evolent

Wellcare Complete
Medical Specialty Solutions

Provider Training

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

*Effective 1/20/2023, National Imaging Associates, Inc. is now a subsidiary of Evolent Health. Evolent Health and its affiliates and subsidiaries collectively referred to as "Evolent."

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 Prior Authorization Program

The Program
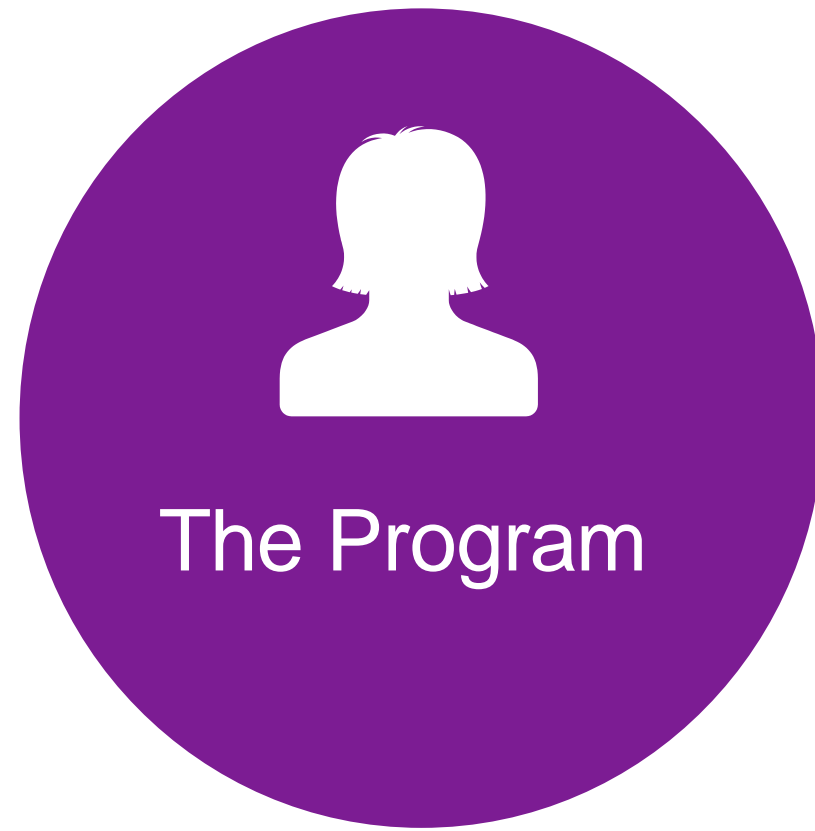
- Wellcare Complete will begin a prior authorization program through NIA for the management of outpatient imaging services.

Important Dates

- Program start date: January 1, 2024

- Begin obtaining authorizations from NIA on January 1, 2024, via RadMD or Call Center for services rendered on or after January 1, 2024.

Settings

Settings:
- Office
- Outpatient Hospital
- Outpatient Facility

Membership Included

- Medicare

Network

- NIA's Medical Specialty Solutions for non-emergent outpatient Medical Specialty Solutions services for Wellcare Complete membership will be managed through Wellcare Complete contractual relationships.

"Wellcare Complete, a product of Wellcare By Allwell

NIA's Prior Authorization Program

Effective January 1, 2024: Any services rendered on and after January 1, 2024, will require authorization. Only non-emergent procedures performed in an outpatient setting require authorization with NIA.

