







Presbyterian Medical Specialty Solutions

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Evolut Program Agenda

-  Introduction to Evolut (formerly National Imaging Associates, Inc.)
-  Our Program
 - Authorization Process
 - Other Program Components
 - Provider Tools and Contact Information
-  RadMD Demo
-  Questions and Answers

Evolut 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 Evolut for management of Medical Specialty Solutions.
- ✓ **33.01M national lives** – **participating** in an Evolut Medical Specialty Solutions program nationally.
- ✓ **Diverse populations** – Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

Utilization review accreditation commission (URAC) Accreditation
& National Committee for Quality Assurance NCQA Certified

Medicaid/Medicare Expertise/Insights

55 Medicaid plans/markets with Evolut Medical Specialty Solutions in place.

20M Medicaid lives – in addition to 2.89M Medicare Advantage lives participating in an Evolut Medical Specialty Solutions program nationally.

Intensive Clinical Specialization & Breadth

Specialized Physician Teams

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



The Evolent Prior Authorization Program



The Program

- Presbyterian Health Plan, Inc and Presbyterian Insurance Company, Inc. (Presbyterian) began a prior authorization program through Evolent for the management of Spine Management Services on Jan. 1, 2015, and began the management of Advanced Imaging Services on Oct. 1, 2016.



Important Dates

- Program start date: Advanced Imaging began October 1, 2016



Settings

- Settings:
- Freestanding diagnostic facilities
 - Ambulatory Surgical Centers
 - Hospital outpatient diagnostic facilities
 - Provider offices



Membership Included

- Medicaid
- Exchange Programs
- Medicare



Network

Evolent's Medical Specialty Solutions for non-emergent outpatient Medical Specialty Solutions services for Presbyterian membership will be managed through Presbyterian's contractual relationships.

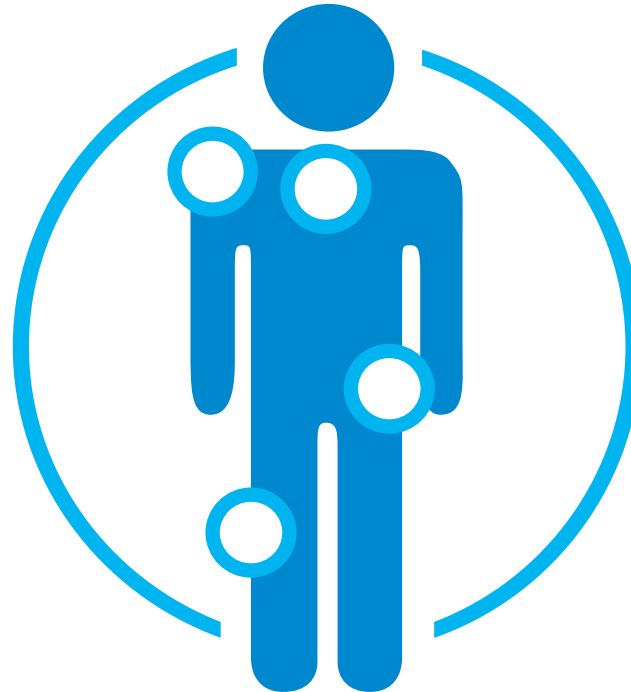
The Evolent Prior Authorization Program

Effective Oct. 1, 2016: Any services rendered requires authorization. Only non-emergent procedures performed in an outpatient setting require authorization with Evolent.



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

*Please see specific educational documents on RadMD for each Medical Specialty Solutions Program Services

List of Current Procedural Terminology (CPT) Codes Requiring Prior Authorization



Review Claims/Utilization Review Matrix to determine CPT codes managed by Evolent.



CPT Codes and their Allowable Billable Groupings.



Located on [RadMD.com](https://www.radmd.com).



Defer to Presbyterian's Policies for Procedures not on Claims/Utilization Review Matrix.

