



# Ambetter from NH Healthy Families Medical Specialty Solutions Program





Provider Training

Revised 12/2024



# Evolut Program Agenda

## Our Medical Specialty Solutions Program

-  Authorization Process
  - Other Program Components
-  Provider Tools and Contact Information
-  RadMD Demo
-  Questions and Answers

# Evolent

Connecting Our Brands is About Connecting Care



# Medical Specialty Solutions Prior Authorization Program



- Ambetter from NH Healthy Families will begin a prior authorization program through Evolent for the management of Medical Specialty Solutions Services.



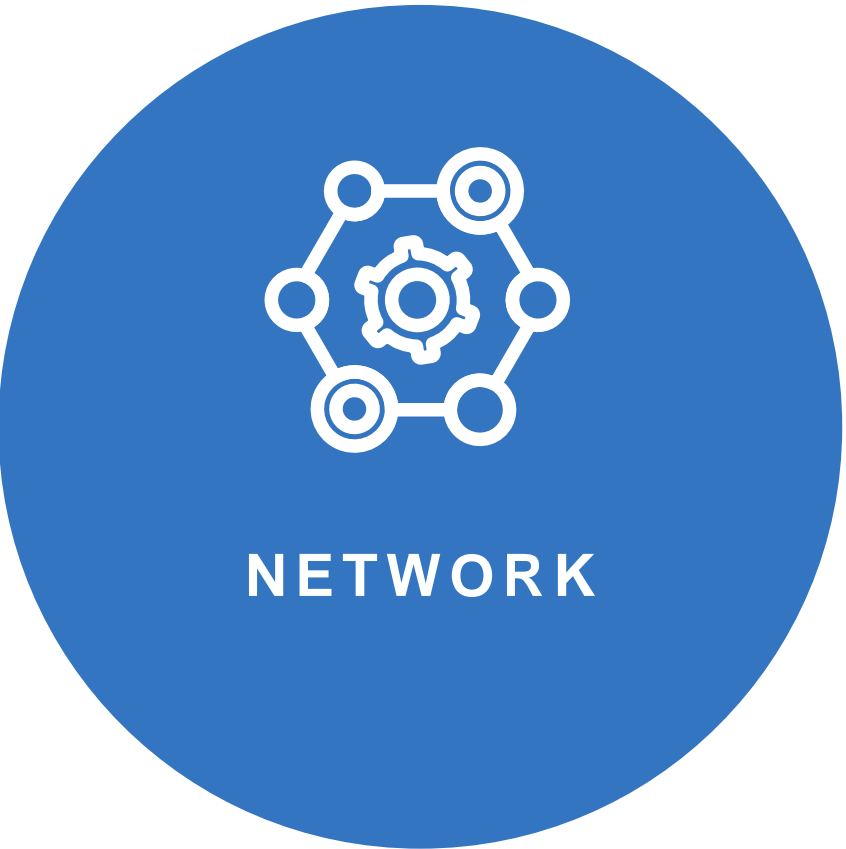
- Program start date: January 1, 2016



- Provider offices
- Outpatient Hospitals



- Exchange Program



- Evolent will manage services through Ambetter from NH Healthy Families' contractual relationships.

# Medical Specialty Solutions

## Medical Specialty Solutions Procedures Performed Outpatient

- CT/CTA
- MRI/MRA
- PET Scan
- MUGA Scan
- Nuclear Stress Test
- Echocardiography
- Left Heart Catheterization
- Cardiac Implantable Devices (defibrillator, pacemaker)

