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Radiation Oncology Solutions Program For Radiation Oncologists and Cancer Treatment Facilities Quick Reference Guide

Effective January 1, 2015
Revised October 2023

Capital Blue Cross entered into an agreement with National Imaging Associates, Inc. (NIA)* to provide Radiation Oncology Solutions services for Capital Blue Cross membership. This program is consistent with industry-wide efforts to ensure members receive the most appropriate radiation therapy treatment in accordance with evidence-based clinical guidelines and standards of care.

The NIA program is managed through Capital Blue Cross contractual relationships with providers who deliver Radiation Oncology Solutions services. NIA conducts medical necessity reviews of requested services only.

Prior Authorization

Providers should obtain prior authorization from NIA for the Radiation Oncology procedures below:

- All **Cancers** as well as **All Other Conditions** (i.e., Brain and Spine Lesions, AVM, Trigeminal Neuralgia) for Intensity Modulated Radiation Therapy (IMRT), Proton Beam and Stereotactic Radiation Therapy for all Capital Blue Cross membership.
- Prior authorization is required for all radiation therapy treatment modalities and the number of treatments/fractions for the course of treatments for procedures listed below based on Medical Necessity Review:

<ul style="list-style-type: none"> ▪ Brachytherapy (Low-dose rate (LDR), High-dose rate (HDR) and Electronic ▪ 2D conventional radiation therapy (2D) ▪ 3D conformal radiation therapy (3D-CRT) ▪ Intensity modulated radiation therapy (IMRT) ▪ Stereotactic Radiation Therapy (SRS and SBRT) 	<ul style="list-style-type: none"> ▪ Proton beam radiation therapy (PBT) ▪ Intraoperative Radiation Therapy (IORT) ▪ Neutron Beam ▪ Hyperthermia
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- For patients currently in active treatment and radiation therapy began prior to member’s coverage start date a Radiation Therapy Treatment Notification Form, located in the Paper Forms section of the Capital BlueCross Provider Library via NaviNet® , must be submitted to Capital BlueCross. Fax a completed form for each patient to Capital BlueCross at: 717-540- 2171.
- NIA does not manage drugs associated with these procedures or any inpatient radiation therapy services .

* Effective 1/20/2023, National Imaging Associates, Inc. is now a subsidiary of Evolent Health. Evolent Health and its affiliates and subsidiaries collectively referred to as “Evolent.”

It is the responsibility of the Radiation Oncologist ordering the radiation therapy treatment to contact NIA for medical necessity determination. Generally, you will receive notification within two to three business days of either approval or of the need for additional information required to complete a medical necessity review.

For additional details, please refer to NIA's clinical guidelines and disease-specific treatment plan checklists, available at <https://www.RadMD.com>. Since each medical necessity review request is performed specifically to the disease sites managed by the program, the information needed to complete the request will be specific to the diagnosis.

If additional information is requested, it can be uploaded to RadMD or faxed to NIA's dedicated clinical fax line at 1-800-784-6864.- After all required clinical information is received to complete the medical necessity review, a determination will be provided generally within two – three business days.

It is the responsibility of the Radiation Oncologist and cancer treatment facility to ensure that radiation therapy treatment plan procedures are authorized before services are rendered. Reimbursement is based on approved treatment plans and techniques. Please refer to the document titled, "Capital Blue Cross Utilization Review Matrix" for a list of CPT codes that NIA authorizes for Capital Blue Cross. This matrix can be found on <https://www.RadMD.com>. Payment will be denied for procedures performed without a necessary authorization.

Breast Surgeons: The radiation oncologist is required to obtain a medical necessity review for **Accelerated Partial Breast Irradiation (APBI)**. The **breast surgeon** also requires a prior authorization and will receive approval for the insertion of the catheters if APBI is approved as medically necessary. The surgeon can request a review for approval at <https://www.RadMD.com> or call NIA's toll-free number at 1-888-203-1423.

