

## Ambetter from NH Healthy Families Musculoskeletal (MSK) Management Program

**Provider Training** 



## Evolent Program Agenda

#### Our MSK Program

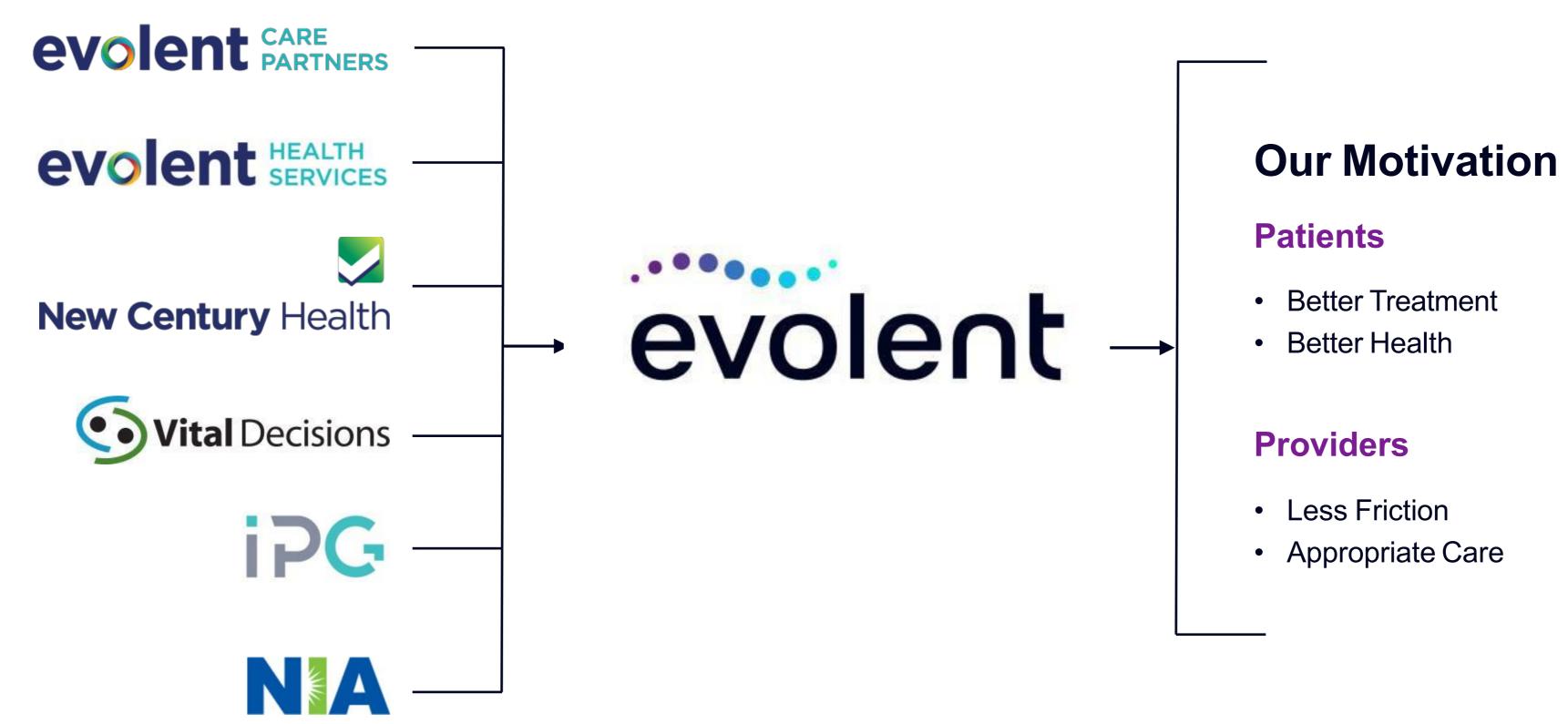


**Authorization Process** 

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

### **Evolent**

Connecting Our Brands is About Connecting Care



## MSK Prior Authorization Program



Ambetter from NH
 Healthy Families will
 begin a prior
 authorization program
 through Evolent for the
 management of MSK
 Services.



