Healthy Blue
Radiation Oncology Solutions Training

Provider Training Presented by:
Priscilla Singleton, Sr. Manager Provider Relations

For the Members of

Healthy Blue℠
BlueChoice® HealthPlan of SC

Healthy Connections

National Imaging Associates, Inc. (NIA)* Program Agenda

Our Radiation Oncology Solutions Training

- 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."

Healthy Blue is offered by BlueChoice HealthPlan, an independent licensee of the Blue Cross Blue Shield Association.
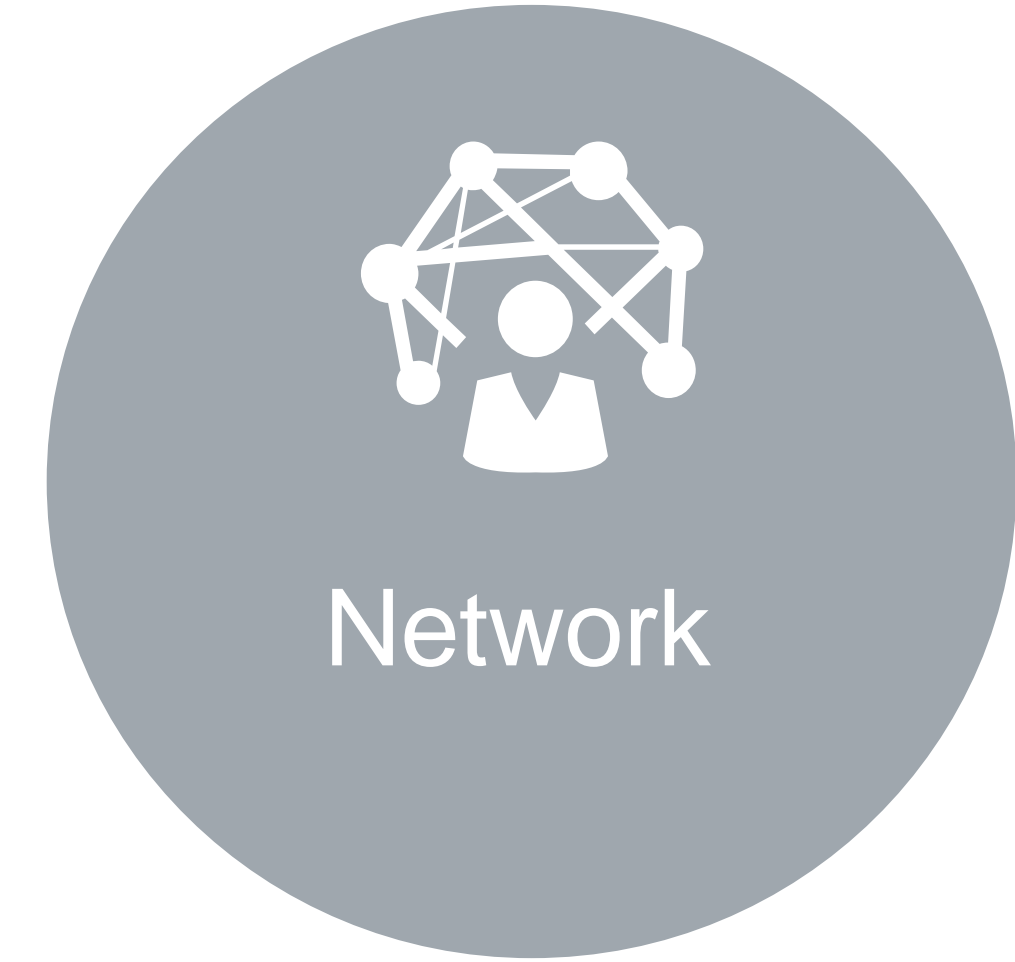
NIA's Prior Authorization Program

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.

Membership Included

- Medicaid

Network

- NIA will use the Healthy Blue network of Radiation Oncologists and Cancer Treatment Facilities as its preferred providers for delivering Radiation Oncology Solutions to Healthy Blue members throughout South Carolina.

