



# Ambetter from NH Healthy Families Physical Medicine Program





Provider Training

Revised 12/2024



# Evolut Program Agenda

## Our Physical Medicine Program

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

# Evolent

Connecting Our Brands is About Connecting Care



# Physical Medicine Prior Authorization Program



- Ambetter from NH Healthy Families will begin a prior authorization program through Evolent for the management of Physical Medicine Services.
- The program includes both rehabilitative and habilitative.



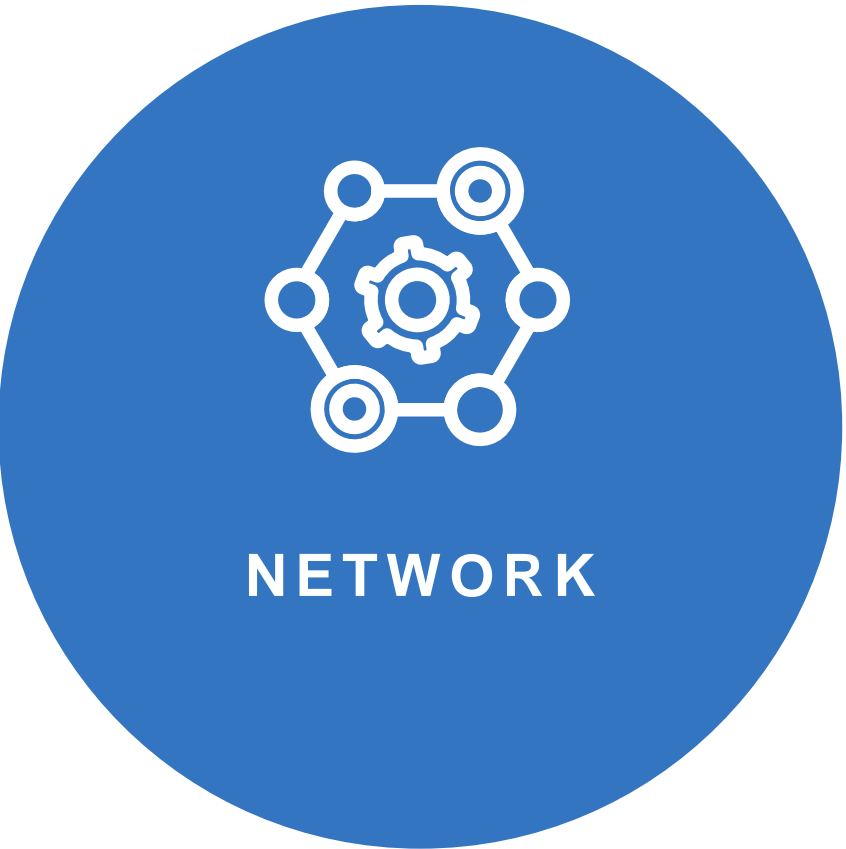
- Program start date: January 1, 2021



- Physical Therapy
  - Occupational Therapy
  - Speech Therapy
- 
- Office
  - Outpatient Hospital
  - Home Health