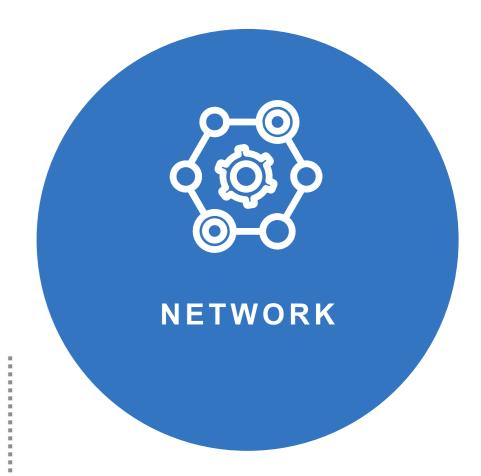
- Program start date:
   February 1, 2024
- Begin obtaining authorizations from Evolent on February 1, 2024, for services rendered on or after February 1, 2024.
- Evolent will no longer service Wellcare Medicare New Hampshire effective January 1, 2025.



- Outpatient, Interventional pain management
- Inpatient and outpatient hip, knee, shoulder, lumbar and cervical spine surgeries
- Surgery Center
- In Office
- Hospital



Exchange Programs



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

## Interventional Pain Management (IPM)

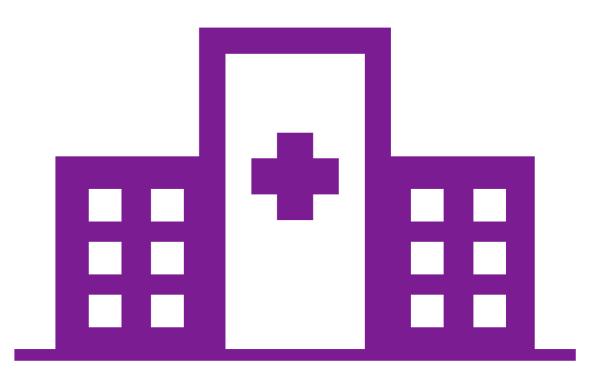
#### IPM Procedures Performed Outpatient

- Spinal Epidural Injections
- Paravertebral Facet Joint Injections of Blocks
- Paravertebral Facet Joint Denervation (Radiofrequency (RF) Neurolysis)
- Sacroiliac Joint Injections
- Sympathetic Nerve Blocks
- Spinal Cord Stimulators

### IPM Exclusions

#### **Exclusions**

- Hospital Inpatient
- Observation
- Emergency Room/Urgent Care Facility



# Lumbar and Cervical Spine Surgery

#### Lumbar and Cervical Spine Surgeries Performed Inpatient and Outpatient

- Lumbar Microdiscectomy
- Lumbar Decompression (Laminotomy, Laminectomy, Facetectomy & Foraminotomy)
- Lumbar Spine Fusion (Arthrodesis) With or Without Decompression
  - Single & Multiple Levels
- Cervical Anterior Decompression with Fusion Single & Multiple Levels
- Cervical Posterior Decompression with Fusion Single & Multiple Levels
- Cervical Posterior Decompression (without fusion)
- Cervical Artificial Disc Replacement Single & Two Levels
- Cervical Anterior Decompression (without fusion)
- Lumbar Artificial Disc Single & Two Levels
- Sacroiliac Joint Fusion

## Hip and Knee Surgery

## Hip Surgeries Performed Inpatient and Outpatient

- Revision/Conversion Hip Arthroplasty
- Total Hip Arthroplasty/Resurfacing
- Femoroacetabular Impingement (FAI) Hip Surgery (includes CAM/pincer & labral repair)
- Hip Surgery Other (includes synovectomy, loose body removal, debridement, diagnostic hip arthroscopy, and extra-articular arthroscopy knee)

