



Neighborhood Health Plan of Rhode Island Medical Specialty Solutions

Provider Training Presented by:
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Provider Relations Manager

May 2024

Evolent Program Agenda



Introduction to Evolent



Our Program

- Authorization Process
- Other Program Components
- Provider Tools and Contact Information



RadMD Demo



Questions and Answers

National Imaging Associates, Inc. is now **Evolut**

Connecting Our Brands is About Connecting Care

evolent CARE PARTNERS

evolent HEALTH SERVICES


New Century Health

 **Vital Decisions**

iPG

NIA




evolent

Our Motivation

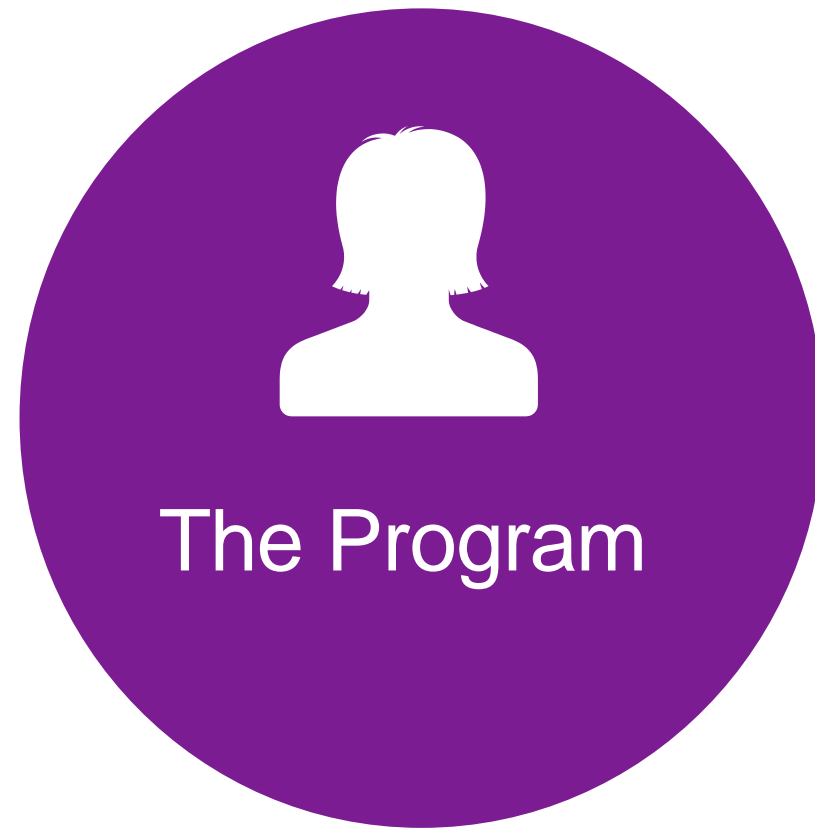
Patients

- Better Treatment
- Better Health

Providers

- Less Friction
- Appropriate Care

Evolut's Prior Authorization Program



- Neighborhood Health Plan of Rhode Island will begin a prior authorization program through Evolut for the management of outpatient imaging services.



- Program start date: June 1, 2024.
- Begin obtaining authorizations from Evolut on June 1, 2024, via RadMD or Call Center for services rendered on or after June 1, 2024 (June 15, 2024, for Stress Echocardiography and Echocardiography)



- Settings:
- Office
 - Outpatient Hospital
 - Outpatient Facility



- Medicaid
- Commercial
- Medicare



- Evolut's Medical Specialty Solutions for non-emergent outpatient Medical Specialty Solutions services for Neighborhood Health Plan of Rhode Island membership will be managed through Neighborhood Health Plan of Rhode Island contractual relationships.