- Exchange Program



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

# Physical Medicine Program

## Physical Medicine Procedures Performed Outpatient

- Physical Therapy
- Occupational Therapy
- Speech Therapy

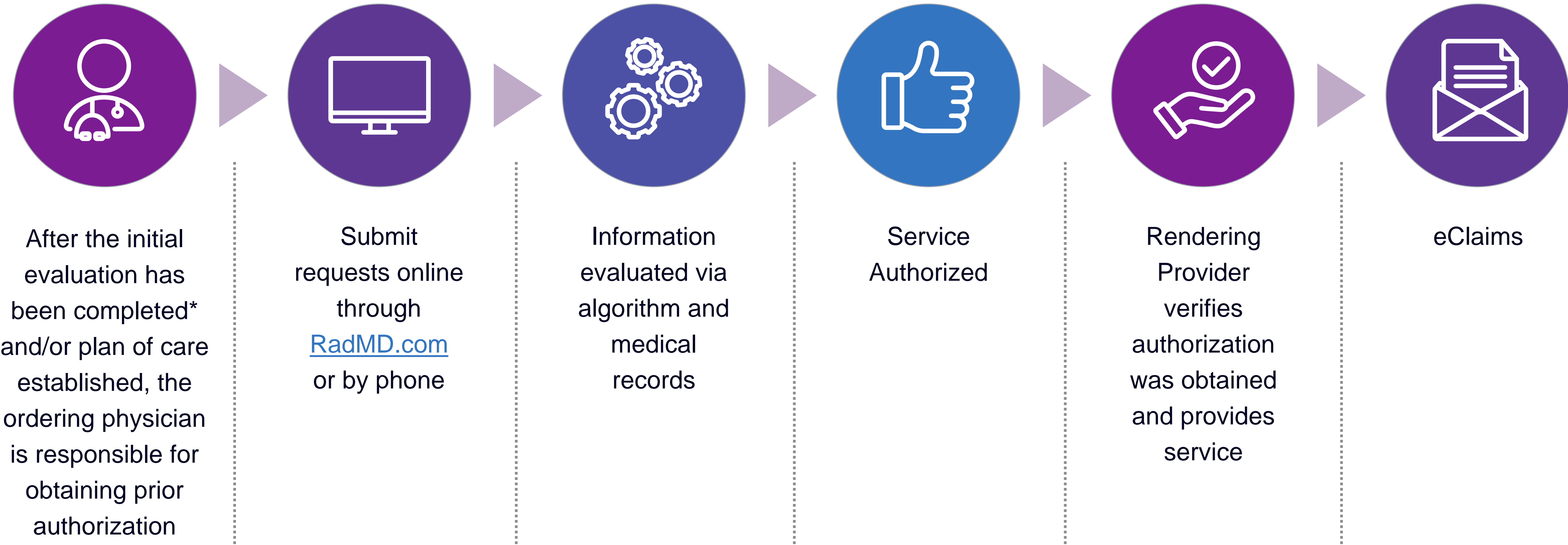
# Physical Medicine Program Exclusions

## Exclusions

- Hospital Emergency Department
- Hospital Status Inpatient or Observation
- Acute Rehab Hospital (Inpatient)