## Knee Surgeries Performed Inpatient and Outpatient

- Revision Knee Arthroplasty
- Total Knee Arthroplasty (TKA)
- Partial-Unicompartmental Knee Arthroplasty (UKA)
- Knee Manipulation under Anesthesia (MUA)
- Knee Ligament Reconstruction/Repair
- Knee Meniscectomy/Meniscal Repair/Meniscal Transplant
- Knee Surgery Other (includes synovectomy, loose body removal, diagnostic knee arthroscopy, debridement with or without chondroplasty, lateral release/patellar realignment, articular cartilage restoration)

## Shoulder Surgery

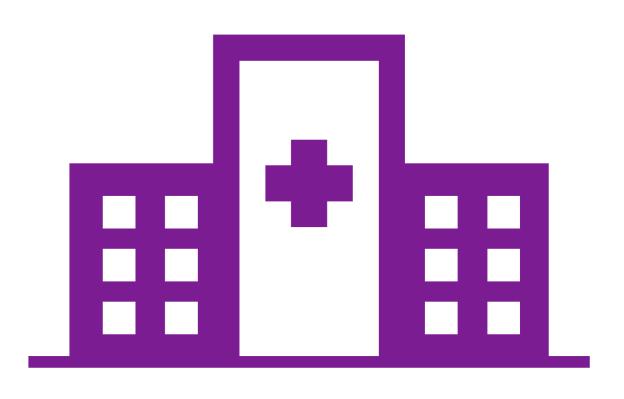
#### Shoulder Surgeries Performed Inpatient and Outpatient

- Revision Shoulder Arthroplasty
- Total/Reverse Shoulder Arthroplasty or Resurfacing
- Partial Shoulder Arthroplasty/Hemiarthroplasty
- Shoulder Rotator Cuff Repair
- Shoulder Labral Repair
- Frozen Shoulder Repair/Adhesive Capsulitis
- Shoulder Surgery Other (includes debridement, manipulation, decompression, tenotomy, tenodesis, synovectomy, claviculectomy, diagnostic shoulder arthroscopy)

## Surgery Exclusions

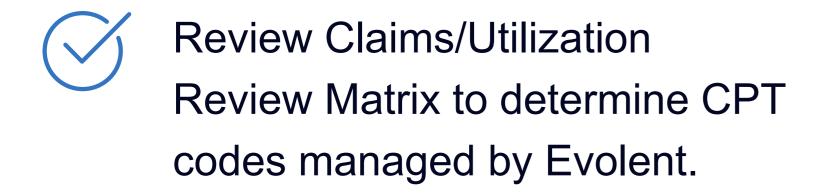
#### **Exclusions**

Emergency Surgery – admitted via the Emergency Room



Reconstructive spinal deformity surgery does not require prior authorization. However, Evolent will monitor provider use of CPT codes 22800-22819.

## CPT Codes Requiring Prior Authorization (IPM Example)



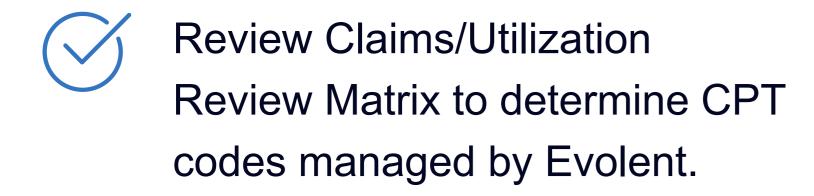




Defer to Ambetter from NH Healthy Families' Policies for Procedures not on Claims/Utilization Review Matrix.