# Exclusions

## Exclusions

- Hospital Inpatient
- Emergency Room

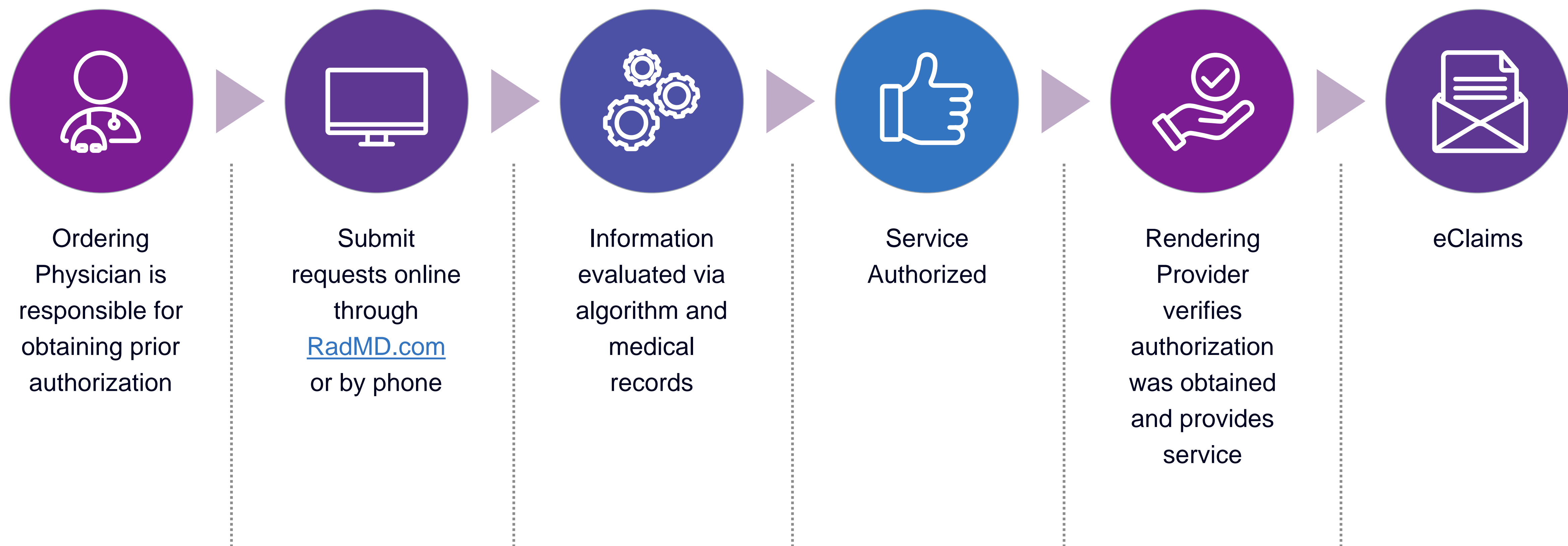


# CPT Codes Requiring Prior Authorization (Medical Specialty Solutions Example)

- ✓ Review Claims/Utilization Review Matrix to determine CPT codes managed by Evolent.
- ✓ Includes CPT Codes and their Allowable Billable Groupings.
- ✓ Located on [RadMD.com](https://www.radmd.com)
- ✓ Defer to Ambetter from NH Healthy Families’ Policies for Procedures not on Claims/Utilization Review Matrix.