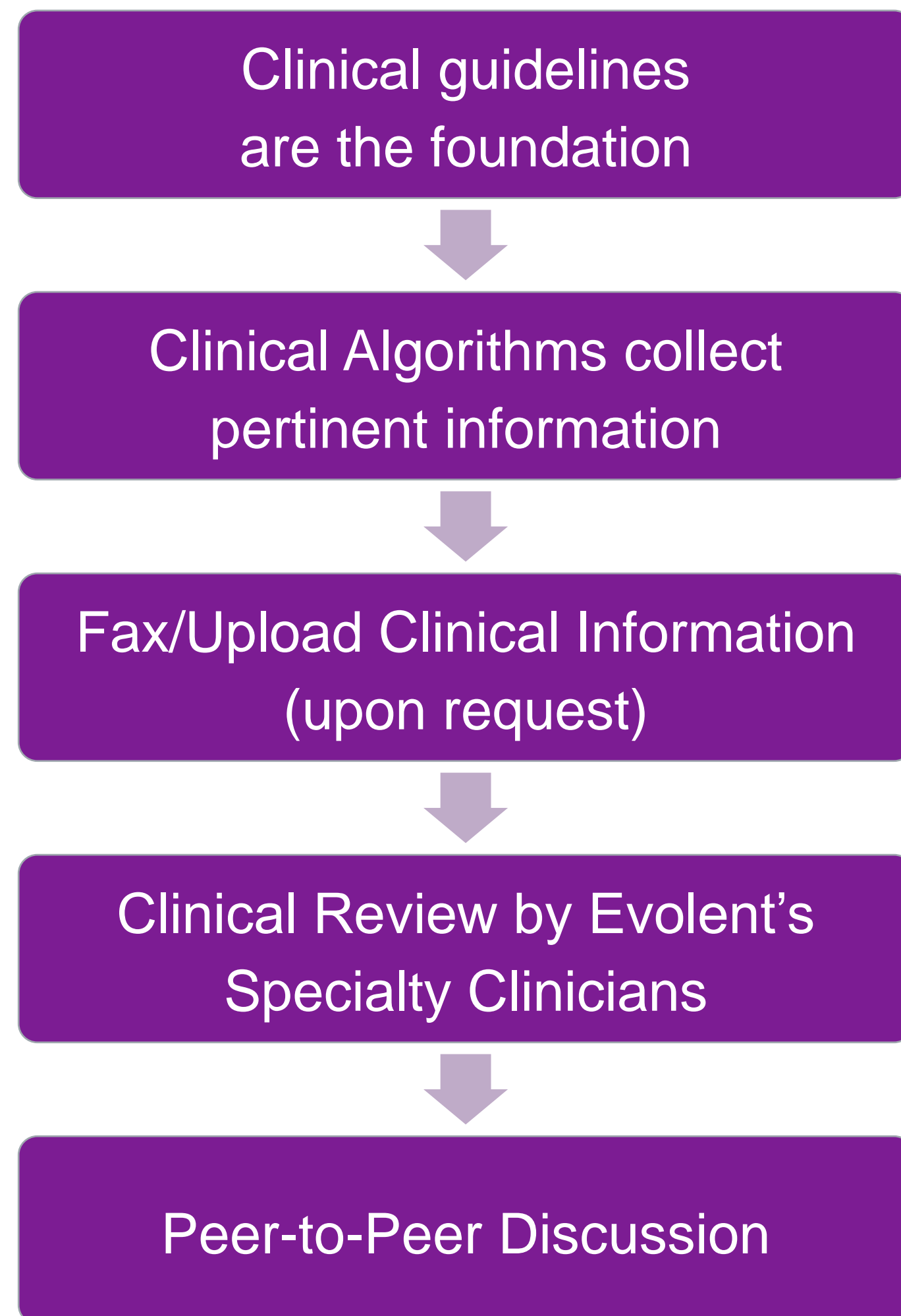
# Prior Authorization Process Overview



*\*The CPT codes for Physical, Occupational and Speech Therapy initial evaluations do not require an authorization for participating providers.*



# 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.
- **Milliman Care Guidelines (MCG)** and **Evolent's 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 a specialized clinical team of therapists and chiropractors, focused on Physical Medicine.
- 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.**



# Goal of Physical Medicine Intake Questions (Algorithm)



**Benefit of the algorithm:**

- No delay in treatment for member
- No delay in submitting claims



**Once you submit your initial request for authorization:**

- You will receive visits to get started. It may not be enough visits to cover your episode of care. Additional visits may be requested through the subsequent request process.
- Requests may be approved at the time of submission. A portion of them may pend for documentation submission of the time of entry.
- You will have the option to accept or decline approved visits.

Cause for Therapy: 

[Choose One] ▼

ICD10 Code: 

Add Another Code

Discipline of therapy being requested: 

[Choose One]

\*Is the cause of the illness/injury related to a Motor Vehicle Accident?

[Please select one] ▼

\*Is Another Party Financially Responsible for the patient's illness/injury?

[Please select one] ▼

\*Is the cause of the illness/injury related to the Patient's Employment?

[Please select one] ▼

What is the requested start date of the service? mm/dd/yyyy

Back (Provider)

Continue

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# Authorization for Physical Medicine

## Special Information

- Member, clinician and facility information required.
- Requested start date of service, initial evaluation date, and date of injury.
- Therapy initial evaluation, diagnosis, functional status (prior and current), functional deficits, objective tests and measures, standardized outcome tools\* (at your clinician's discretion), plan of care (including frequency, duration, interventions planned and goals\*\*), assessment (prognosis and limitations). Add requested number of visits and validity dates.

*\* Formal testing must be age-appropriate, norm-referenced, standardized, and specific to the therapy provided. Test scores should establish presence of a motor or functional delay.*

*\*\*Goals should be specific, measurable, and time-oriented, as well as targeting identified functional deficits.*

# Physical Medicine Clinical Checklist Reminders

## Physical Medicine Documentation



### **Initial Authorization Request:**

If a case pends for clinical information:

- Initial evaluation with the plan of care for clinical review



### **Subsequent Authorization Request:**

If requesting additional visits on an existing authorization:

- Most recent evaluation/re-evaluation (if not previously submitted)
- Most recent progress note and updated plan of care
- Two to three of the most recent daily notes