| IPM PROCEDURES   |                     |   |   |  |  |
|--|---------------------|---|---|--|--|
| Procedure Name   | Primary<br>CPT Code | Allowable Billed<br>Groupings                             | Ancillary Procedures/Code   |  |  |
| Sacroiliac Joint Injection                                   | 27096               | 27096, G0260  |   |  |  |
| Spinal Cord Stimulator<br>Trial                              | 63650               | 63650, 63655  | L8680, L8681, 95970, 95971, 95972, 77002  |  |  |
| Spinal Cord Stimulator<br>Insertion, Revision, or<br>Removal | 63655               | 63650, 63655, 63661, 63662,<br>63663, 63664, 63685, 63688 | L8679, L8680, L8682, L8683,<br>L8684, L8685, L8686, L8687,<br>L8688, L8689, L8695, C1767,<br>C1816, C1820, C1822, C1823,<br>95970, 95971 95972, 77002 |  |  |
| Sympathetic Nerve Block                                      | 64510               | 64510, 64517, 64520, 64530                                | 77003   |  |  |

# CPT Codes Requiring Prior Authorization (Spine Surgery Example)



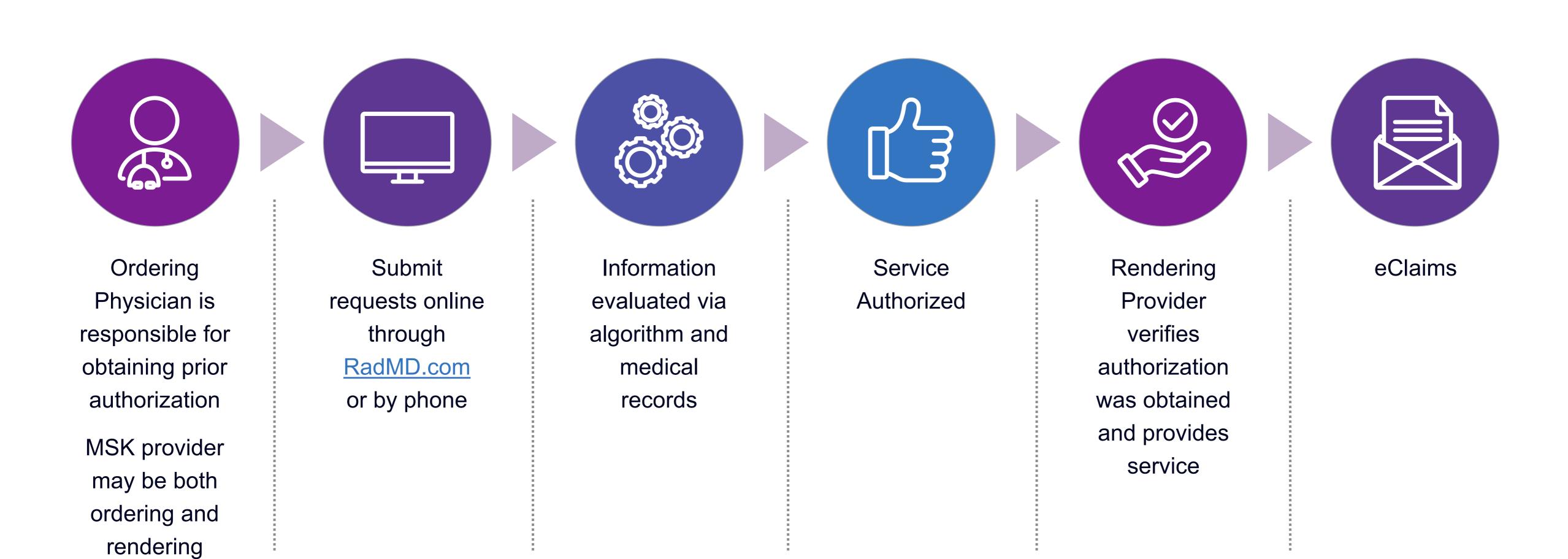


| Located on | RadMD.com    |
|------------|--------------|
| Localed on | NaulviD.Coll |

Defer to Ambetter from NH
Healthy Families' Policies for
Procedures not on
Claims/Utilization Review Matrix.