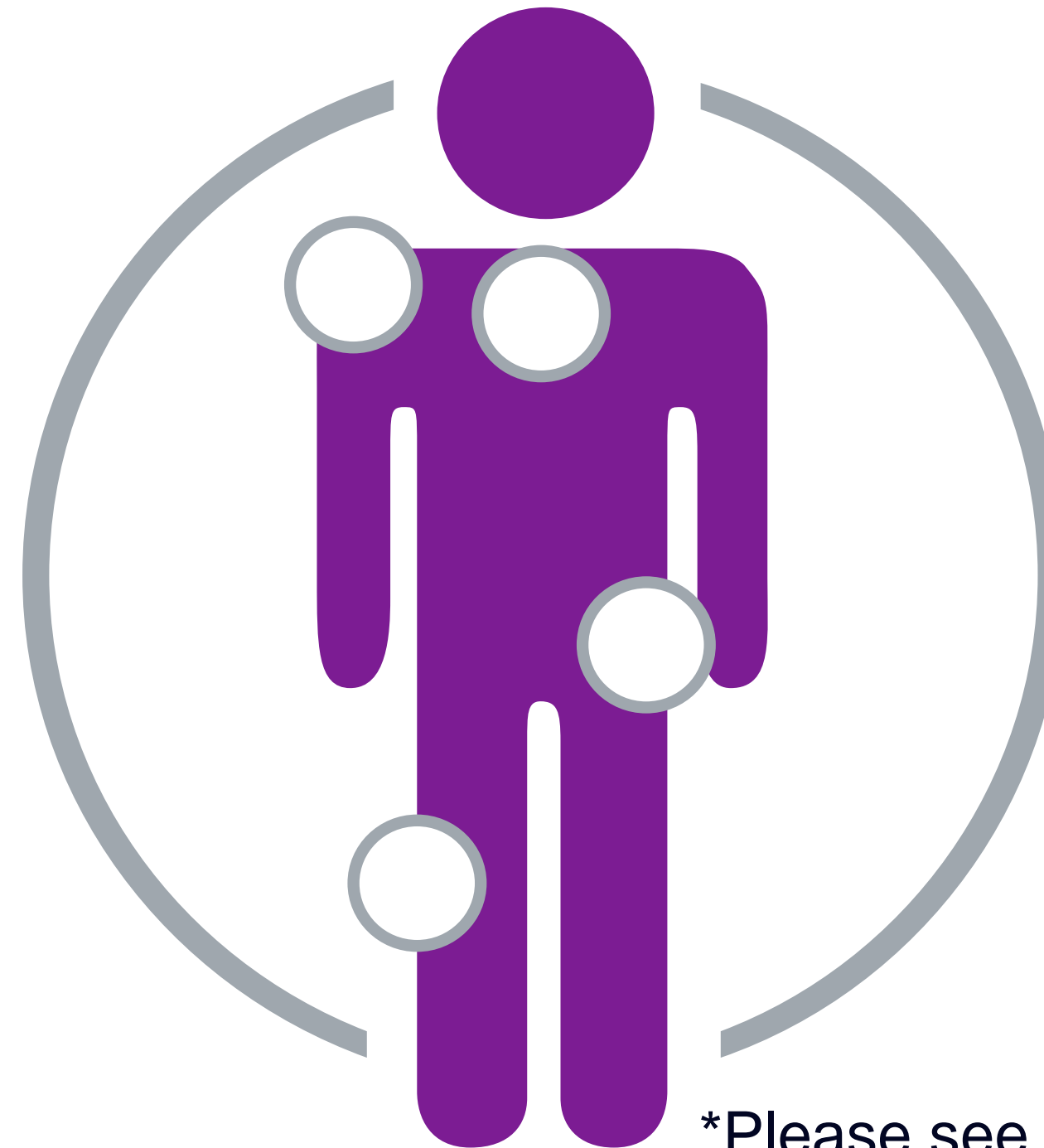
Evolut's Prior Authorization Program

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



Procedures Requiring Authorization*

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- Myocardial Perfusion Imaging (MPI)
- MUGA Scan
- Stress Echocardiography (Effective 6/15/2024)
- Echocardiography (Effective 6/15/2024)



Excluded from the Program Procedures Performed in the following Settings:

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

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

Beginning June 15, 2024, the services listed below will also require prior authorization. Because these services did not require prior authorization previously, Neighborhood is recommending providers request access to the portal on May 1, 2024, in preparation for this new process.

- Stress Echocardiography
- Echocardiography

List of CPT Procedure 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 Neighborhood Health Plan of Rhode Island's Policies for Procedures not on Claims/Utilization Review Matrix.