# Physical Medicine Clinical Checklist Reminders

## Physical Medicine Documentation (Continued)



### **Habilitative Request beyond a Year of Care (Annual Re-evaluation is Required):**

Clinical documents should include:

- Re-evaluation:
  - Including start of care and progress compared to baseline measures
  - Summary of prior episode(s) of care and/or therapeutic break(s)
  - Information regarding additional services if being provided
  - Updated standardized testing as applicable
- The most recent progress note with updated plan of care
- Two to three of the most recently daily notes

*Refer to the “Tip Sheet/Checklist” on [RadMD.com](https://www.radmd.com) for more specific information*

# Evoltent 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

PLEASE FAX THIS FORM TO:

Date: TODAY

ORDERING PROVIDER:	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:	CAR_NAME		

**Request for Further Clinical Information**

We have received your request for PROC\_DESC. Please use this tool to assist us with the preauthorization process, by submitting by fax (Fax # or phone all relevant information requested below. For information regarding A clinical guidelines used for determinations please see radind.com. To speak with an Initial Clinical Reviewer please call:

1. Treating condition/diagnosis:
2. Brief relevant medical history and summary of previous therapy:
3. Surgery Date and Procedure (if any):
4. Date of initial evaluation: Date of Re-evaluation:

RESULTS OF OBJECTIVE TESTS AND MEASURES:



# 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: Focused on Physical Medicine



## Physical Medicine Review

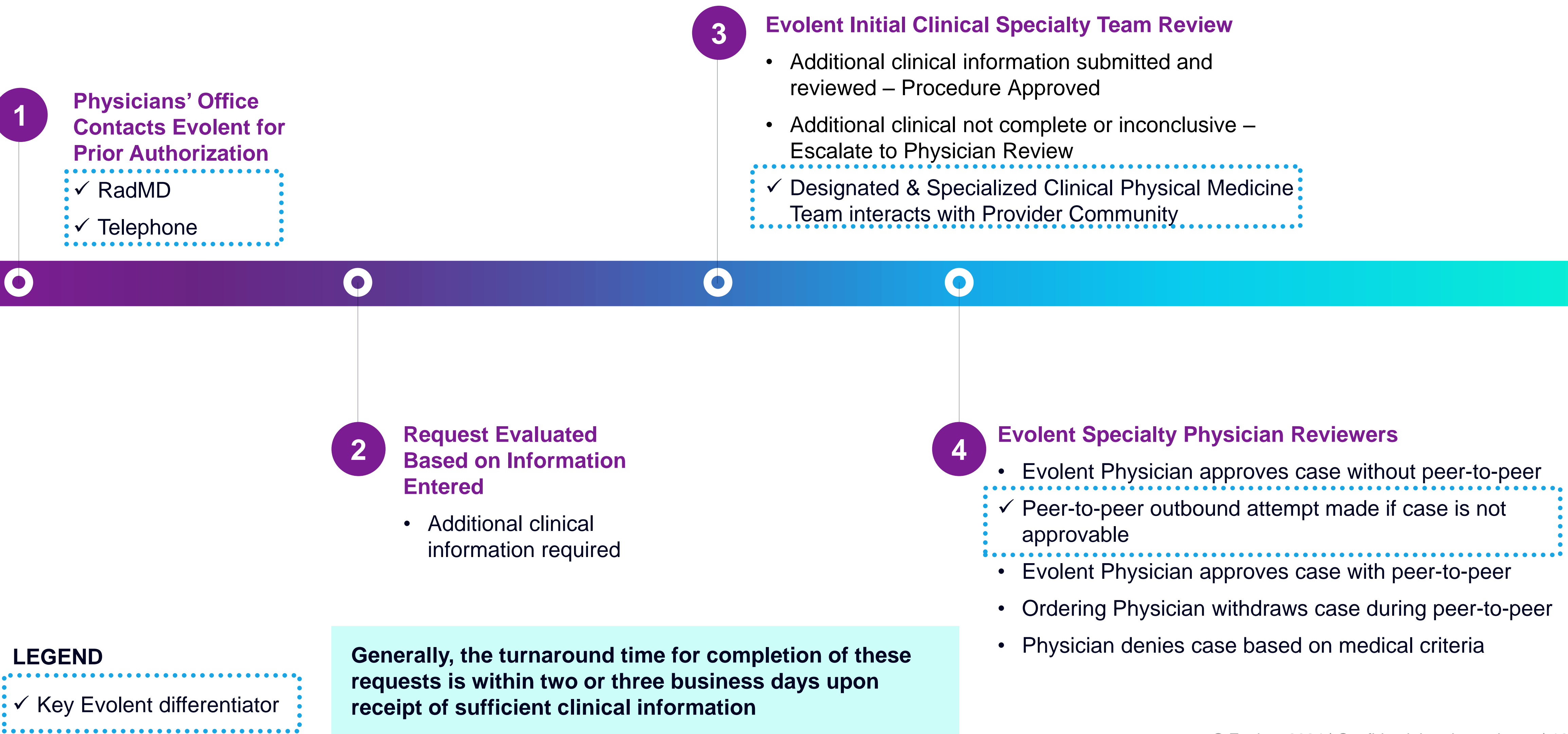
Clinical algorithm evaluates request based on information entered by provider to determine if real-time authorization is appropriate for initial request.