| LUMBAR SPINE SURGERY PROCEDURES |                     |  |  |   |  |  |
|---------------------------------|---------------------|--|--|---|--|--|
| Procedure Name                  | Primary<br>CPT Code | Allowable Billed<br>Groupings  | Additional Covered Procedures/Code   | Ancillary<br>Procedures/Code  |  |  |
| Lumbar<br>Microdiscectomy       | 63030               | 62380, 63030, +63035   |  |   |  |  |
| Lumbar<br>Decompression         | 63047               | 63005, 63012, 63017,<br>63042, +63044, 63047,<br>+63048, 63056, +63057 | <b>Microdiscectomy:</b> 62380, 63030, +63035   |   |  |  |
| Lumbar Fusion –<br>Single Level | 22612               | 22533, 22558, 22612,<br>22630, 22633, +63052,<br>+63053                | Microdiscectomy: 62380, 63030, +63035  Decompression: 63005, 63012, 63017, 63042, +63044, 63047, +63048, 63056, +63057 | Instrumentation: +22840,<br>+22841, +22842, +22845,<br>+22853  Bone Grafts: +20930,<br>+20931, +20936, +20937,<br>+20938  Bone Marrow Aspiration: 20939 |  |  |

#### Prior Authorization Process Overview



#### Evolent's Clinical Foundation & Review

Clinical guidelines are the foundation Clinical Algorithms collect pertinent information Fax/Upload Clinical Information (upon request) Clinical Review by Evolent's **Specialty Clinicians** Peer-to-Peer Discussion

- 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 <a href="RadMD.com">RadMD.com</a>
- 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 focused on MSK.
- 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 IPM

**Special Information** 

- Every IPM procedure performed requires a prior authorization; Evolent will not authorize a series of epidural injections.
- Bi-lateral IPM injections performed on the same date of service do not require a separate authorization. An authorization will cover bi-lateral as well as multiple levels on the same date of service. (Please refer to clinical guidelines for potential restrictions)
- Add on codes do not require separate authorization and are to be used in conjunction with the approved primary code for the service rendered.

#### IPM Clinical Checklist Reminders

#### IPM Documentation



Conservative Treatment: Frequently, specifics of active conservative treatment/non-operative treatment are not present in office notes. Details such as duration and frequency should be provided in order to ensure 6 weeks has been attempted with the past 6 months. Official physical therapy records do not need to be obtained but the provider should supply a summary of these details. Physical therapy is not the only means of active conservative treatment acceptable; physician directed home exercise programs as well as chiropractic care are among other examples of appropriate treatments.



Visual Analog Scale (VAS) Score and/or Functional Disability: A VAS score is an acceptable method to relay intensity of pain. However, a description of functional disability is also accepted as a means for measuring pain (e.g., noting that the member is no longer able to perform work duties, daily care, etc).



Follow Up to Prior Pain Management Procedures: For repeat treatments, follow up is required in regard to what procedure was completed, how much and for how long relief was obtained, active participation in ongoing conservative treatment, and to what level the pain has returned. A follow up office is not required; documentation of telephone encounters with the member are acceptable to satisfy this requirement.

# Authorization for Surgery

**Special Information** 

- Most surgeries require only one authorization request. Evolent provides a list
  of surgery categories to choose from and the surgeon's office must select the
  most complex and invasive surgery being performed as the primary surgery.
  - Example 1: A lumbar fusion authorization includes decompression, instrumentation, etc.
  - Example 2: A knee ligament reconstruction includes meniscectomy, debridement, etc.
- Bilateral hip, knee, or shoulder surgeries require authorization for both the left and right side. ACDF and posterior cervical fusion require authorization for each procedure. These requests can be entered at the same time and will be reviewed concurrently.
- The ordering physician must obtain prior authorization with Evolent prior to performing the surgery/procedure.
- Date of service is required.
- Inpatient admissions continue to be subject to concurrent review by Ambetter from NH Healthy Families.
- Facility admissions do not require a separate prior authorization. However, the facility should ensure that an Evolent prior authorization has been obtained prior to scheduling the surgery/procedure.