Procedures Requiring Authorization*

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- Myocardial Perfusion Imaging (MPI)
- MUGA Scan
- Stress Echocardiography
- Echocardiography
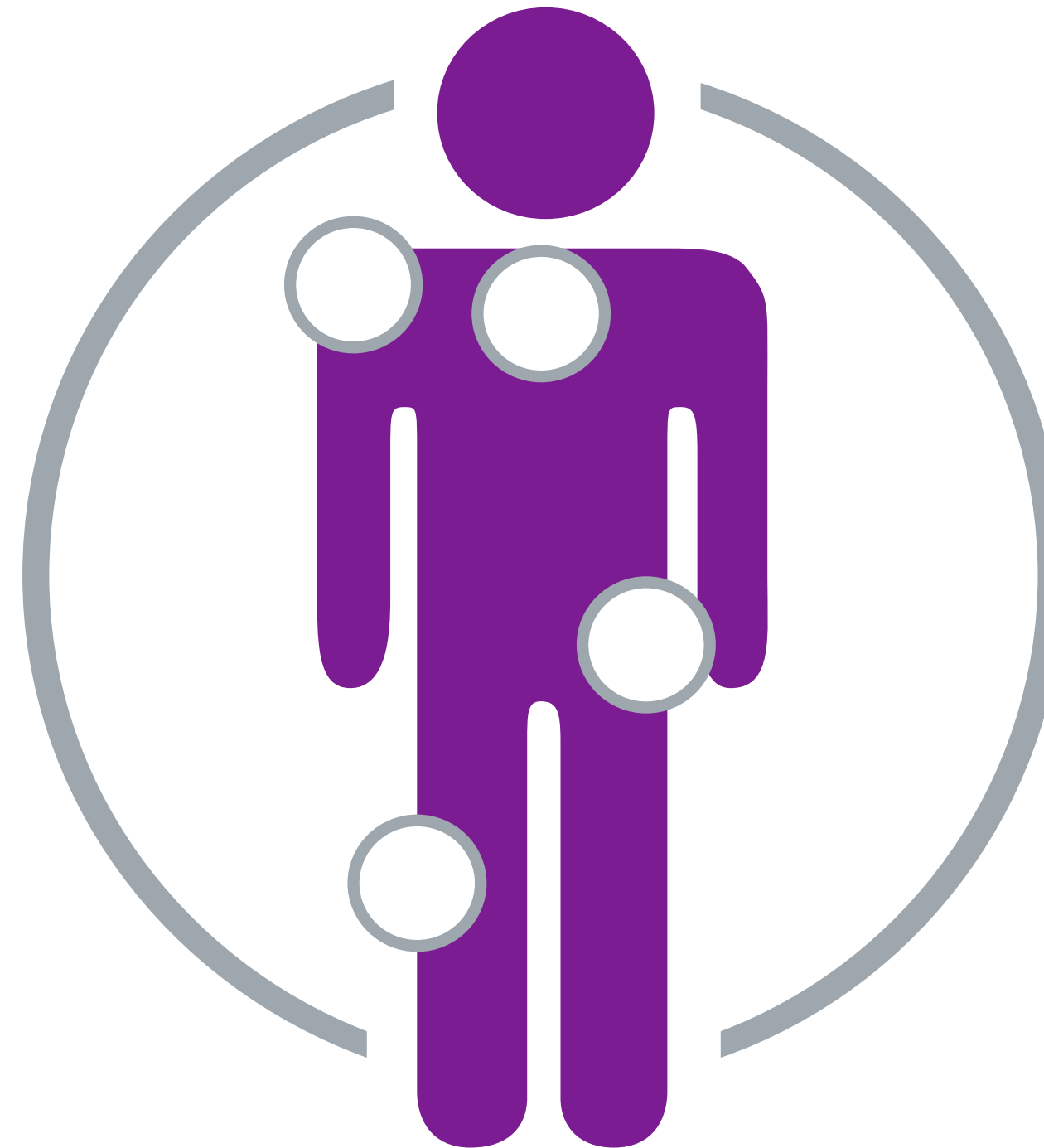
Excluded from the Program Procedures Performed in the following Settings:

- Hospital Inpatient
- Observation
- Emergency Room
- Urgent Care
- Surgery Center

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 Wellcare Complete's Policies for Procedures not on Claims/Utilization Review Matrix.