Evolent Peer Clinical Review. If information captured is insufficient, clinical records must be submitted for review.

Specialized Physical Medicine Clinical Review Team consisting of therapists and chiropractors.



# Physical Medicine Clinical Review Process



# Initiating a Subsequent Request



## **When is a subsequent request appropriate?**

- When you have an active authorization
- A need for continued skilled care
- A change in the treatment plan or plan of care
- The addition of a new diagnosis



## **How are subsequent requests initiated?**

- Through the link on [RadMD.com](https://www.RadMD.com)
- Upload or fax updated clinical documentation



## **When can it be initiated?**

- Can be initiated at any time after receiving notification about previous authorization
- Visits build on the original authorization



## **Will I lose visits?**

- Visits from a current authorization will not be lost and newly approved visits will be added to the original authorization

# Treating an Additional Body Part

If a provider is in the middle of treatment and gets a new therapy prescription for a different body part/condition, the provider will perform a new evaluation on that body part/condition and develop goals for treatment. See below for process:

## **Treating body parts concurrently:**

- The request would be submitted as an addendum to the existing authorization, using the same process that is used for subsequent requests.
- Evolent will add additional ICD 10 code(s) and visits to the existing authorization.

## **Discontinuing care on original body part:**

- The provider should submit a new request for the new diagnosis and include the discharge summary for the previous area.
- A new authorization will be processed to begin care on the new body part/condition and the previous will end.

# Authorization Validity Period

- The approval notification will include a fax coversheet that can be used for any subsequent requests.
- Authorizations will include the number of approved visits with a validity period.
- It is important that the service is performed within the validity period.
- If you have an active authorization, a 30-day extension of the 60-day validity period can be obtained by contacting Evolent via [RadMD.com](https://www.RadMD.com) or Call Center.

# 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:

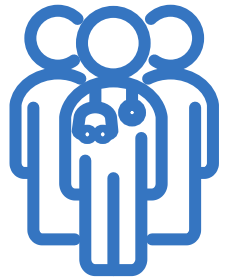
- Providers should continue to submit their claims to Ambetter from NH Healthy Families.
- Providers are strongly encouraged to use EDI claims submission.

## 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.



# Physical Medicine Points



If multiple provider types are requesting services, they will each need their own authorization (i.e., PT, OT and ST ).



The CPT codes for Physical, Occupational and Speech Therapy initial evaluations do not require an authorization for participating providers.



After the initial visit, providers will have up 5 business days to request approval for the first visit. If requests are received timely, Evolent is able to backdate the start of the authorization to cover the evaluation date of service to include any other services rendered at that time.



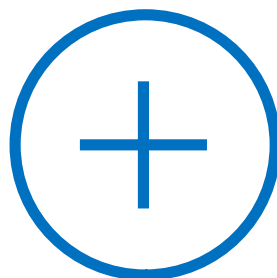
# Physical Medicine Points (Continued)



Subsequent authorizations are an extension of the initial authorization and will require clinical documentation be uploaded to [RadMD.com](https://www.radmd.com) or faxed to Evolent at 1-800-784-6864.



