





# Wellcare of Kentucky Interventional Pain Management (IPM)

Provider Training Presented by:

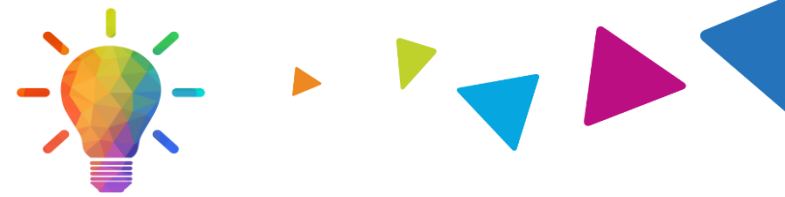




## Our IPM Program

-  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 Medical Specialty Solutions National Footprint



## National Footprint

- ✓ **Since 1995** – delivering radiology benefits management solutions; one of the *go-to* care partners in industry.
- ✓ **79 health plans/markets** – partnering with NIA for management of Medical Specialty Solutions program.
- ✓ **32.78M national lives** – **participating** in an NIA Medical Specialty Solutions program nationally.
- ✓ **Diverse populations** – Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

## Medicaid/Medicare Expertise/Insights

- ✓ **59 Medicaid plans/markets** with Medical Specialty Solutions in place.
- ✓ **17.65 Medicaid lives** – in addition to 2.18M 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 March 1, 2022, Require Prior Authorization**

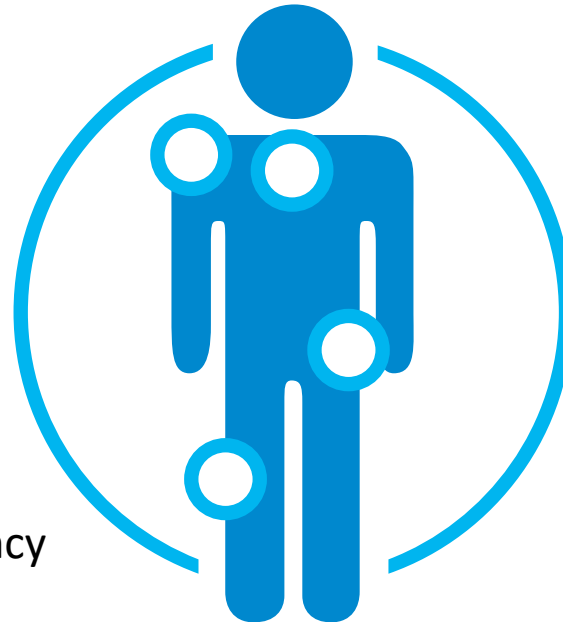
**NIA's Call Center and RadMD will open March 1, 2022**



## 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



Excluded from the Program  
IPM Procedures Performed in the following Settings:

- Hospital Inpatient
- Emergency Room/Urgent Care Facility

- NIA will use the Wellcare of Kentucky network of Pain Management Physicians, Hospitals and In-Office Providers as it's preferred providers for delivering Outpatient IPM Services to Wellcare of Kentucky members.

# 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](http://www.RadMD.com).



Defer to Wellcare of Kentucky's Policies for Procedures not on Claims/Utilization Review Matrix.



NIA

## WellCare of Kentucky Utilization Review Matrix 2021 Interventional Pain Management (IPM)

The matrix below contains all of the CPT 4 codes for which National Imaging Associates, Inc. (NIA) manages on behalf of WellCare of Kentucky.