### Surgery Clinical Checklist Reminders

#### **Surgery Documentation**

- Details regarding the member's symptoms and their onset/duration
- Physical exam findings
- Conservative treatment modalities with dates and duration (e.g., physical therapy, home exercise plan, injections, medications, activity modification)
- Diagnostic imaging results
- Ordering physician's surgical plan (including a discussion about the potential risks and benefits of the procedure) (BMI, smoking history, mental status for some surgeries)

## Evolent 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.

#### Date: March

| ORDERING PHYSICIAN | VI.     | Dr. Clifford |                  |
|--------------------|---------|--------------|------------------|
| FAX NUMBER:        |         |              | TRACKING NUMBER: |
| RE: Authorization  | Request | MEMBER ID:   | 1.               |
| PATIENT NAME:      | Cindy   |              |                  |
| HEALTH PLAN:       |         |              |                  |

Missing Clinical: Specific dates and duration of conservative treatment for 6 consecutive weeks in the last 6 months. Must include at least two of the following: physical therapy, physician-directed home exercise plan, epidural steroid

injections, and/or medications.

#### Additional information is still needed.

We have received your request for Lumbar Decompression along with additional records. However, the information provided still does not support the medical necessity of these services to make a determination on this case. Please see the documentation needed below which may allow us to make a positive determination. Only sending daily notes may delay authorization.

Missing Clinical: Specific dates and duration of conservative treatment for 6 consecutive weeks in the last 6 months. Must include at least two of the following: physical therapy, physician-directed home exercise plan, epidural steroid injections, and/or medications.

You may submit records for this episode of care as requested by uploading them on www.radmd.com. Please do not resend the information previously submitted.

The ordering physician is responsible for obtaining prior authorizations and for submitting the clinical records if requested. Please respond as soon as possible with the clinical information identified above.

Receipt of written records is required in order to process your request. Once this information has been received, the case will be reviewed by a clinician, and you will be notified of the determination. The ordering provider may call to have a peer to peer discussion.

#### Submitting a prior authorization request on RadMD is fast and efficient!

Our provider portal, RadMD, is the easiest way to request authorizations, upload documents, access clinical guidelines and much more! To get started, visit www.RadMD.com, select New User and submit an Application for New Account.

## Submitting Additional Clinical Information



Records may be submitted:

- Upload to <u>RadMD.com</u>
- Fax using Evolent coversheet



**Location of Fax Coversheets:** 

- Can be printed from RadMD.com
- Call
  - 1-866-769-3085 (Ambetter)



Use the case specific fax coversheet when faxing clinical information to Evolent



## Clinical Specialty Team: Focused on IPM



Initial clinical review performed by specialty trained IPM nurses

Clinical review team will contact provider for additional clinical information

Anesthesiologists and pain management specialists conduct clinical reviews and peer-to-peer discussions on IPM requests

### Clinical Specialty Team: Focused on MSK



Initial clinical review performed by specialty trained surgery nurses Surgery concierge team will contact provider for additional clinical information

Orthopedic surgeons or neurosurgeons conduct clinical reviews and peer-topeer discussions on surgery requests

### MSK Clinical Review Process

✓ Key Evolent differentiator

**Evolent Initial Clinical Specialty Team Review**  Additional clinical information submitted and reviewed – Procedure Approved Physicians' Office **Contacts Evolent for**  Additional clinical not complete or inconclusive – Escalate to Physician Review **Prior Authorization** ✓ Designated & Specialized Clinical MSK Team ✓ RadMD interacts with Provider Community ✓ Telephone **Request Evaluated Evolent Specialty Physician Reviewers Based on Information** Evolent Physician approves case without peer-to-peer **Entered** ✓ Peer-to-peer outbound attempt made if case is not Additional clinical approvable information required 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 **LEGEND** 

requests is within two or three business days upon

receipt of sufficient clinical information

## 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 <u>RadMD.com</u> 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 1-866-769-3085 (Ambetter).
- Turnaround time is within 1 business day not to exceed 72 calendar hours.