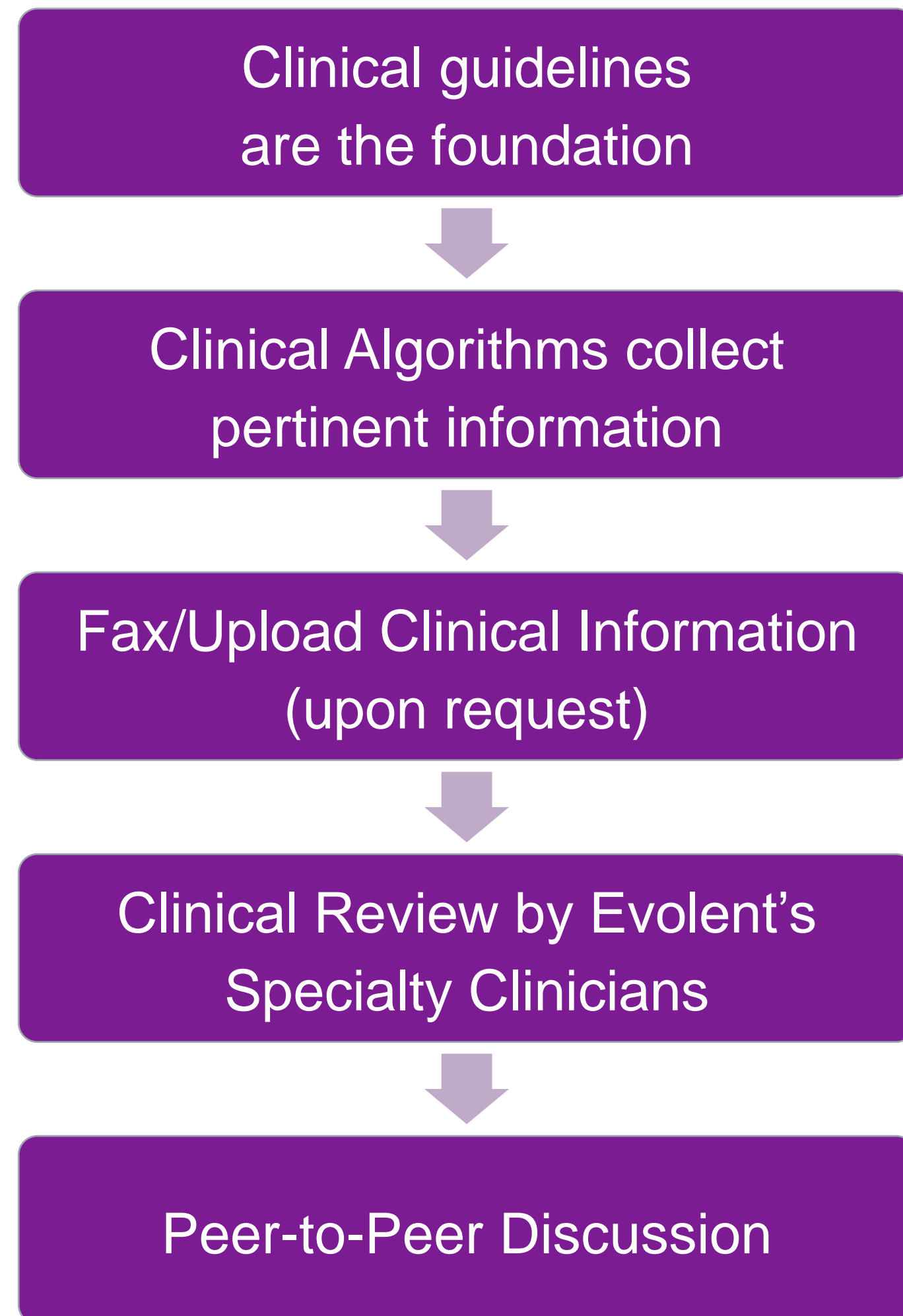
MEDICAL SPECIALTY SOLUTIONS PROCEDURES		
Procedure Name	Primary CPT Code	Allowable Billed Groupings
MRI Temporomandibular Joint	70336	70336
CT Head/Brain	70450	70450, 70460, 70470, +0722T
CT Orbit	70480	70480, 70481, 70482, +0722T
CT Maxillofacial/Sinus	70486	70486, 70487, 70488, 76380, +0722T
CT Soft Tissue Neck	70490	70490, 70491, 70492, +0722T

# Prior Authorization Process Overview





# Evolent'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 Ambetter from NH Healthy Families and Evolent 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.
- Evolent has specialized clinical teams.
- 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.**

# Authorization for Medical Specialty Solutions

## Special Information

- Ordering physician information, member information, rendering provider information, and requested examination.
- Clinical information that will justify examination, symptoms and their duration, and physical exam findings.
- Preliminary procedures already completed (i.e., x-rays, CT's, lab work, ultrasound reports, scoped procedures, referrals to specialist, specialist evaluation).
- Reason the study is being requested (i.e., further evaluation, rule out a disorder).
- Refer to Prior Authorization Checklists on RadMD for more specific information.