Presbyterian Health Plan Utilization Review Matrix 2024

The matrix below contains all of the CPT 4 codes for which Evolent (formerly National Imaging Associates, Inc.) manages on behalf of Presbyterian Health Plan. This matrix is designed to assist in the resolution of claims adjudication and claims questions related to those services authorized by Evolent. 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: Services rendered in an Emergency Room, Surgery Center, or Hospital Inpatient setting are not managed by Evolent.**


Authorized CPT Code	Description	Allowable Billed Groupings
70336	MRI Temporomandibular Joint	70336
70450	CT Head/Brain	70450, 70460, 70470, +0722T
70480	CT Orbit	70480, 70481, 70482, +0722T
70486	CT Maxillofacial/Sinus	70486, 70487, 70488, 76380, +0722T
70490	CT Soft Tissue Neck	70490, 70491, 70492, +0722T
70496	CT Angiography, Head	70496
70498	CT Angiography, Neck	70498
70540	MRI Orbit, Face, Neck and/or Internal Auditory Canal	70540, 70542, 70543, +0698T
70544	MRA Head	70544, 70545, 70546
70547	MRA Neck	70547, 70548, 70549
70551	MRI Brain (with or without Internal Auditory Canal views)	70551, 70552, 70553, +0698T
70554	Functional MRI Brain	70554, 70555
71250	CT Chest	71250, 71260, 71270, 71271, +0722T
71271	Low Dose CT for Lung Cancer Screening	71271
71275	CT Angiography, Chest (non coronary)	71275
71550	MRI Chest	71550, 71551, 71552, +0698T
71555	MRA Chest (excluding myocardium)	71555
72125	CT Cervical Spine	72125, 72126, 72127, +0722T
72128	CT Thoracic Spine	72128, 72129, 72130, +0722T




Prior Authorization Process Overview



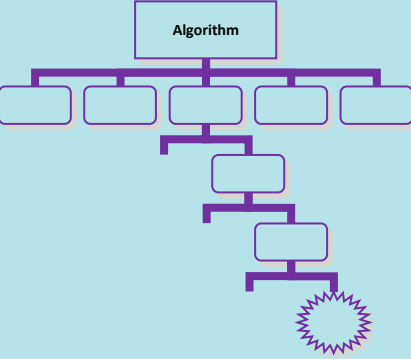
Ordering Physician is responsible for obtaining prior authorization.

Submit Requests Online Through RadMD.com



or by Phone

Information evaluated via algorithm and medical records



System	Patient	Physician
Current Status: Approved	Name: Evo Lent	Name: Dr. Virginia Arlington
Validity Period: 05/01/2008 - 05/01/2008	Subscriber ID: 00000023	Physician ID: 0000147
Auth Number: 1234567890	Date of Birth: 3/24/1982	
	Gender: Male	
	Product: PPO	
	Health Plan: 1458 HP Commercial PPO	

Place of Service	Details	RadMD.com User
Name: MEMORIAL HOSPITAL	Date of Service: 05/31/2008	Name: ABCUser
Phone:	Auto Accident: No	Company: ABC Company
Address: 2233 BUCHANAN ST New City, ST 12345	Pand/Reject Code: ES	Username: 52452055
Fax: Not available	Out of State: n/a	Job Title: Representative
Facility ID: TEST	Release of Info Code: Y	Email: ABCUser@abc.com
	Out of Country: n/a	Address: 321 Main St New City, ST 12345
Surgery Setting:	Employment Status: No	Supervisor Name: Supervisor
	Another Party: No	Supervisor Email: Supervisor@abc.com
	Level of Service: Not Urgent	
	Procedures: Total Hip Arthroplasty/Resurfacing (left)	
	ICD10: I77.9	
	Reason: Arteriosclerosis	