## Authorization Validity Period

- IPM
  - 60 business days from date of approved prior authorization request
- Surgery
  - Inpatient and outpatient: 60 business days from date of 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.

#### **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.

#### IPM Points



Injections in all regions of spine are managed



Date of Service is required for all requests



Each IPM procedure must be prior authorized

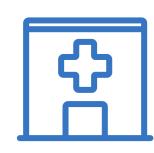


No series of epidural injections



Specialty Nurses and Physicians review IPM requests

## MSK Surgery Points: Lumbar/Cervical Spine Surgery



Inpatient and outpatient non-emergent surgeries



Spine Surgery is focused on lumbar and/or cervical spine surgeries



For spinal surgeries, only one authorization request per surgery. For example, a lumbar fusion authorization includes decompression, instrumentation, etc.



Reconstructive spinal deformity surgery does not require prior authorization. However, Evolent will monitor provider use of CPT codes 22800-22819.

## MSK Surgery Points: Hip, Knee, or Shoulder Surgery



Bilateral hip, knee, or shoulder surgeries require authorization for both the left and right side. These requests can be entered at the same time and will be reviewed concurrently. ACDF and posterior cervical fusion require authorization for each procedure. These requests can be entered at the same time and will be reviewed concurrently.



Surgeries addressing the following are not included in the MSK program: trauma, amputation, fracture, active infection, pediatric conditions, congenital malformation, dysplasia (hip), palsy/plegia, osteochondritis dissecans (knee), osteotomy (knee), tumor, cyst, cancer, arthrodesis, girdle resection (hip), denervation (hip), joint dislocation, hemiarthroplasty (hip), hardware & foreign body removal.

## MSK Surgery Points: All Surgeries



Specialized Orthopedic Surgeons or Neurosurgeons will review surgery requests. Inpatient admissions will continue to be subject to concurrent review by Ambetter from NH Healthy Families.



The ordering physician must obtain prior authorization with Evolent prior to performing the surgery/procedure.

Facility admissions do not require a separate prior authorization. However, the facility should ensure that an Evolent prior authorization has been obtained prior to scheduling the surgery/procedure.



Authorizations are valid for 60 day (Ambetter) from the date of request. Evolent must be notified of any changes to the date of service.

#### 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



#### 1-866-769-3085 (Ambetter)

Available Monday - Friday

8:00 AM - 8:00 PM EST

#### **Evolent Website**

#### 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.
  - MSK providers are typically both the ordering and the rendering provider.

#### Online Tools Available on RadMD

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



# 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.



- 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.)