Utilization Review Matrix 2024 Neighborhood Health Plan of Rhode Island

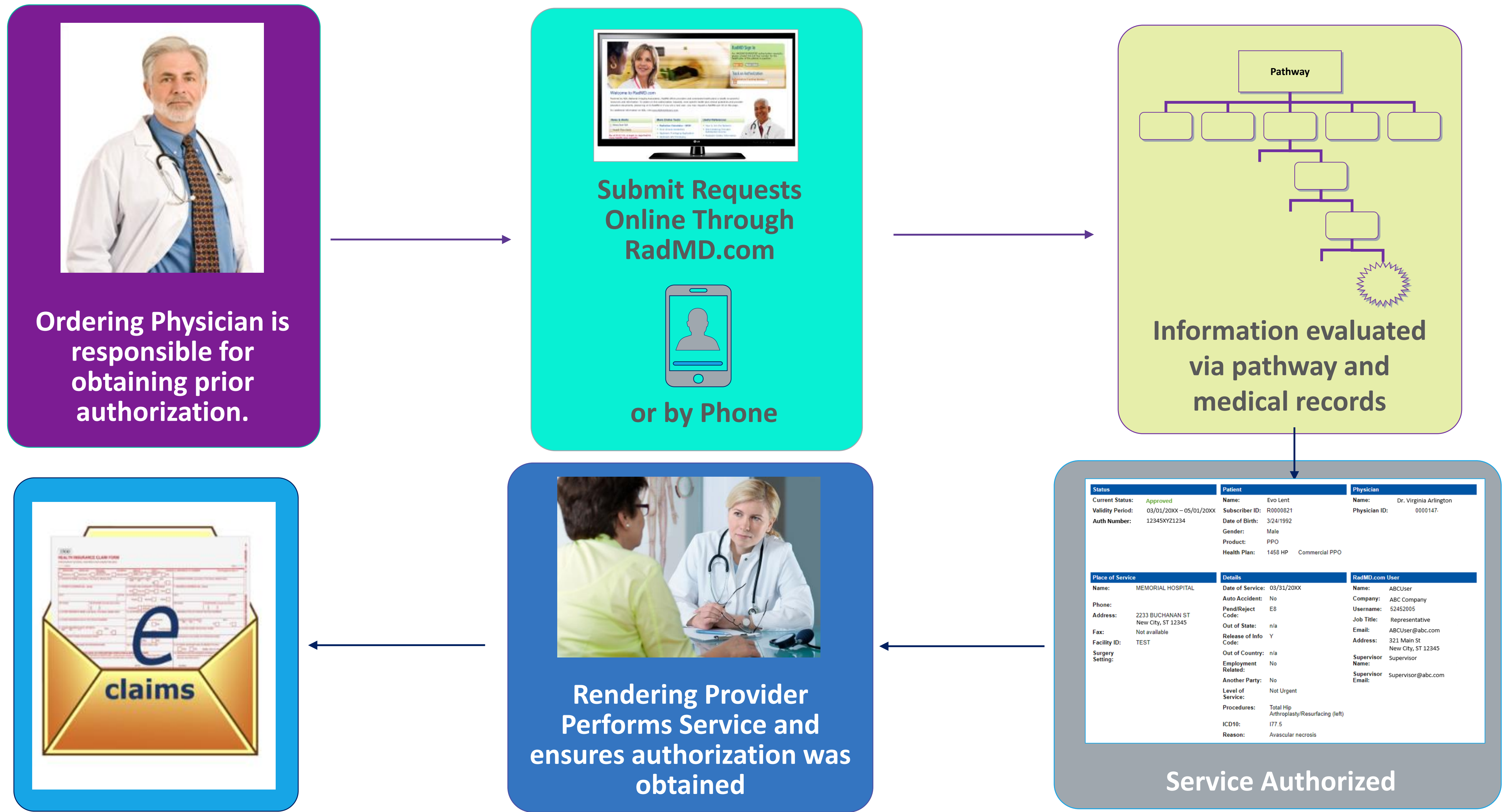
The matrix below contains all of the CPT 4 codes for which Evolent (formerly National Imaging Associates, Inc.) manages on behalf of Neighborhood Health Plan of Rhode Island. This matrix is designed to assist in the resolution of claims adjudication and claims questions related to those services authorized 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 ³	CT Head/Brain	70450, 70460, 70470, +0722T
70480 ³	CT Orbit	70480, 70481, 70482, +0722T
70486 ³	CT Maxillofacial/Sinus	70486, 70487, 70488, 76380, +0722T
70490 ³	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 ³	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 ³	CT Cervical Spine	72125, 72126, 72127, +0722T
72128 ³	CT Thoracic Spine	72128, 72129, 72130, +0722T
72131 ³	CT Lumbar Spine	72131, 72132, 72133, +0722T
72141	MRI Cervical Spine	72141, 72142, 72156, +0698T
72146	MRI Thoracic Spine	72146, 72147, 72157, +0698T
72148	MRI Lumbar Spine	72148, 72149, 72158, +0698T
72159	MRA Spinal Canal	72159