Service Authorized



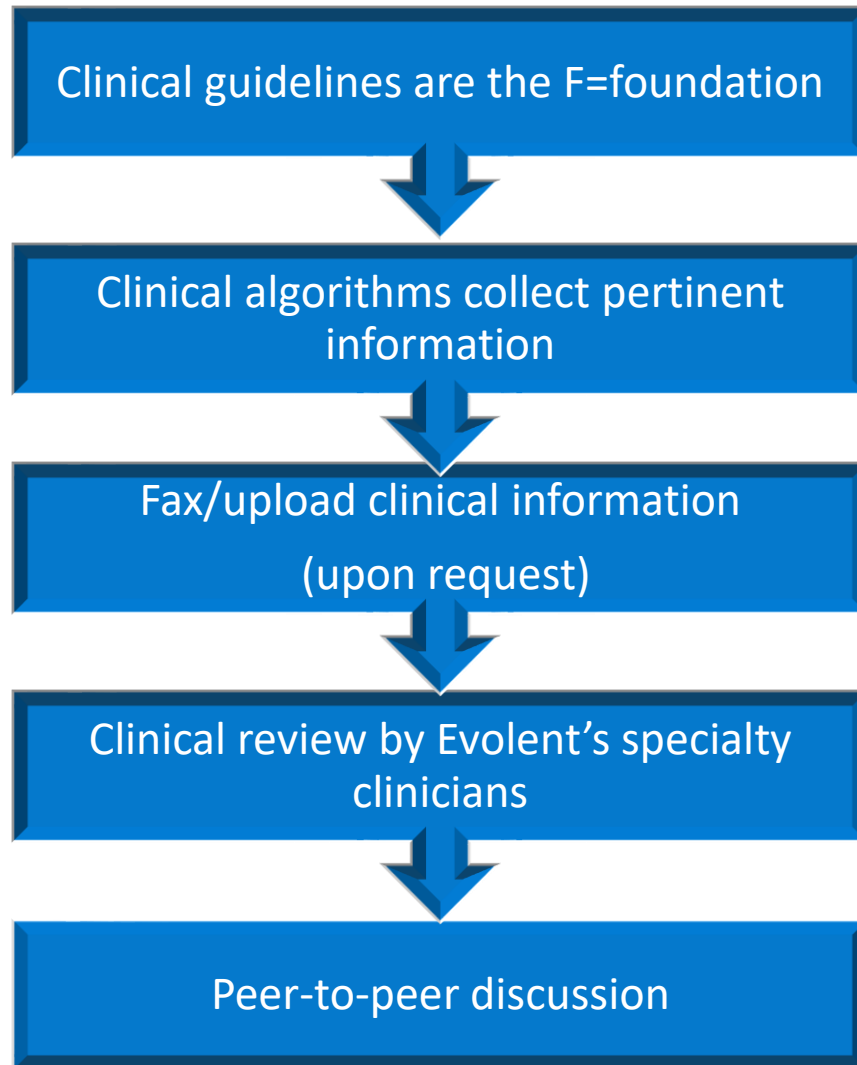

Rendering Provider Performs Service and ensures authorization was obtained




Recommendation to rendering providers: Do not schedule test until authorization is received.



Evotent 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 Presbyterian and Evotent Medical Officers and clinical experts. **Clinical Guidelines are available on [RadMD.com](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 will be required for validation of clinical criteria before an approval can be made
- Evotent 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.