An authorization will consist of number of visits and a validity period. Each date of service is calculated as a visit.



30-day extensions to the end date of current authorizations can be added by utilizing the “Request Validity Date Extension” option on RadMD.

# 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. At the top, there is a green header with the text "RadMD Sign In". Below this, a message states: "For URGENT/EXPEDITED authorization requests, please contact the Evolut call center." Underneath the message are two buttons: "Sign In" (orange) and "New User" (grey). Below the sign-in section is a white box with the heading "Track an Authorization". Inside this box, there is a label "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 Provider

## 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 “**Physical Medicine Practitioner (PT, OT, ST, Chiro, etc)**”.
3. Complete the application and click “**Submit**”.
4. Open email from Evolent webmaster with new user password instructions.

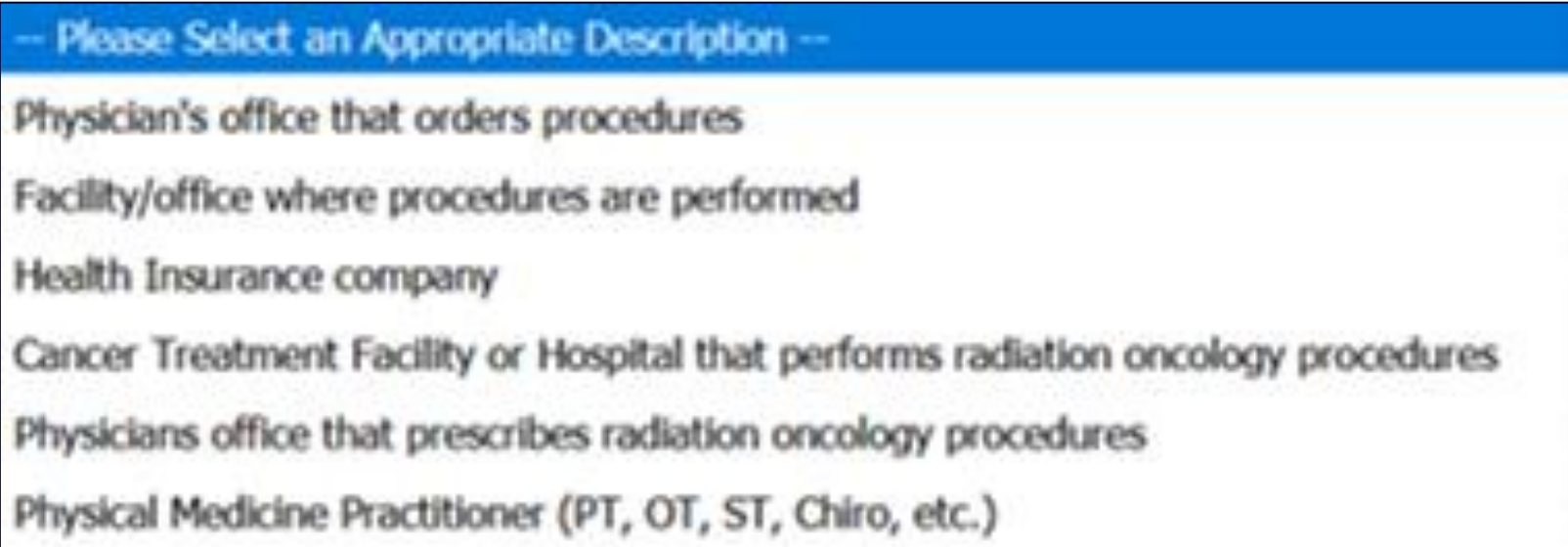
## IMPORTANT

- 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.