# Evolut to Physician: Request for 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.

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

aalfaddlifaxquestions

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

# Submitting Additional Clinical Information

- Records may be submitted:
  - Upload to [RadMD.com](#)
  - Fax using Evolent coversheet
- Location of Fax Coversheets:
  - Can be printed from [RadMD.com](#)
  - Call 1-844-265-1278
- Use the case specific fax coversheet 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 Specialty Team



## Medical Specialty Solutions Review

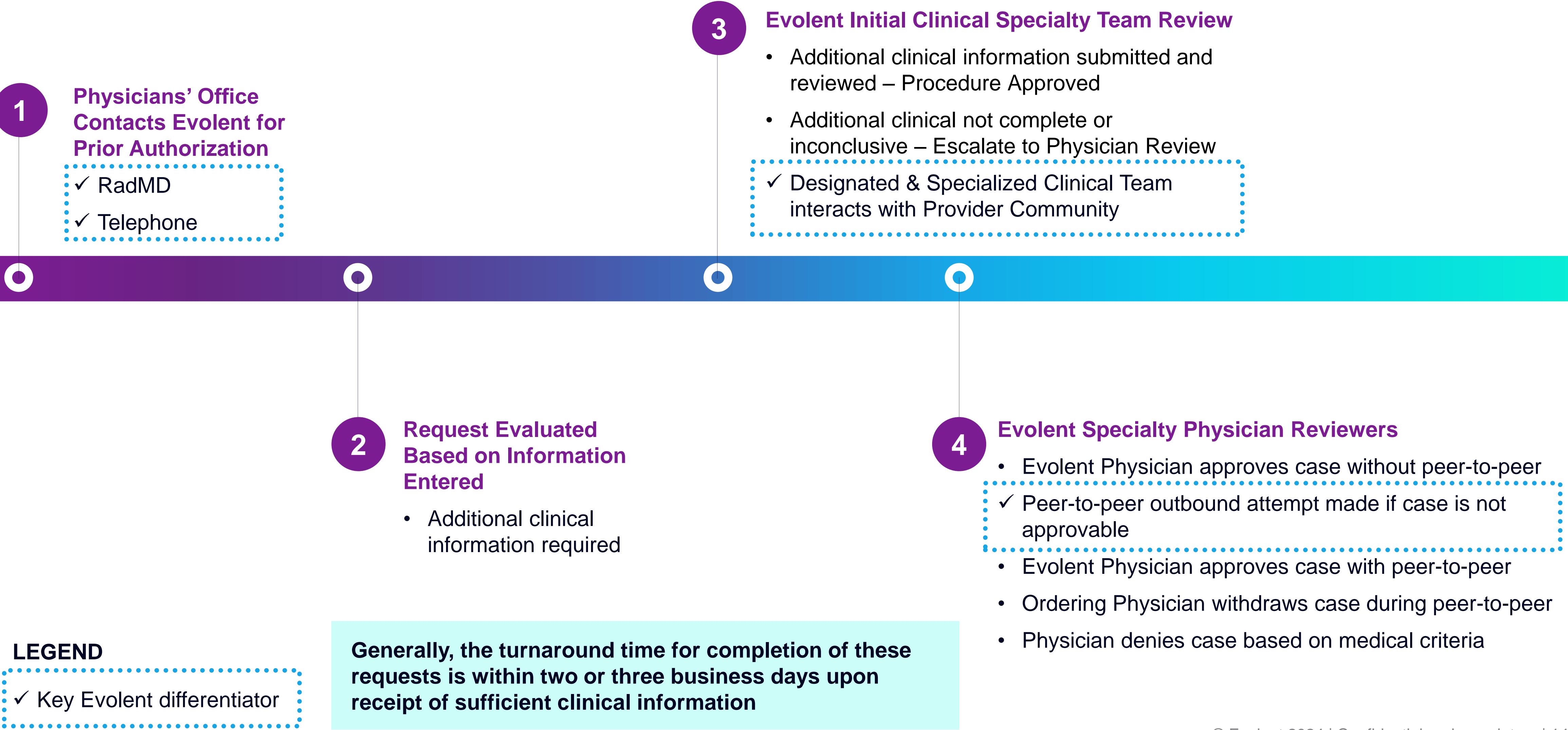
Clinical Specialization Pods  
Overseen by Medical  
Director