Utilization Review Matrix 2024
WellCare Complete

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

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

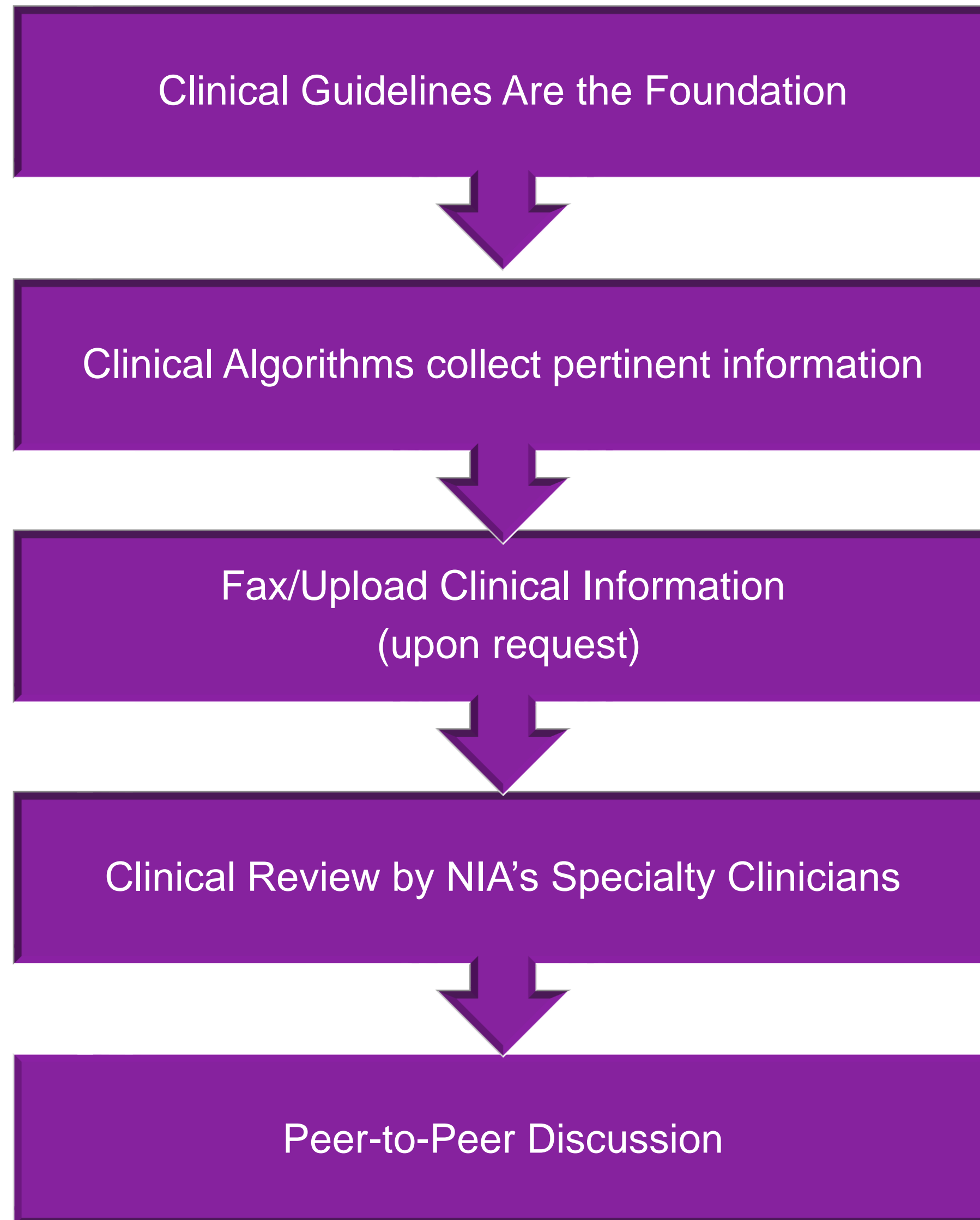| Authorized CPT Code	Description	Allowable Billed Groupings
70336	MRI Temporomandibular Joint	70336
70450	CT Head/Brain	70450, 70460, 70470, +0722T

Prior Authorization Process Overview

Ordering Physician is responsible for obtaining prior authorization.

Submit Requests Online Through RadMD.com

or by Phone

Algorithm

Information evaluated via algorithm and medical records

Service Authorized

Rendering Provider Performs Service and ensures authorization was obtained

e claims

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

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

- **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.