Prior Authorization Process Overview



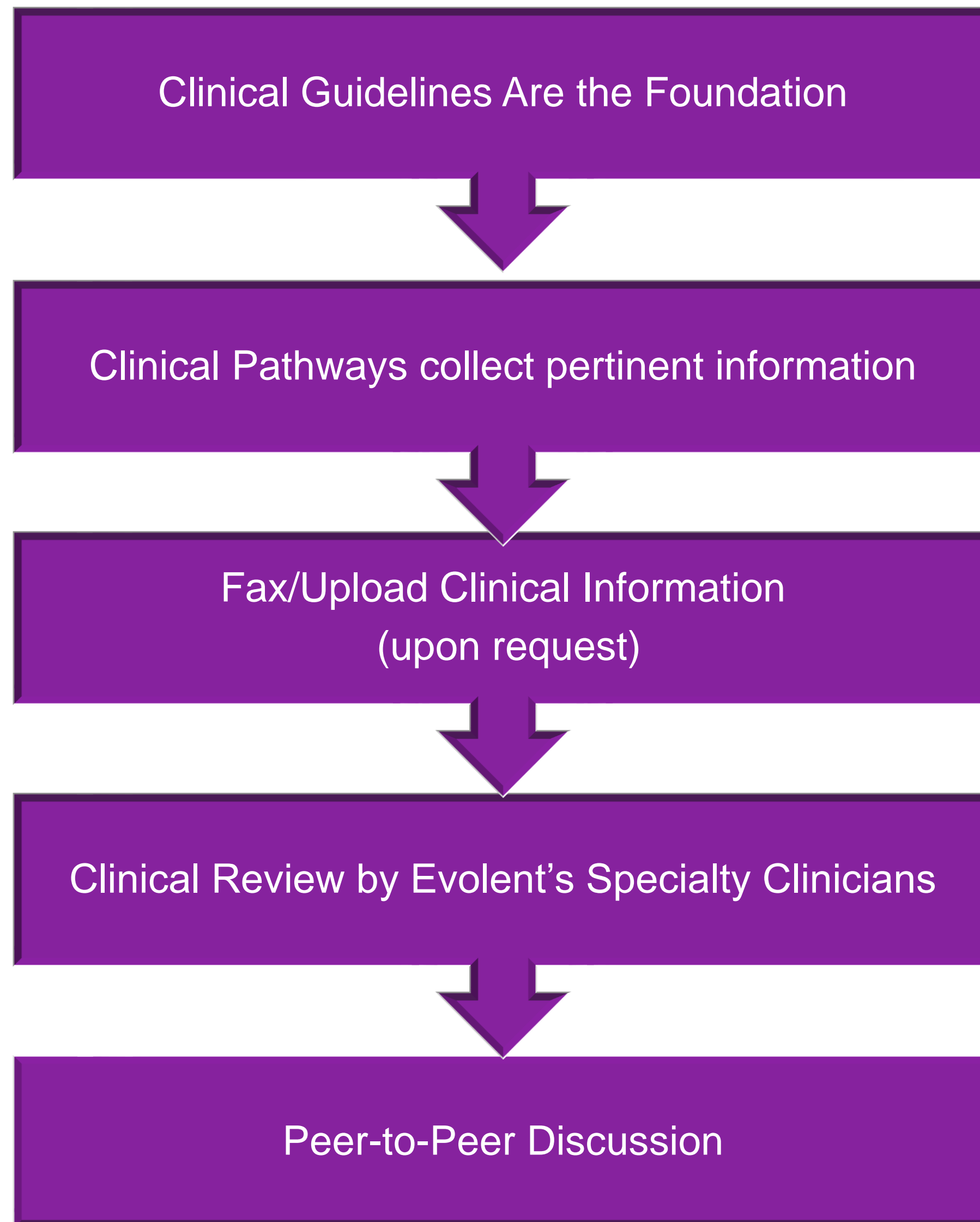
Status	Patient	Physician
Current Status: Approved	Name: Evo Lent	Name: Dr. Virginia Arlington
Validity Period: 03/01/20XX - 05/01/20XX	Subscriber ID: R0000821	Physician ID: 0000147
Auth Number: 12345XYZ1234	Date of Birth: 3/24/1992	
	Gender: Male	
	Product: PPO	
	Health Plan: 1458 HP Commercial PPO	