Radiation Oncology Program Overview

Our Program Focus

Appropriate Use

Based on national clinical guidelines, manage the appropriate use of modalities and ensure radiation treatment is delivered safely and does not exceed optimal fractions (dose)

Clinical/Provider Variation

Minimize clinical/provider variation through prior authorization process

Billing/Coding

Ensure appropriate billing and coding activities throughout the patient's course of radiation therapy

1 **NIA Radiation Oncology Management Services**
Management of patient radiation therapy treatment delivered in an outpatient setting

2 **Program Covers All Cancers & Conditions including:**

- Breast
- Colon/Rectal
- Lung
- Prostate
- Brain/Spine
- Bone
- Metastatic
- Head/Neck
- Other Cancers

3 **Radiation Therapy Modalities including:**

- Brachytherapy (Low-dose rate (LDR), High-dose rate (HDR) and Electronic
- 2D conventional radiation therapy (2D)
- 3D conformal radiation therapy (3D-CRT)
- Intensity modulated radiation therapy (IMRT)
- Stereotactic Radiation Therapy (SRS and SBRT)
- Proton beam radiation therapy (PBT)
- Intraoperative Radiation Therapy (IORT)
- Neutron Beam
- Hyperthermia

4 **Treatment Plans for all Radiation Therapies Delivered including:**

- Planning
- Physics
- Simulation
- Management
- Devices
- Delivery
- Dosimetry
- Guidance
- Isodose
- Port

4

4

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 Healthy Blue's Policies for Procedures not on Claims/Utilization Review Matrix.

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Healthy Blue
Utilization Review Matrix 2024

The matrix below contains all of the CPT-4 codes for which National Imaging Associates, Inc. (NIA)* manages for the Radiation Oncology program on behalf Healthy Blue. 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 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: Radiation services that are initiated while the patient is in a hospital inpatient setting are not managed by NIA. Services initiated before the patient's coverage by this plan or before the start date of this program are also not managed by NIA. Please complete the Radiation Therapy Treatment Notification/Transitional form on RadMD for these cases.

CPT Codes Requiring Authorization	Description	Allowable Billed Groupings
19296	Brachytherapy Applicator Insertion (Breast Surgeon)	19296, 19297,19298
19297	Brachytherapy Applicator Insertion (Breast Surgeon)	19296, 19297,19298
19298	Brachytherapy Applicator Insertion (Breast Surgeon)	19296, 19297,19298
77014	CT Guidance - Planning & IGRT	77387, G6001, G6002, 77014, G6017
77280	Simulation - Set Up Simple or Verification	77280
77285	Simulation - Set Up Complex/ Interm.	77285, 77290
77290	Simulation - Set Up Complex/ Interm.	77285, 77290
77295	3D Simulation Plan	77295
77300	Dosimetry - Calculation	77300
77301	IMRT Isodose Plan	77301

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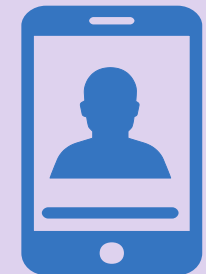1— Healthy Blue Utilization Review Matrix 2024 – Eff 1.1.2024

