment Plan", "Pain Management (or Minimally Invasive Procedure)", "Spine Surgery or Orthopedic Surgery", and "Genetic Testing". The right column, under the heading "Resources and Tools", lists "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 left, under "Request Status", there are links for "Search for Request" and "View All My Requests". At the bottom right, there is 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 <https://www.RadMD.com>, allowing them to communicate with members and facilitate treatment.

# When to Contact NIA



## Providers:

<p><b>Initiating or checking the status of an authorization request</b></p>	<ul style="list-style-type: none"><li>▪ Website, <a href="https://www.RadMD.com">https://www.RadMD.com</a></li><li>▪ Toll-free number 1-866-769-3085 - Interactive - Voice Response (IVR) System</li></ul>
<p><b>Initiating a Peer-to-Peer Consultation</b></p>	<ul style="list-style-type: none"><li>▪ Call 1-866-769-3085</li></ul>
<p><b>Provider Service Line</b></p>	<ul style="list-style-type: none"><li>▪ <a href="mailto:RadMDSupport@Evolent.com">RadMDSupport@Evolent.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 Senior Manager, Provider Relations 410-953-2418 <a href="mailto:seth.cohen@Evolent.com">seth.cohen@Evolent.com</a></li></ul>

# RadMD Demonstration



# Confidentiality Statement



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Thanks