NIA 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 as long as 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

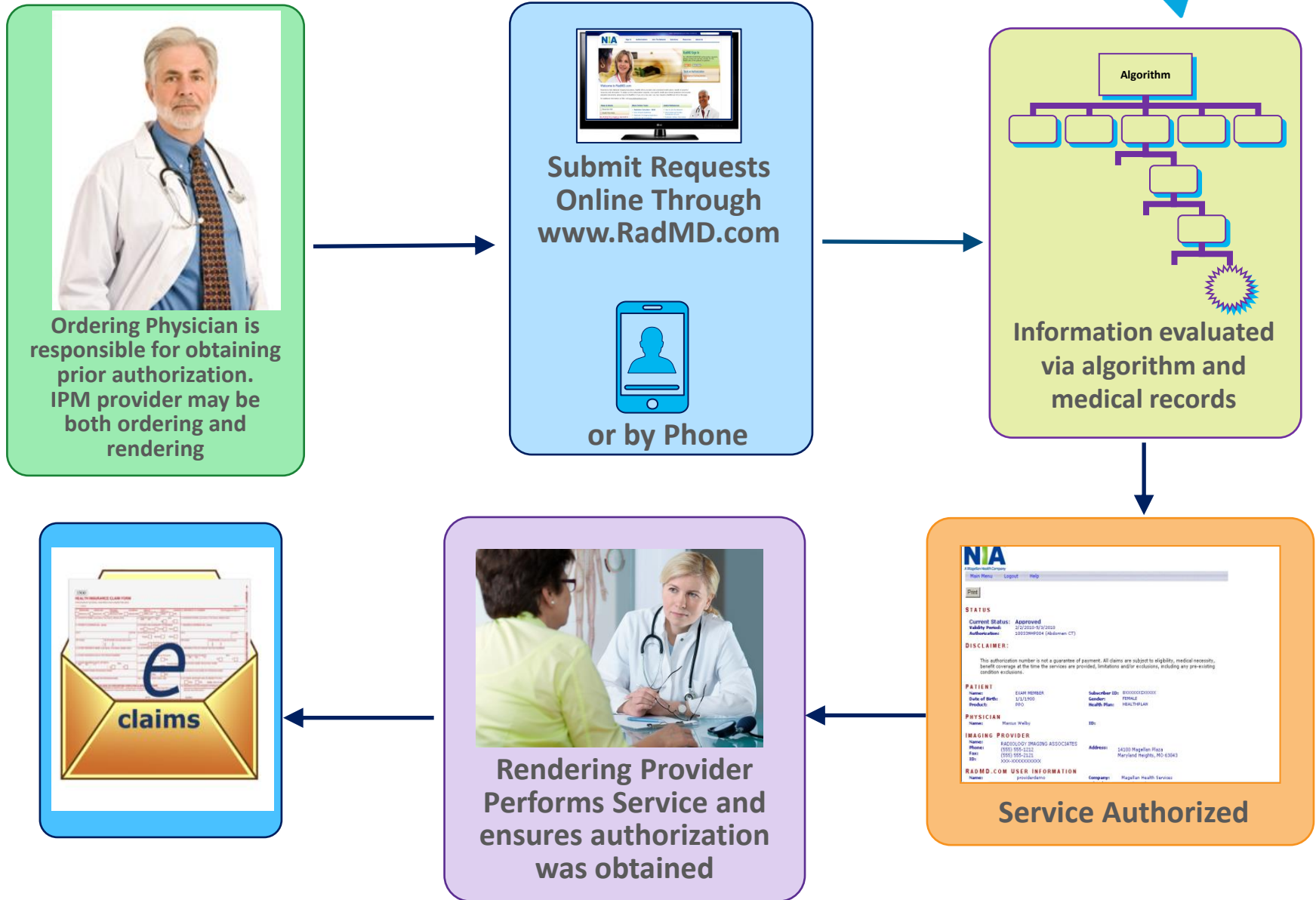
1—WellCare of Kentucky - IPM Utilization Review Matrix 2021