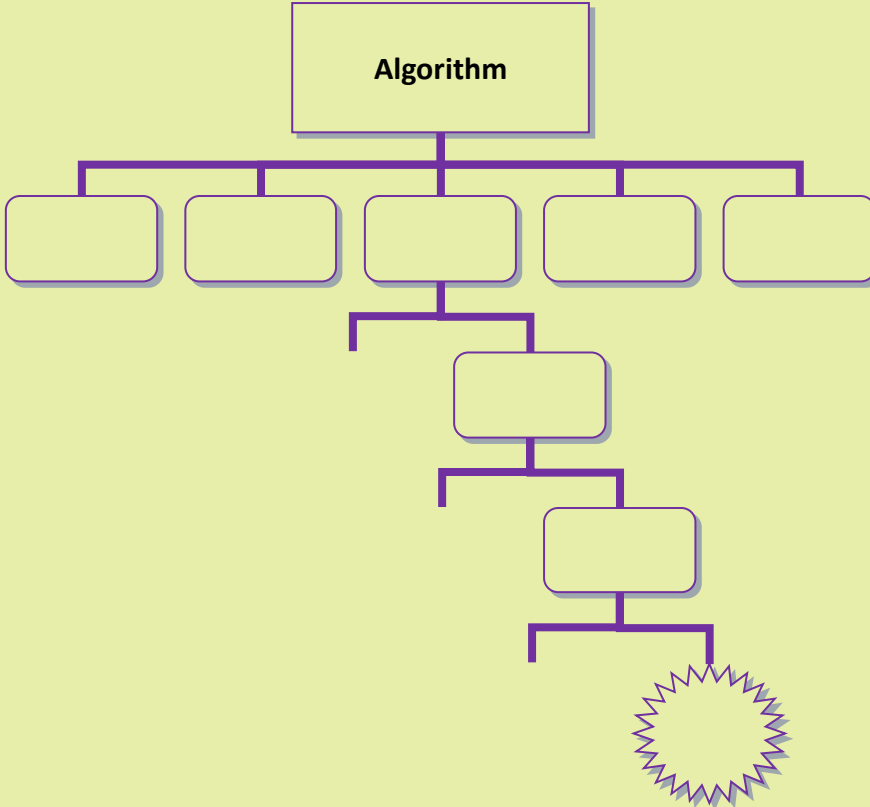# Prior Authorization Process Overview

Radiation Oncologist determines treatment plan and is responsible for obtaining prior authorization.

Submit Requests Online Through RadMD.com

or by Phone

Information evaluated via algorithms, medical records and/or treatment plan

Radiation Oncologist and Cancer Treatment Facility is responsible for ensuring that prior authorization has been obtained prior to providing service

Service Authorized

Recommendation to Cancer Treatment Facilities: Do not schedule until authorization is received

RadOnc Clinical Guidelines Cover Cancers and Conditions

RADONC CLINICAL GUIDELINES

- Medical necessity review is based on nationally recognized, evidence-based clinical guidelines and standards of care.

- All NIA's clinical guidelines are reviewed and approved by Healthy Blue.

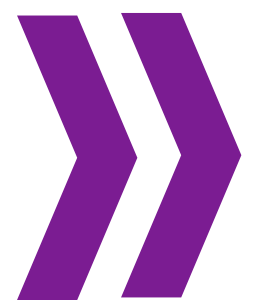- NIA's Evidence-Based Clinical Guidelines are available on https://www.RadMD.com.

When to Submit Prior Authorization Requests

» Perform treatment planning
(Treatment plan and initial set up simulation and guidance)

» Prior authorization requests should be submitted to NIA after the treatment plan is completed

» Treatment devices and dosimetry calculations

» Treatment delivery and management for all radiation therapies delivered or treatment modality and number of treatments/fractions

Submit authorization request ASAP following the simulation to avoid delays in claims processing

Submit Authorization Request
How to Submit Authorization Requests

There are two ways to obtain authorizations -- either through NIA's Website at https://www.RadMD.com (preferred method) or by calling NIA at: 1-855-569-6749 using this process:

1 Identify the Member, Member's Physician and Treatment Facility

2 Complete the ***Radiation Therapy Treatment Plan Checklist*** to ensure you have all information needed to complete request

3 Answer all clinical and modality technique questions

4 Confirm the Information Entered

5 Complete the Request

Gather Necessary Patient and Therapy Information
Information Required for Authorization

GENERAL

- Name and office phone number of Radiation Oncologist planning and delivering radiation therapy
- Member name and ID number
- Name of treatment facility where procedures will be performed
- Treatment planning start date and anticipated treatment start date

CLINICAL INFORMATION

- Disease site being treated
- Patient's clinical presentation including:
  - Stage
  - Treatment Intent
  - Disease – specific clinical information

TECHNIQUE

- Requested Radiation Therapy Modality (initial and/or boost stages)

  - Total dose
  - Fractions
  - Guidance (IGRT, Port Films)
  - Brachytherapy insertions and fractions

- ***Additional information needed depends on the cancer site and treatment modality***

Intake Process Supported by Cancer Specific Checklists

Cancer-specific checklists provide an efficient "roadmap" for use by radiation oncologist office staff to collect patient's treatment plan information required for the prior authorization request.