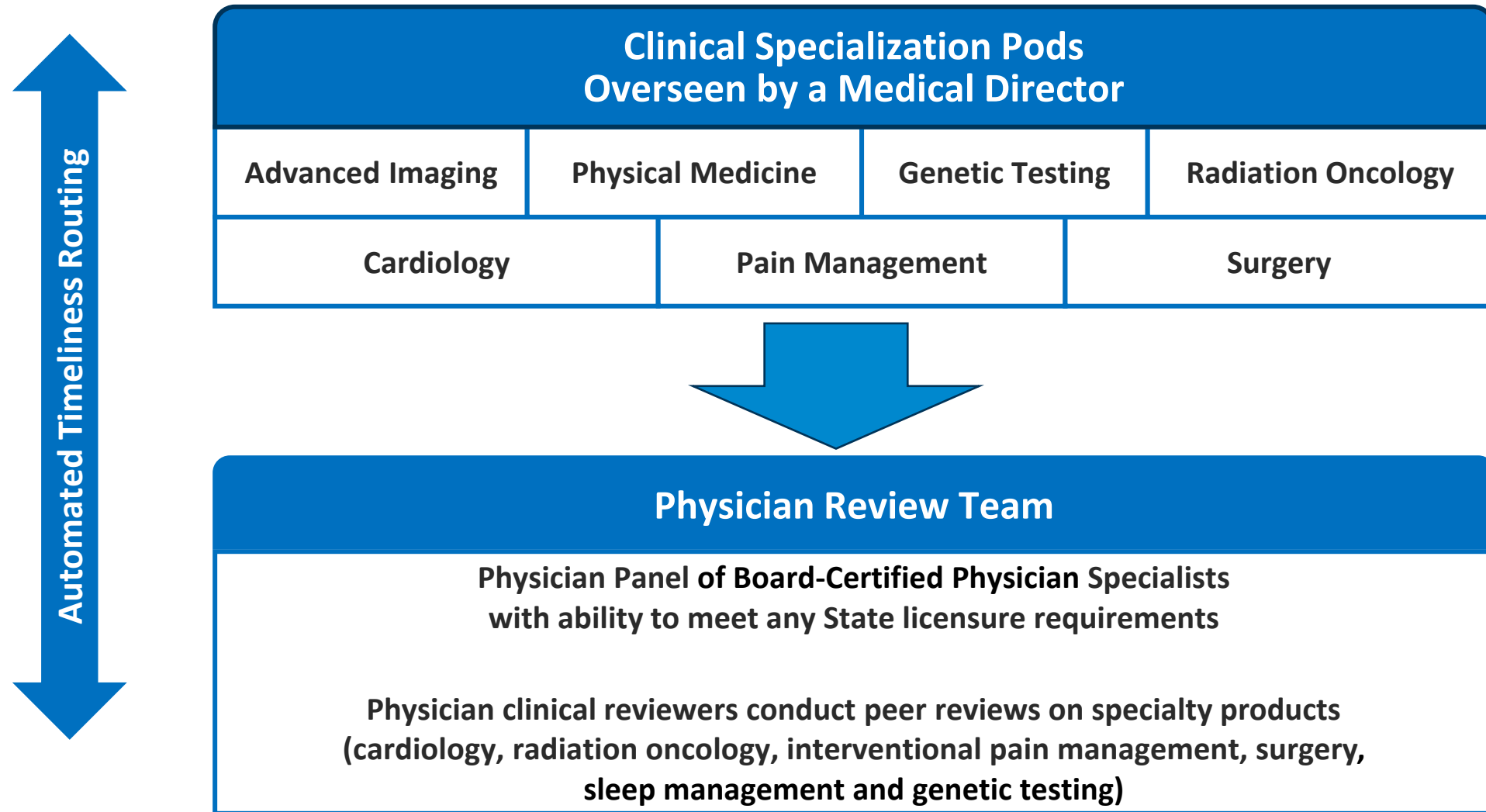
Clinical Information

- Includes clinical information that will justify examination, symptoms and their duration, physical exam findings
- Preliminary procedures already completed (e.g., x-rays, computerized tomography scans [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



Document Review



Evolut may request member's medical records/additional clinical information.



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



Evolut to Ordering Physician: Request for Additional Clinical Information

CC_TRACKING_NUMBER FAXC

ABDOMEN - PELVIS CT
PLEASE FAX THIS FORM TO: 1-800-784-6864 Date: TODAY

ORDERING PHYSICIAN:	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:	HEALTH_PLAN_DESC		

We have received your request for Abdomen - Pelvis CT. As we are unable to approve based on the information provided to date, please respond to this fax as soon as possible.

Study Requested was: Abdomen - Pelvis CT
For documentation **ALWAYS PROVIDE:**

1. The most recent office visit note
2. Any office visit note since initial presentation of the complaint/problem requiring imaging
3. Any supporting documentation such as diagnostic or imaging reports that corroborate abnormalities or the requirement for follow-up imaging

Further specifics and examples are listed below:
FAX_QUESTIONS_ADDL
sa1fadd1faxquestions

- a) **Abdominal pain evaluation:**
Provide details regarding history of abdominal pain (history- onset, trauma mechanism, if relevant, effect on/change w/ bowel or urinary habits, relevant past medical history- bowel disease or surgery, etc; examination, including pelvic/rectal examinations; diagnostic work-up- submit reports demonstrating abnormalities; prior treatment/consultation, if any).
- b) **Abnormal finding on examination, imaging or laboratory test:**
Provide the office visit note(s) or lab/imaging report that documents the abnormality found and any needed explanation of the relevance to the request for abdomen/pelvis CT imaging
- c) **Suspicion of cancer:**
Provide the office visit/consultation notes indicating rationale for suspicion of cancer, along with relevant examination, diagnostic/imaging reports indicating the relevance of an imaging test in further evaluation of a possible malignancy
- d) **History of cancer:**
Provide the office visit note describing the current symptoms or issue and the history; report of the biopsy and/or relevant treatment reports that will document the cell type of the cancer and treatment to date.
- e) **Pre-operative evaluation:**
Provide the office visit note/consultation by the surgical specialist indicating the operation planned and indications. It is usually expected that planned pre-operative evaluation will be ordered by the surgeon in conjunction with surgical scheduling so that the two coincide within a four week/30 day period.
- f) **Post-operative evaluation:**

CC_TRACKING_NUMBER FAXC



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 Evolent coversheet
- Location of fax coversheets:
 - Can be printed from <https://www.RadMD.com>
 - Call 1-866-236-8717
- Use the case specific fax coversheets when faxing clinical information to Evolent

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 Review Process

Physicians' Office Contacts Evolent for Prior Authorization

- ✓ RadMD
- ✓ Telephone



1

Evolent 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.