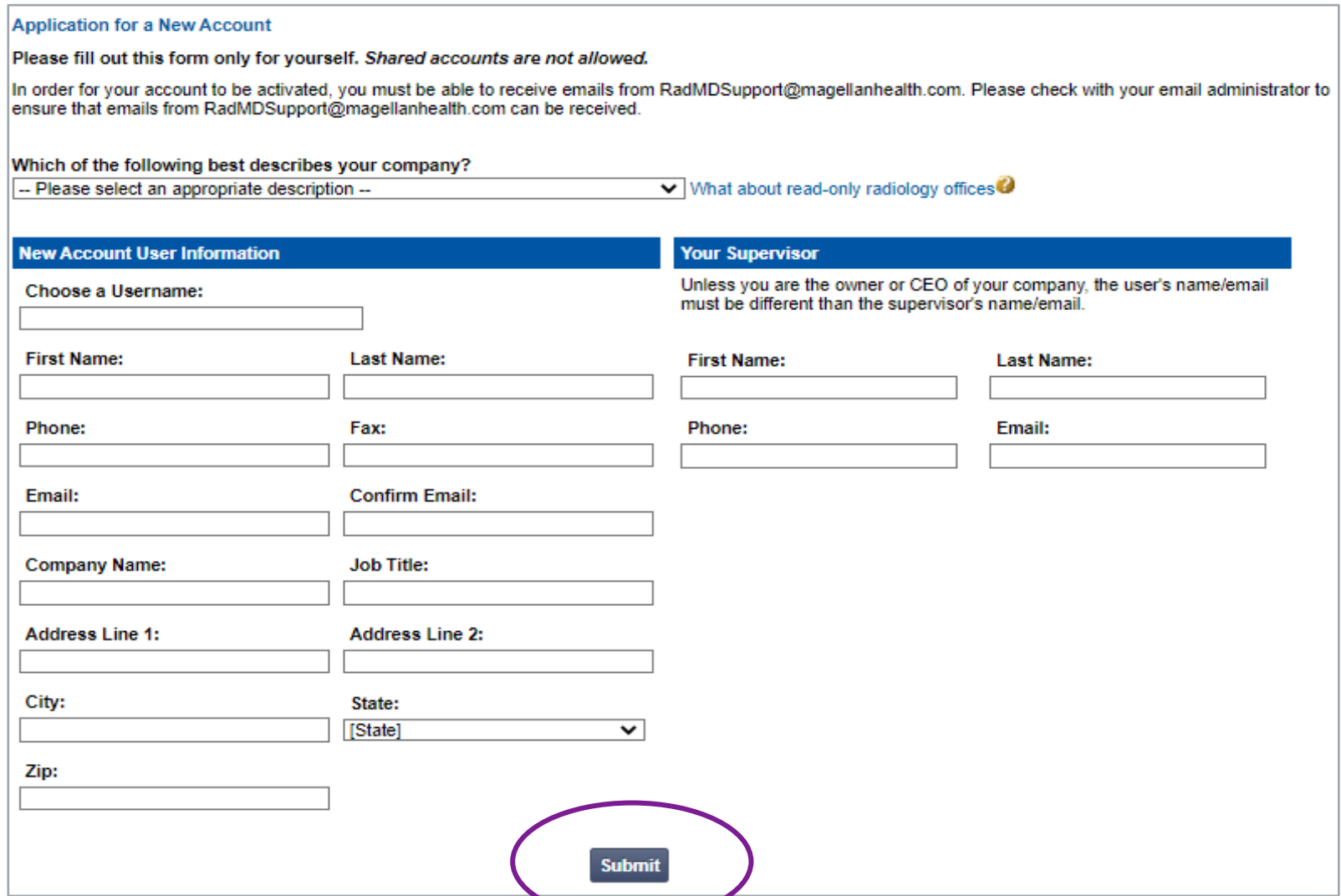
1

The image shows the RadMD Sign In page. At the top, it says "RadMD Sign In" in blue. Below that, a message states: "For URGENT/EXPEDITED authorization requests, please contact the Evolent call center." There are two buttons: "Sign In" in an orange box and "New User" in a grey box. Below these is a section titled "Track an Authorization" with a text input field for "Authorization Tracking Number" and a "Go" button in an orange box.

2

The image shows a dropdown menu titled "Please Select an Appropriate Description --". The dropdown is open, showing several options: "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", and "Physical Medicine Practitioner (PT, OT, ST, Chiro, etc.)".

3

The image shows the "Application for a New Account" form. It includes a header with the title and a note: "Please fill out this form only for yourself. Shared accounts are not allowed." Below this is a dropdown menu for "Which of the following best describes your company?" with the same options as in step 2. The form is divided into two main sections: "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:" (a dropdown menu), 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, circled in purple.

# 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://www.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.