Checklists are available on RadMD.com

Sample Radiation Oncologist Checklist

Breast Cancer Radiation Therapy Treatment Plan Checklist

NIA to Radiation Oncologist: Request for Clinical Information

A fax is sent to the Radiation Oncologist detailing what clinical information that is needed such as, treatment plan, prescription, etc., 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 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 1-855-569-6749

- 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		
Member ID:	AB123456	Phone:	123-456-7890
Health Plan:	ABC Health Plan HMO	Tax ID:	987654321
		UPIN:	
Spoken Language:	ENGLISH	Specialty:	
Written Language:	ENGLISH		

Radiation Oncology Prior Authorization Process

Initial Clinical Review – Radiation Oncology Pod

Physician's office contacts NIA via RadMD.com or phone to request approval of the entire treatment plan

All requests pend for clinical review

NIA Radiation Oncology Nurses and Radiation Therapists review all requests for medical necessity using *Clinical Guidelines and Coding Standards if applicable*

Requests that cannot be approved, pend for review by board certified NIA Radiation Oncologist

Physician Clinical Review

NIA board-certified Radiation Oncologist reviews the treatment plan and consults (Peer-to-Peer) with the provider, if needed

NIA Radiation Oncologist approves the treatment plan

OR

NIA Radiation Oncologist partially approves the treatment plan

OR

NIA Radiation Oncologist denies treatment plan and discusses treatment alternatives with provider

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Peer-to-peer reviews are always available
Response from NIA within 2 business days of receipt of all needed clinical information.
Clinically urgent requests will be handled in 24 hours

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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 1-855-569-6749.
▪ Turnaround time is within 1 Business day not to exceed 72 Business Calendar Hours.

Modifying Treatment Plans

Changing or Adding Services for an Approved Treatment Plan

Authorizations

- All modifications of approved treatment plan requests must be called into the Call Center.

- Modifications will be reviewed for Medical Necessity.

- Be prepared to supply additional clinical information if necessary.

- Determination will be made after all requested information is received.

- Authorization number will NOT change.

Radiation Therapy Treatment Notification for Transition Cases

Transition cases also include:
- Radiation therapy performed prior to the effective date of the program
- Radiation therapy began prior to member's coverage start date
- Radiation therapy began as inpatient, and treatment will continue as outpatient

Form available on RadMD.com

Fax the completed form to Healthy Blue at 1-888-656-1321

No Medical Necessity Review Required for these Members. However, notification is required to avoid claim denials

Healthy Blue will confirm receipt of form within 48 hours from receipt

Treatment Authorization Nuances: Partial Breast Irradiation using High Dose Brachytherapy (HDR)

- Involves a Radiation Oncologist and a Breast Surgeon
- Two authorizations required:
  1. Treatment Plan Authorization
  2. Authorization for Insertion of Catheters

NOTE: Once the radiation therapy treatment plan has been approved, the catheter insertion can be approved.