- 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
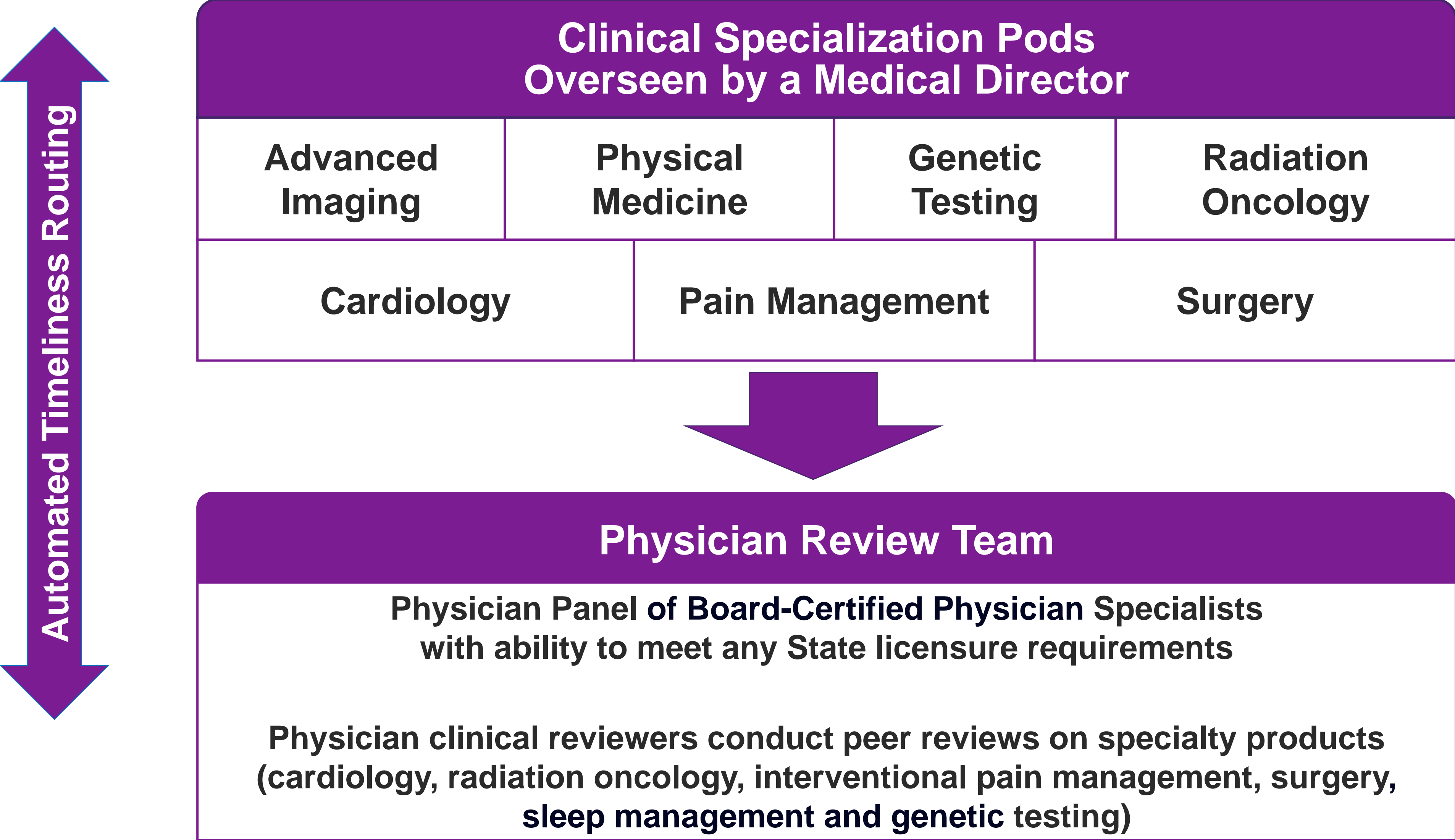
General

- 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

Automated Timeliness Routing

Clinical Specialization Pods Overseen by a Medical Director			
Advanced Imaging	**Physical Medicine**	**Genetic Testing**	**Radiation Oncology**
Cardiology	**Pain Management**		**Surgery**

Physician Review Team

Physician Panel **of Board-Certified Physician** Specialists
with ability to meet any State licensure requirements

Physician clinical reviewers conduct peer reviews on specialty products
(cardiology, radiation oncology, interventional pain management, surgery,
sleep management and genetic testing**)**

Document Review

- NIA may request members' medical records/additional clinical information.