Place of Service	Details	RadMD.com User
Name: MEMORIAL HOSPITAL	Date of Service: 03/31/20XX	Name: ABCUser
Phone:	Auto Accident: No	Company: ABC Company
Address: 2233 BUCHANAN ST New City, ST 12345	Pend/Reject: E8	Username: 52452005
Fax: Not available	Out of State: n/a	Job Title: Representative
Facility ID: TEST	Release of Info Code: Y	Email: ABCUser@abc.com
Surgery Setting:	Out of Country: n/a	Address: 321 Main St New City, ST 12345
	Employment Related: No	Supervisor Name: Supervisor
	Another Party: No	Supervisor Email: Supervisor@abc.com
	Level of Service: Not Urgent	
	Procedures: Total Hip Arthroplasty/Resurfacing (left)	
	ICD10: I77.5	
	Reason: Avascular necrosis	

Service Authorized

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

Evolut'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 Evolut Medical Officers and clinical experts. **Clinical Guidelines are available on RadMD.com**
- Pathways 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.
- Evolut 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

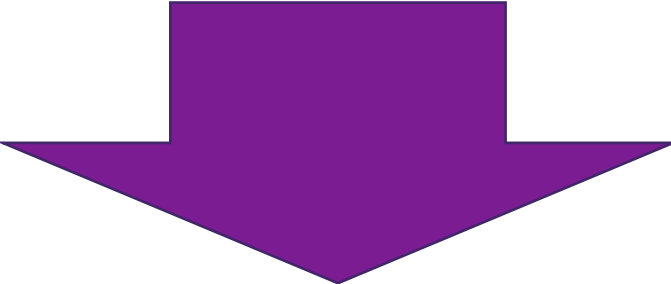
- Includes clinical information that will justify examination, symptoms and their duration, physical exam findings
- Preliminary procedures already completed (e.g., x-rays, CTs, lab work, ultrasound reports, scoped procedures, referrals to specialist, specialist evaluation)
- Reason the study is being 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

- ✔ Evolent 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.



Evolut to Ordering Physician: Request for Additional Clinical Information

CC_TRACKING_NUMBER FAXC

NIA
National Imaging Associates, Inc.

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
aa1fadd1faxquestions

- 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:**

FAXC CC_TRACKING_NUMBER



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 1-877-469-7949
- Use the case specific fax coversheets when faxing clinical information to Evolent

Exam Request Verification: Detail

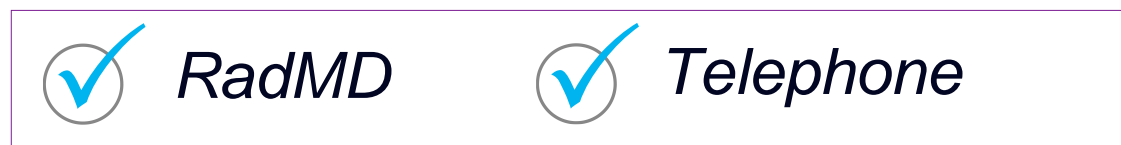
[Upload Clinical Document](#) [Print Fax Cover Sheet](#) [Request Additional Visits](#)

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



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.*



✓
Key Evolent 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

Evolent Specialty Physician Reviewers

- Evolent Physician approves case without peer-to-peer

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

- Evolent 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

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 <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 Evolut call center at 1-877-469-7949
- Turnaround time is within 1 Business day not to exceed 72 Calendar Hours.