# 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.

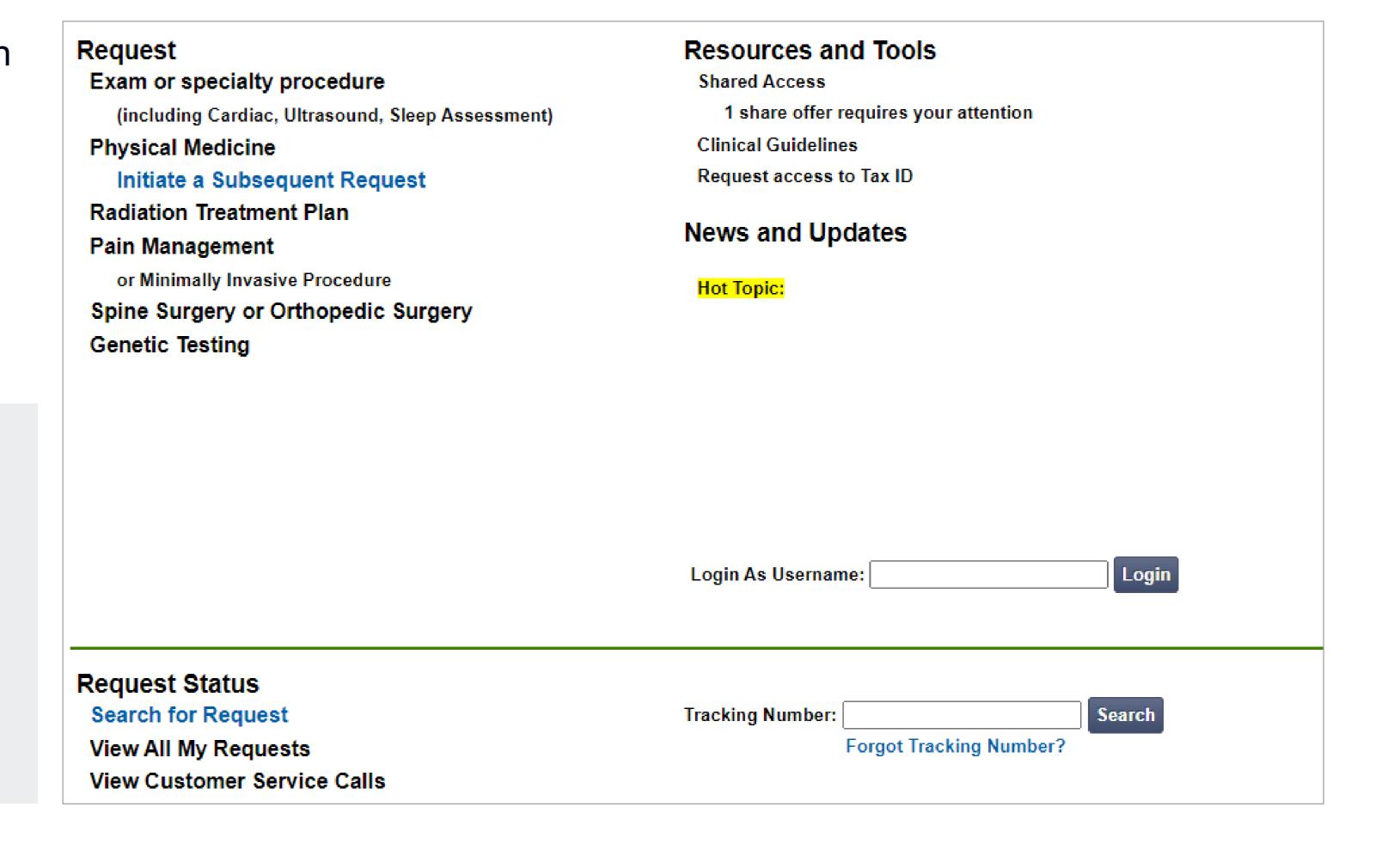


-- Please Select an Appropriate Description -Physician's office that orders procedures
Facility/office where procedures are performed
Health Insurance company
Cancer Treatment Facility or Hospital that performs radiation oncology procedures
Physicians office that prescribes radiation oncology procedures
Physical Medicine Practitioner (PT, OT, ST, Chiro, etc.)

#### 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 <a href="RadMD.com">RadMD.com</a>, allowing them to communicate with members and facilitate treatment.



#### When to Contact Evolent

Initiating or checking the status of an authorization request

- Website: <u>RadMD.com</u>
- 1-866-769-3085 (Ambetter)

Initiating a Peer-to-Peer Consultation

• 1-866-769-3085 (Ambetter)

**Provider Service Line** 

- RadMDSupport@Evolent.com
- Call 1-800-327-0641

Provider Education requests or questions specific to Evolent

Seth Cohen

Provider Relations Manager

1-410-953-2418 • seth.cohen@evolent.com

## 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.