3

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

4

Evolent Specialty Physician Reviewers

- Evolent physician approves case **without** peer-to-peer
- Evolent physician approves case with peer-to-peer
- Ordering physician withdraws case during peer-to-peer
- Physician denies case based on medical criteria

- ✓ Peer-to-peer outbound attempt made if case is not approvable

Key Evolent Differentiators

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



Evolut 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 Evolut immediately
- The Evolut website 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 Evolut call center at 1-866-236-8717
- Turnaround time:
 - Medicaid - 24 calendar hours not to exceed three calendar days
 - Medicare - One business day not to exceed 72 calendar hours
 - Commercial - ASO one business day not to exceed 72 calendar hours
 - Commercial ASO & FI - 24 calendar hours not to exceed 3 calendar days



Notification of Determination

Authorization Notification

- Validity Period - authorizations are valid for:
 - 60 days from the date of request

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/re-review/re-open is available with new or additional information
- Timeframe for reconsideration/re-review/re-open is five business days from the date of denial and prior to submitting a formal appeal
- 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

- Rendering providers/imaging providers should continue to send their claims directly to Presbyterian
- Providers are strongly encouraged to use an Electronic Data Interchange (EDI) claims submission
- Check on claims status by logging on to the Presbyterian website at www.phs.org

Claims Appeals Process

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



Provider Tools



RadMD Website

[RadMD.com](https://www.RadMD.com)

Available



24/7 (except during maintenance, performed every third Thursday of the month from 9 p.m. – Midnight PST)



Toll-Free Number

1-866-236-8717

Available



Monday - Friday

7:00 a.m. – 7:00 p.m. MST

- 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



The Evolent 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:

- Evolent Clinical Guidelines
- Frequently Asked Questions
- Quick Reference Guides
- Checklist
- RadMD Quick Start Guide
- Claims/Utilization Matrices



Registering on www.RadMD.com to Initiate Authorizations

Everyone in your organization is required to have their own separate username and password due to Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations.

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 for our webmaster to respond to you with your Evolent-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.

1



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 --

New Account User Information		Your Supervisor	
Choose a Username:		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:	First Name:	Last Name:
Phone:	Fax:	Phone:	Email:
Email:	Confirm Email:		
Company Name:	Job Title:		
Address Line 1:	Address Line 2:		
City:	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 for our webmaster to respond to you with your Evolent-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



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

Physician office that prescribes radiation oncology procedures

Physical Medicine Practitioner (PT, OT, ST, Chiro, etc.)

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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?
[Facility/office/lab where procedures are performed] What about read-only radiology offices?

New Account User Information		Your Supervisor	
Choose a Username: <input type="text"/>		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: <input type="text"/>	Last Name: <input type="text"/>	First Name: <input type="text"/>	Last Name: <input type="text"/>
Phone: <input type="text"/>	Fax: <input type="text"/>	Phone: <input type="text"/>	Email: <input type="text"/>
Email: <input type="text"/>	Confirm Email: <input type="text"/>		
Company Name: <input type="text"/>	Job Title: <input type="text"/>	Facility Tax ID #: <input type="text"/>	<input type="button" value="Add"/>
Address Line 1: <input type="text"/>	Address Line 2: <input type="text"/>	Your Tax IDs: [none]	
City: <input type="text"/>	State: [State] <input type="text"/>		
Zip: <input type="text"/>			
<input type="button" value="Submit"/>			



RadMD Enhancements

Evレント offers a **Shared Access** feature on www.RadMD.com. 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 services: "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, there 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 www.RadMD.com, allowing them to communicate with members and facilitate treatment.



When to Contact Evolent

Providers:

<p>Initiating or checking the status of an authorization request</p>	<ul style="list-style-type: none">▪ www.RadMD.com▪ Toll-free number 1-866-236-8717 - IVR system
<p>Initiating a Peer-to-Peer Consultation</p>	<ul style="list-style-type: none">▪ Call 1-866-236-8717
<p>Provider Service Line</p>	<ul style="list-style-type: none">▪ RadMDSupport@evolent.com▪ Call 1-800-327-0641
<p>Provider Education requests or questions specific to Evolent</p>	<ul style="list-style-type: none">▪ Debbie Patterson Provider Relations Manager 1-314-387-4799 DPatterson@evolent.com



RadMD Demonstration



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Thank You