Notification of Determination

Authorization Notification

- Ordering Provider – Fax, Phone
- Member – Written

- Validity Period - Authorizations are valid for:
Validity period is 60 calendar days from date of request.

Denial Notification

- Ordering Provider – Fax, Phone
- Member – Written

- 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 is 5 business days after denial.
- Timeframe for re-open is:
 - Within 1 year for any reason
 - Within 4 years for good cause
 - Anytime to correct a clinical error on which the determination was made
- 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 Neighborhood Health Plan of Rhode Island.
- Providers are strongly encouraged to use EDI claims submission.
- Check on claims status by logging on to the Neighborhood Health Plan of Rhode Island website at <https://www.nhpri.org>




Claims Appeals Process

- 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

Evolut 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
1-877-469-7949

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

Evolut'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:

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

The screenshot shows two main sections of the RadMD website interface. The top section is titled "RadMD Sign In" and features a green header. Below the header, it states "24/7 online access for imaging facilities and health plans to NIA's RadMD Web site." There are two buttons: "Sign In" (orange) and "New User" (grey). The bottom section is titled "Track an Authorization" and features a light orange header. It includes a text input field labeled "Authorization Tracking Number" and a "Go" button (orange). The interface is reflected below it.

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 Evolent-approved username and password.

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

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

The image shows the "Application for a New Account" form. It includes a dropdown menu for "Which of the following best describes your company?" with the selected option being "Please select an appropriate description --". Below this is a section for "New Account User Information" and "Your Supervisor". The "New Account User Information" section includes fields for "Choose a Username:", "First Name:", "Last Name:", "Phone:", "Fax:", "Email:", "Confirm Email:", "Company Name:", "Job Title:", "Address Line 1:", "Address Line 2:", "City:", "State:", and "Zip:". The "Your Supervisor" section includes fields for "First Name:", "Last Name:", "Phone:", and "Email:". A "Submit" button is located at the bottom right of the form.

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 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

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?
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"/>		Affiliated Facilities	
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: <input type="text"/>		
Zip: <input type="text"/>			

RadMD Enhancements

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

The screenshot displays the RadMD website interface. At the top right, there are links for "Provider Resources" and "User" with a dropdown arrow. The main content area is divided into several sections:

- Request**: Includes "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", and "Genetic Testing".
- Resources and Tools**: Includes "Shared Access", "Clinical Guidelines", and "Request access to Tax ID".
- News and Updates**: A section header.

Below these sections, there are two search fields:

- "Login As Username:" followed by an input field and a "Login" button.
- "Tracking Number:" followed by an input field, a "Search" button, and a link for "Forgot Tracking Number?".

At the bottom left, there is a "Request Status" section with 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 [RadMD.com](https://www.radmd.com), allowing them to communicate with members and facilitate treatment.

When to Contact Evolent

Providers:

Initiating or checking the status of an authorization request	<ul style="list-style-type: none">■ Website, https://www.RadMD.com■ Toll-free number 1-877-469-7949■ - Interactive Voice Response (IVR) System
Initiating a Peer-to-Peer Consultation	<ul style="list-style-type: none">■ Call 1-877-469-7949
Provider Service Line	<ul style="list-style-type: none">■ RadMDSupport@evolent.com■ Call 1-800-327-0641
Provider Education requests or questions specific to Evolent	<ul style="list-style-type: none">■ Mara Grimm Provider Relations Manager 804-548-0584 Mara.Grimm@evolent.com

A purple speech bubble with a white letter 'Q' in the center. The bubble has a tail pointing downwards and to the right.

Q

A blue speech bubble with a white letter 'A' in the center. The bubble has a tail pointing downwards and to the left.

A



Thanks!

Confidentiality Statement

The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Neighborhood Health Plan of Rhode Island 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 Neighborhood Health Plan of Rhode Island and Evolent.