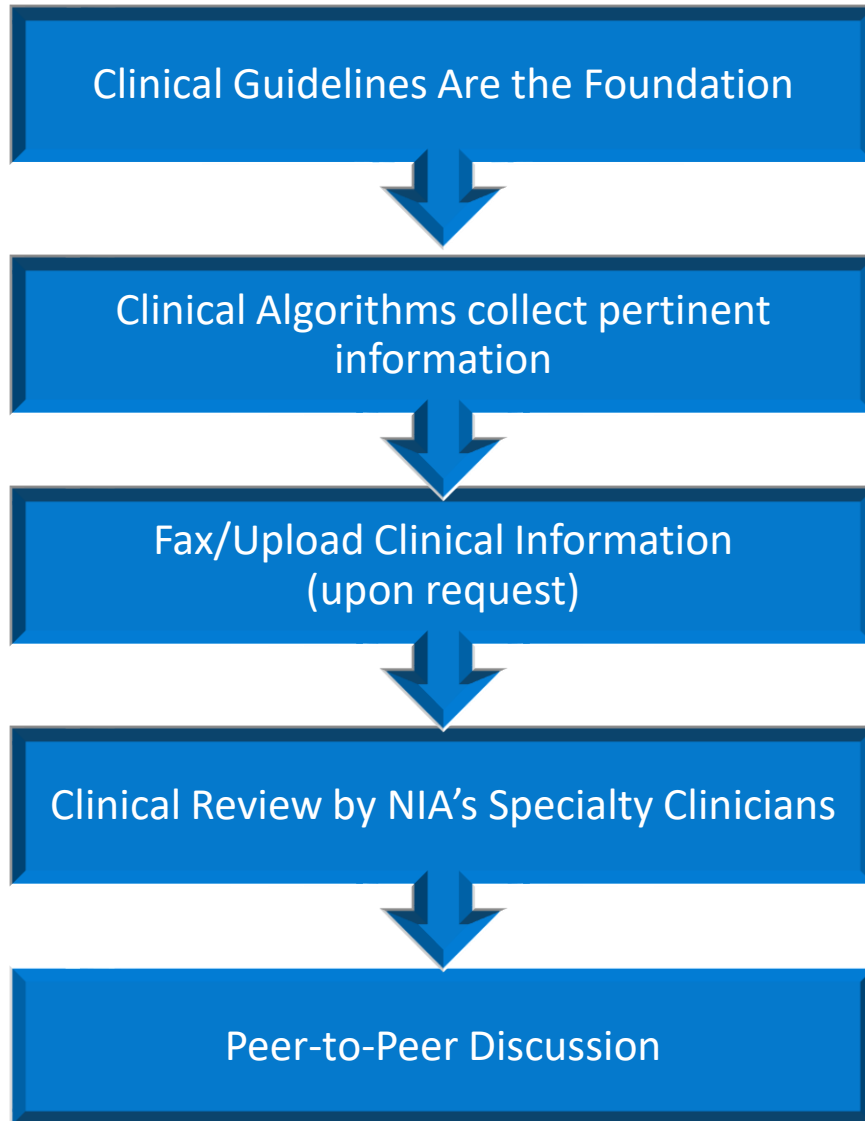
## Special Information

- 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.
- 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



# 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 Medical Officers and clinical experts. **Clinical Guidelines are available on [www.RadMD.com](http://www.RadMD.com)**
- Algorithms are a branching structure that changes depending upon the answer to each question.
- The member's clinical information/medical record will be required for validation of clinical criteria before an approval can be made.
- NIA has a specialized clinical team focused on 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

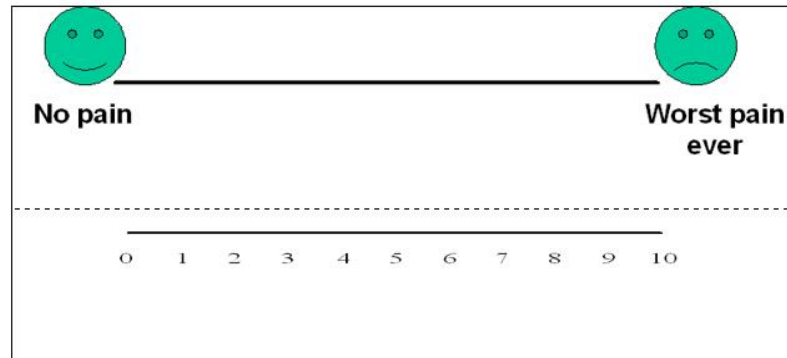


## IPM Documentation:

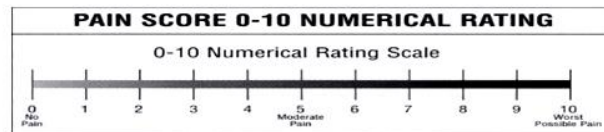
-  **Conservative Treatment**
  - Frequently, specifics of conservative treatment/non-operative treatment are not present in office notes. Details such as duration and frequency should be provided in order to ensure 6 weeks has been attempted within the past 6 months. Official physical therapy records do not need to be obtained but the provider should supply a summary of these details. Physical therapy is not the only means of 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)