Physician Review Team  
consists of Physician Panel  
of Board-Certified Physician  
Specialists to meet State  
licensure requirements

Physician clinical reviewers  
conduct peer reviews on  
specialty products



# Clinical Review Process



# Urgent/Expedited Authorization Process

- If an urgent clinical situation exists (outside of a hospital emergency room) during business hours, please call Evolent immediately.
- The Evolent website [RadMD.com](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 Evolent call center at 1-844-265-1278.
- Turnaround time is within 1 business day not to exceed 72 calendar hours.

# Authorization Validity Period

Authorizations are valid for: 60 business days from the date of the approved prior authorization request.



# Adverse Determination Notification and Options

- **Notifications:**
  - Include an explanation of services denied and the clinical rationale.
  - Adverse determinations include full and partial denials.
- **Options:**
  - **Peer-to-peer discussions and reconsiderations are available, but not required, prior to submitting an appeal.**
  - Peer-to-peer discussions can be initiated prior to the final determination.
  - Reconsiderations Timeframe: reconsideration must be initiated verbally or in writing within 2 business days from the date of denial and prior to submitting a formal appeal.
- Appeals: providers are asked to follow the instructions provided in their denial letter.

# Claims and Appeals

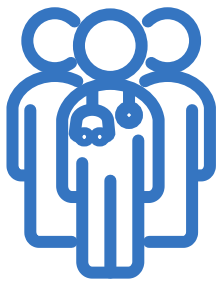
## Claims Process:

- Providers should continue to submit their claims to Ambetter from NH Healthy Families.
- Providers are strongly encouraged to use EDI claims submission.
- Check on claims status by logging on to Ambetter from NH Healthy Families website at [ambetter.nhhealthyfamilies.com](https://ambetter.nhhealthyfamilies.com)

## Appeals Process:

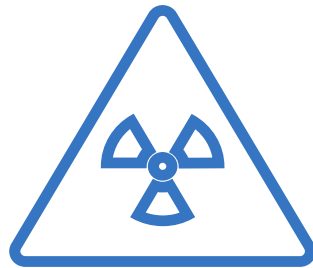
- In the event of a prior authorization or claims payment denial, providers may appeal the decision through Ambetter from NH Healthy Families.
- Providers should follow the instructions on their non-authorization letter or Explanation of Payment (EOP) notification.

# Radiation Safety and Awareness



Studies suggest a significant increase in cancer in dose estimates in excess of 50 mSv.

- 1mSv = 4 months of natural exposure/50 chest x-rays



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.



Evolent has developed a Radiation Awareness Program designed to create member and physician awareness of radiation concerns.

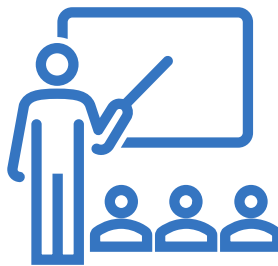
# Radiation Awareness Program



Identification of High Exposure Members.



Point of Services Provider Notification and Opportunities for Provider Education.



Promote Member Awareness and Education.