Cancer cells are analyzed and pathology report issued

Radiation Therapy treatment occurs

Lumpectomy with spacers inserted into the breast during surgery

Spacers are replaced with a catheter

Prior Authorization occurs here
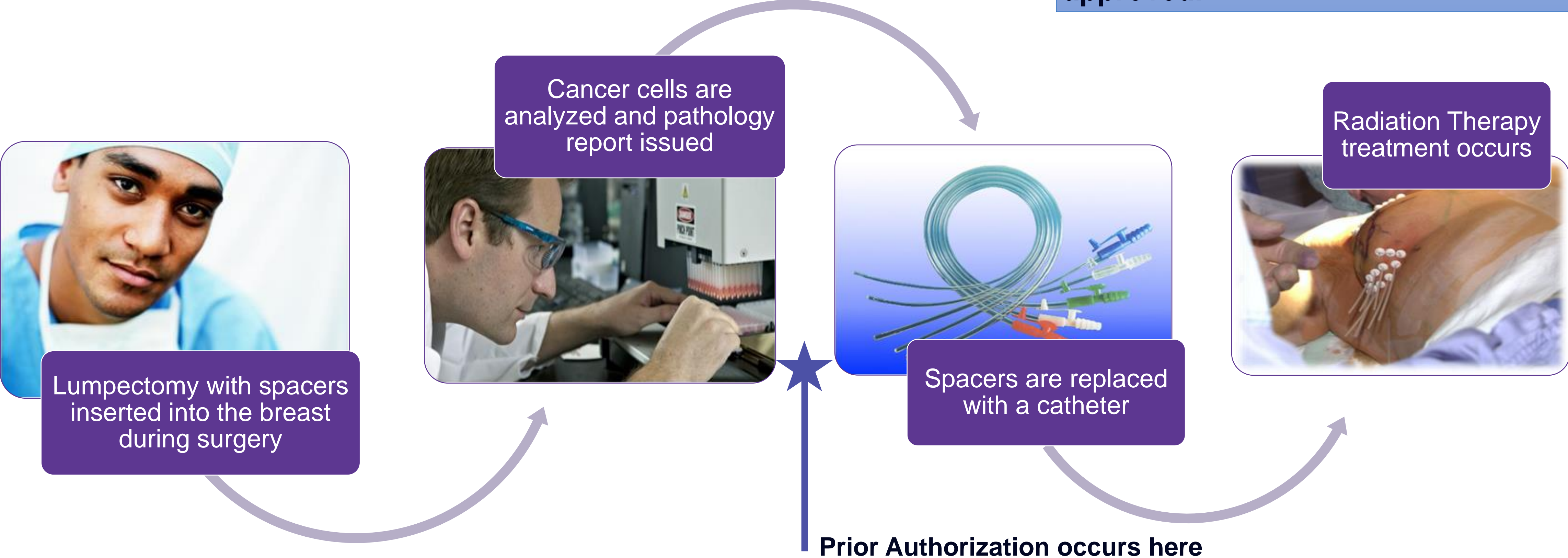
Prior Authorization Requests - Summary

» The radiation oncologist determining the treatment plan and providing the radiation therapy is responsible for obtaining the prior authorization. Prior authorization requests can be made telephonically or through RadMD.

Note: *The radiation oncologist is the ordering provider but also the rendering provider for the professional services and is responsible for the oversight of the radiation therapy*

» The prior authorization request should be submitted after the clinical treatment planning and before the beginning of the treatment phase
- Date Treatment Planning Began
- Anticipated Treatment Start Date

» An authorization for a radiation treatment plan will cover the course of treatment.

Note: *In order to provide the required prior authorization review information, it will be necessary for the provider to complete the clinical treatment plan prior to the prior authorization call.*

» For physicians and cancer treatment facilities, only one authorization is needed for both the technical and professional components of each procedure.

Treatment Plan Authorization - Sample Authorization

Management of Entire Treatment Plan

Coding guidelines are available on RadMD and based on NIA Radiation Oncology Coding Standards (based on Revenue Cycle Guidelines)

Notification of Determination

Authorization Notification

- Validity Period - Authorizations are valid for:
  - 180 days from date of request for Radiation Oncology allows for all circumstances.

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 will be offered prior to an adverse determination. It can also be initiated after the adverse determination has been made
- A re-review is available with new or additional information
- Timeframe for re-review is 30 calendar days from the date of request
- In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter

Claims and Appeals

How Claims Should be Submitted

- Radiation Oncologists and Cancer Treatment Centers should continue to submit their claims to Healthy Blue
- Providers are strongly encouraged to use EDI claims submission
- Check on claims status by logging on to Healthy Blue website at http://www.HealthyBlueSC.com

Claims Appeals Process

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

NIA Website
https://www.RadMD.com

RadMD Functionality varies by user:

- **Ordering Provider's Office** – View and submit requests for authorization.

- **Rendering Provider** – View approved, pended and in review authorizations for their facility.

Online Tools Available on RadMD

- NIA's Clinical Guidelines
- Frequently Asked Questions
- Quick Reference Guides
- Cancer Site 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

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
1-855-569-6749

Available
Monday - Friday
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

Radiation Oncologists Getting Started on RadMD.com
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 "Physician's office" that prescribes radiation oncology 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.
4. New users will be granted immediate access

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

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

Which of the following best describes your company?