Numerical rating scale (NRS)



Faces rating scale (FRS)



# NIA to Physician: 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: \_\_\_\_\_  
\_\_\_\_\_



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](http://www.RadMD.com)
  - Fax using that NIA coversheet
- Location of Fax Coversheets:
  - Can be printed from [www.RadMD.com](http://www.RadMD.com)
  - Call:
    - (Medicaid) **1-866-249-1584**
    - (Medicare) **1-800-424-5388**
  - 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:	ity Dates:
ICD10:	act Name:
Final Determination Date:	



## IPM Reviews

Initial clinical review  
performed by NIA  
IPM team nurses

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

# IPM Clinical Review Process

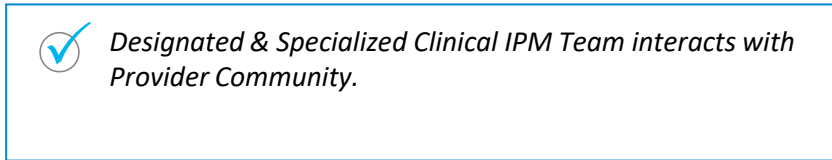


## Physicians' Office Contacts NIA for Prior Authorization



## NIA Initial Clinical Specialty Team Review

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



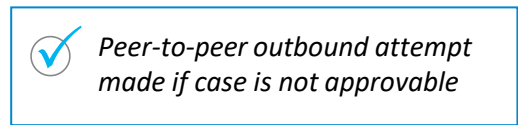
## System Evaluates Request Based on Information Entered by Physician & Physician Profile

- Clinical information complete – Procedure Approved
- Additional clinical information required



## NIA Specialty Physician Reviewers

- NIA Physician approves case *without* peer-to-peer



- 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 to three business days upon receipt of sufficient clinical information



## Urgent/Expedited IPM 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](http://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 (Medicaid) **1-866-249-1584** or (Medicare) **1-800-424-5388**.
- Determinations for urgent requests will be rendered within 24 hours unless additional clinical information is needed.

# Notification of Determination



## Authorization Notification

- Validity Period - Authorizations are valid for:  
**IPM**
  - 60 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 final determination has been made.
- In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter. Instructions for appeals can also be found within Wellcare's Quick Reference Guide at [www.Wellcare.com](http://www.Wellcare.com)



# 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



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



**Available**  
24/7 (except during  
maintenance)



**Toll Free Number**  
(Medicaid) 1-866-249-1584  
(Medicare) 1-800-424-5388



**Available**  
7:00 AM – 7:00 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

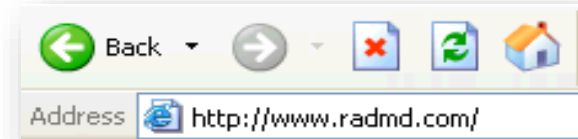


## RadMD Functionality varies by user:

- **Ordering Provider's Office** – View and submit requests for authorization.
- **Rendering Provider** – Views approved authorizations for their facility.
- IPM providers are typically both the ordering and the rendering provider.