# Provider Tools

- Request Authorization
  - View Authorization Status
  - View and manage Authorization Requests with other users
  - Upload Additional Clinical Information
  - View Requests for additional Information and Determination Letters
  - View Clinical Guidelines
  - View Frequently Asked Questions (FAQs)
  - View Other Educational Documents
- 
- Interactive Voice Response (IVR) System for authorization tracking



RadMD.com

Available 24/7



1-844-265-1278

Available Monday - Friday

8:00 AM – 8:00 PM EST



# Evolut Website

[RadMD.com](https://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

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



The screenshot displays the RadMD website interface. The top section, titled "RadMD Sign In", has a green background and contains the text: "For URGENT/EXPEDITED authorization requests, please contact the Evolut call center." Below this text are two buttons: "Sign In" (orange) and "New User" (grey). The bottom section, titled "Track an Authorization", has a light orange background. It features the text "Authorization Tracking Number" in orange, followed by a white input field. To the right of the input field is an orange "Go" button.

# RadMD New User Application Process - Ordering

## STEPS

1. Click the **“New User”** button on the right side of the home page.  
*NOTE: On subsequent visits to RadMD, click the “Sign In” button to proceed.*
2. Under the Appropriate Description dropdown select **“Physician’s office that orders procedures”**.
3. Complete the application and click **“Submit”**.
4. Open email from Evolent webmaster with new user password instructions.

## IMPORTANT

- Users are required to have their own separate username and password due to HIPAA regulations.
- Offices that are both ordering and rendering procedures should request ordering provider access. This will allow you to request authorization on RadMD and see the status of 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 -- [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"/>		
Address Line 1: <input type="text"/>	Address Line 2: <input type="text"/>		
City: <input type="text"/>	State: <input type="text" value="[State]"/>		
Zip: <input type="text"/>			
<input type="button" value="Submit"/>			



# RadMD New User Application Process - Rendering

## STEPS

1. Click the **“New User”** button on the right side of the home page.  
*NOTE: On subsequent visits to RadMD, click the “Sign In” button to proceed.*
2. Under the Appropriate Description dropdown select **“Facility/office where procedures are performed”**.
3. Complete the application and click **“Submit”**.
4. Open email from Evolent webmaster with new user password instructions.

### IMPORTANT

- Users are required to have their own separate username and password due to HIPAA regulations.
- Designate an “Administrator” for the facility who manages access for users.
- If multiple staff members entering authorizations need to view approved, pended, and in-review authorization requests, they will each need to complete and submit a new user application. The account administrator is responsible for granting rendering access for each employee.

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.)

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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		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"/> <a href="#">Add</a>	
Address Line 1: <input type="text"/>		Your Tax IDs: [none]	
Address Line 2: <input type="text"/>			
City: <input type="text"/>	State: <input type="text"/>		
Zip: <input type="text"/>			

[Submit](#)



# Shared Access

Evolent 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.

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

1 share offer requires your attention

Clinical Guidelines

Request access to Tax ID

News and Updates

Hot Topic:

Login As Username:

Login

Request Status

Search for Request

View All My Requests

View Customer Service Calls

Tracking Number:

Search

Forgot Tracking Number?

# When to Contact Evolent

Initiating or checking the status of an authorization request	<ul style="list-style-type: none"><li>• Website: <a href="https://RadMD.com">RadMD.com</a></li><li>• 1-844-265-1278</li></ul>
Initiating a Peer-to-Peer Consultation	<ul style="list-style-type: none"><li>• 1-844-265-1278</li></ul>
Provider Service Line	<ul style="list-style-type: none"><li>• <a href="mailto:RadMDSupport@Evolent.com">RadMDSupport@Evolent.com</a></li><li>• Call 1-800-327-0641</li></ul>
Provider Education requests or questions specific to Evolent	<p>Seth Cohen <i>Provider Relations Manager</i> 1-410-953-2418 • <a href="mailto:seth.cohen@evolent.com">seth.cohen@evolent.com</a></p>

# RadMD Demonstration



# THANK YOU!

EVOLENT DOES NOT ALLOW ANY THIRD PARTIES TO USE EVOLENT OR EVOLENT CLIENT DATA FOR ANY PURPOSE OTHER THAN PROVIDING SERVICES ON BEHALF OF EVOLENT OR EVOLENT CLIENTS.