- When requested, validation of clinical criteria within the member's medical records is required before 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

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:
    Alabama: 1-800-424-4911
    Florida: 1-833-603-2971
    Illinois: 1-833-293-5966
    Indiana: 1-800-424-4919
    Kansas: 1-833-816-6623
    Texas: 1-800-424-9226
    Michigan: 1-888-864-7237

- 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

Name:	Evo Lent
Gender:	Female
Date of Birth:	5/24/1971
Member ID:	AB123456
Health Plan:	ABC Health Plan HMO
Spoken Language:	ENGLISH
Written Language:	ENGLISH

Provider

Name:	Memorial Hospital
Address:	123 Main St, New City, ST 12345
Phone:	123-456-7890
Tax ID:	987654321
UPIN:	
Specialty:	

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.*

1 —— **2** —— **3** —— **4** →
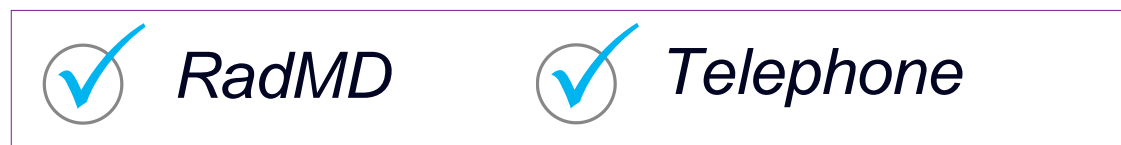
☑ *Key NIA Differentiators*

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

- 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

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

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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 prior authorization requests during business hours. Those requests must be processed by calling the NIA call center at:
  - Florida: 1-833-603-2971   Illinois: 1-833-293-5966
  - Kansas: 1-833-816-6623 Michigan: 1-888-864-7237
  - Indiana: 1-800-424-4919 Alabama: 1-800-424-4911
  - Texas: 1-800-424-9226

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

Notification of Determination

Authorization Notification	**Denial Notification**
▪ Validity Period - Authorizations are valid for: 30 Days from Request	▪ Notifications will include an explanation of what services have been denied and the clinical rationale for the denial ▪ In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter. ▪ Medicare re-opens are not available

Claims and Appeals

How Claims Should be Submitted

- Rendering providers/Imaging providers should continue to send their claims directly to Wellcare Complete.

- Providers are strongly encouraged to use EDI claims submission.

- Check on claims status by logging on to the Wellcare Complete website at https://wellcarecomplete.com.

Claims Appeals Process

- In the event of a prior authorization or claims payment denial, providers may appeal the decision through Wellcare Complete.

- Providers should follow the instructions on their non-authorization 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

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

According to the 2019 NCRP Report, a dramatic decrease in average radiation dose per person by as much as 15 – 20% has been demonstrated due to radiation safety and technological advances.

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

Provider Tools

RadMD Website
RadMD.com

Available

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

Toll-Free Number

- Alabama: 1-800-424-4911
- Florida: 1-833-603-2971
- Illinois: 1-833-293-5966
- Indiana: 1-800-424-4919
- Kansas: 1-833-816-6623
- Texas: 1-800-424-9226
- Michigan: 1-888-864-7237

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

- Interactive Voice Response (IVR) System for authorization tracking

NIA's Website
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. Ability to submit outpatient imaging requests on behalf of ordering provider.

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

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.

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

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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.

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

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

New Account User Information		Your Supervisor	
		Unless you are the owner or CEO of your company, the user's name/email must be different than the supervisor's name/email.	
Choose a Username:			
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]		
Zip:			

Submit

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. Each user will need to complete an application on RadMD. This will allow users to see all approved, pended and in review authorizations under your Tax ID Number. Rendering access will also allow facility to submit outpatient imaging requests on behalf of ordering provider.

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.)

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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

Choose a Username:

First Name: Last Name:

Phone: Fax:

Email: Confirm Email:

Company Name: Job Title:

Address Line 1:   Address Line 2:

City: State:
[State]

Zip:

Your Supervisor

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:

Phone: Email:

Affiliated Facilities

Facility Tax ID #:   Add

Your Tax IDs:
[none]

Submit

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
 	
Initiating a Peer-to-Peer Consultation
	▪ Website, https://www.RadMD.com
	▪ Toll-free number:
	     Florida: 1-833-603-2971 Illinois: 1-833-293-5966
	     Kansas: 1-833-816-6623 Indiana: 1-800-424-4919
	     Alabama: 1-800-424-4911 Texas: 1-800-424-9226
	     Michigan: 1-888-864-7237
	▪ Interactive Voice Response (IVR) System

Provider Service Line	▪ RadMDSupport@evolent.com ▪ Call 1-800-327-0641
Provider Education requests or questions specific to NIA	▪ If you have a question or need more information about this physical medicine prior authorization program, you may contact your dedicated NIA Provider Relations Manager.

RadMD Demonstration

Confidentiality Statement

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Thanks!