Physicians office that prescribes radiation oncology procedures

-- Please Select an Appropriate Description --
Imaging Facility or Hospital that performs radiology exams
Health Insurance company
Physician's office that orders radiology exams
Cancer Treatment Facility or Hospital that performs radiation oncology procedures
Physicians office that prescribes radiation oncology procedures

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

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:

Submit

Cancer Treatment Facilities Getting Started on RadMD.com
Allows Users the ability to view all approved, pended and in review authorizations for facility
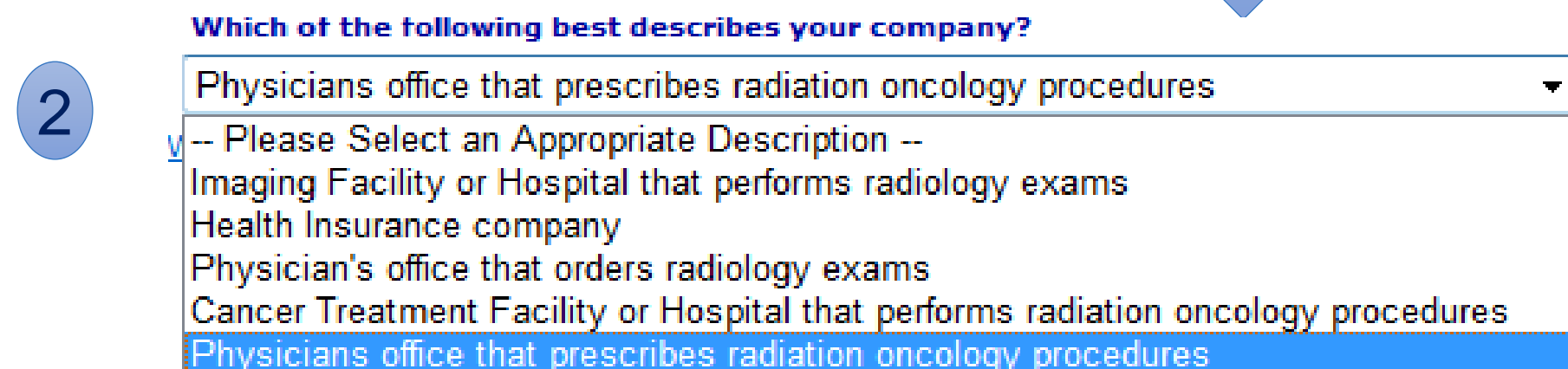
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STEPS:

1. Click the "New User" button on the right side of the home page.
2. Select "Cancer Treatment Facility or Hospital that performs radiation oncology 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.
4. New users will be granted immediate access

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

Shared Access

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.

Provider Resources   User ▼

Request
Exam or specialty procedure
(including Cardiac, Ultrasound, Sleep Assessment)
Physical Medicine
Initiate a Subsequent Request
Radiation Treatment Plan
Pain Management
or Minimally Invasive Procedure
Spine Surgery or Orthopedic Surgery
Genetic Testing

Resources and Tools
Shared Access
Clinical Guidelines
Request access to Tax ID

News and Updates

Login As Username: [   ] [Login]

Request Status
Search for Request
View All My Requests

Tracking Number: [   ] [Search]
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 RadMD.com, allowing them to communicate with members and facilitate treatment.

When to Contact NIA

Initiating or checking the status of an authorization request	▪ Website, https://www.RadMD.com ▪ Toll-free numbers: ▪ 1-855-569-6749 ▪ Interactive Voice Response (IVR) System
Initiating a Peer-to-Peer Consultation	▪ Call: 1-855-569-6749
Provider Service Line	▪ RadMDSupport@evolent.com ▪ Call 1-800-327-0641
Provider Education requests or questions specific to NIA	▪ Priscilla Singleton Sr. Manager Provider Relations 314-387-5023 psingleton@evolent.com

RadMD Demonstration

Confidentiality Statement

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Thank You!

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