## Online Tools Accessed through [www.RadMD.com](http://www.RadMD.com):

- NIA's Clinical Guidelines
- Frequently Asked Questions
- Quick Reference Guides
- IPM 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:

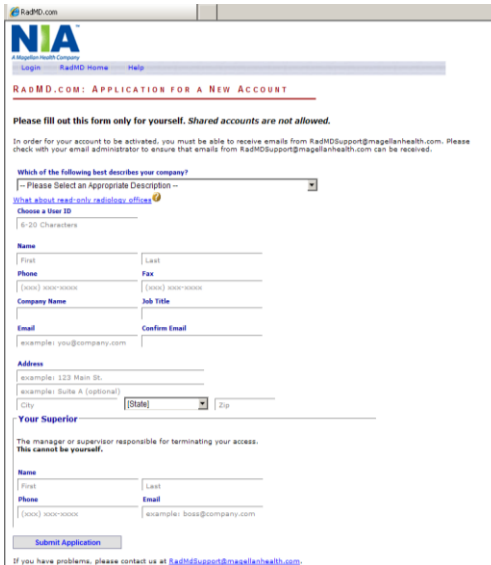
1. Click the “New User” button on the right side of the home page.
2. Select “Physician’s office that orders procedures”
3. Fill out the application and click the “Submit” button.
  - You must include your e-mail address in order for our Webmaster to respond to you with your NIA-approved username and 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 radology offices?

Choose a User ID  
4-20 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.

# Shared Access Feature



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

The screenshot 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 procedures: "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 "Login" button, and "Tracking Number:" with a "Search" button and a link for "Forgot Tracking Number?". A "Request Status" section at the bottom left includes links for "Search for Request" and "View All My Requests".

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

# Allows Users the ability to view all approved, pending 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:

- Click the “New User” button on the right side of the home page.
- Select “Facility/office where procedures are performed”
- 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.
- 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, pending 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, pending and in review authorizations under your organization.

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

-- Please Select an Appropriate Description --

Physician's office that orders procedures

Facility/office where procedures are performed

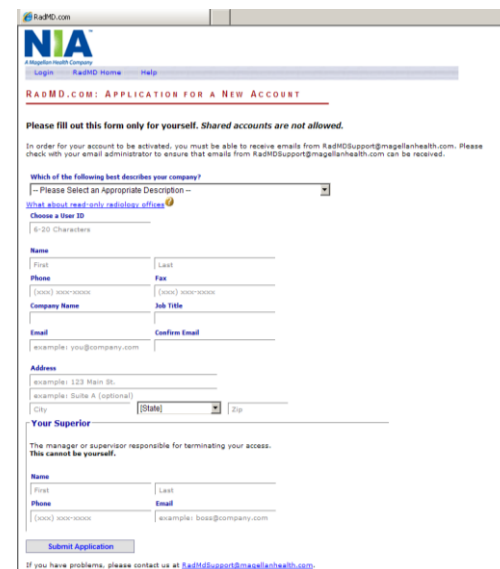
Health Insurance company

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  
Magellan Health Group

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 rad/md/ortho/radiation/office?](#)

Choose a User ID  
0-20 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 supervisor 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

# When to Contact NIA



## Providers:

<p><b>Initiating or checking the status of an authorization</b></p>	<ul style="list-style-type: none"><li>▪ Website: <a href="http://www.RadMD.com">www.RadMD.com</a></li><li>▪ Toll-free number: (Medicaid) <b>1-866-249-1584</b> (Medicare) <b>1-800-424-5388</b> - Interactive Voice Response (IVR) System</li></ul>
<p><b>Initiating a Peer to Peer</b></p>	<ul style="list-style-type: none"><li>▪ Call <b>1-800-424-5388</b></li></ul>
<p><b>Technical Issues 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>▪ Andrew Dietz, DPT Senior Provider Relations Manager <b>1-407-967-4636</b> <a href="mailto:adietz@evolent.com">adietz@evolent.com</a></li></ul>

# RadMD Demonstration





# Confidentiality Statement



*The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Wellcare of Kentucky members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Wellcare of Kentucky and Evolent Health, LLC.*

A large blue triangle occupies the left and bottom portions of the slide. Several smaller, colorful triangles are scattered around it: a large orange triangle on the left, a lime green triangle above it, a purple triangle in the upper right, a cyan triangle to its right, and a magenta triangle below the purple one.

Thanks