Prior Authorization Process

There are two ways to obtain authorizations – either through NIA's website at <https://www.RadMD.com> (preferred method) or by calling NIA at: 1-888-203-1423.

Information Needed to Obtain Prior Authorization

To expedite the prior authorization process, please have the appropriate information ready before logging into NIA's website, <https://www.RadMD.com>, or calling NIA's call center.

- Name and office phone number of Radiation Oncologist planning and delivering radiation therapy
- Member name and ID number
- Primary disease site being treated
- Stage (T,N,M stage)
- Treatment intent
- Requested radiation therapy modality (initial and/or boost stages). E.g.
 - Total dose
 - Fractions
 - Guidance (IGRT, Port Films)
- Name of treatment facility where procedures will be performed
- Anticipated treatment and/or simulation date

Website Access

- **To get started**, go to <https://www.RadMD.com>, click the New User button and submit a RadMD Application for New Account by selecting “**Physician’s Office that Prescribes Radiation Oncology Procedures**”
- You can request prior authorization at <https://www.RadMD.com> by clicking the “**Request a therapy treatment plan**” link which is a part of your main menu options. RadMD is available 24/7, except when maintenance is performed every third Friday of the month from 12 AM – 3 AM EST.
- The Radiation Oncologist can request medical necessity review for radiation therapy treatment at <https://www.RadMD.com>. RadMD is available 24/7, except when maintenance is performed every third Friday of the month from 12 AM – 3 AM EST.
- The NIA website cannot be used for expedited prior-authorization requests during business hours. Those requests must be processed through NIA’s toll-free phone number 1-888-203-1423.
- If the Radiation Oncologist requests a medical necessity review through NIA’s website and the request is pended, the provider will receive a tracking number. NIA will contact the Radiation Oncologist to either complete the process or notify the provider of the medical necessity determination.
- **Pended requests:** If you are requesting prior authorizations through the NIA website and your request pends, you will receive a tracking number. You will then be required to submit additional clinical information to complete the process.
- **Authorization’s status:** You can check on the status of a radiation treatment plan quickly and easily by using the “View Request Status” link on RadMD’s main menu. In addition to the ability to view clinical documentation received by NIA, users can view links to case-specific communication to include requests for additional information and determination letters.
- The “Track an Authorization” feature allows users who did not submit the original request to view the status of an authorization, as well as upload clinical information. This option is also available as a part of your main menu options using the “Search by Tracking Number” feature. A tracking number is required with this feature.

Quick Contacts

- Website: <https://www.RadMD.com>,
NIA toll-free prior authorization
phone number: **1-888-203-1423**

Radiation Therapy Treatment Facilities

- Have the ability to view approved authorizations quickly and easily by going to the NIA website, <https://www.RadMD.com>. After sign-in, visit the **My Treatment Requests** tab to view all outstanding authorizations.

Telephone Access

- The Radiation Oncologist may request medical necessity review by calling NIA at 1-888-203-1423, Monday through Friday from 8 AM to 8 PM EST.
- The NIA call center can accept multiple requests during one phone call.
- If you have questions and need more information about this Radiation Oncology Solutions program, you may contact the NIA Provider Service line at 1-800-327-0641.

Modifications to an Existing Treatment Plan

Please call NIA to speak with a representative who will process your request for modification. Your request will be reviewed for medical necessity, and you will receive notification from NIA generally within one business day once all required information is received to complete your request.

Submitting Claims

- Please continue to submit claims to Capital Blue Cross as you currently do today.
- We strongly encourage EDI claims submission. Payor ID Number is 01260.

NIA Evidence-based Clinical Guidelines

Radiation oncology clinical guidelines can be found on NIA's website at <https://www.RadMD.com>. These clinical guidelines for the use of radiation therapy treatment have been developed from practice experience, literature review, specialty criteria sets and empirical data.

- A prior authorization number is valid for 180 days from date of request. NIA uses the date of request as the starting point for the 180 day period in which the treatment must be completed. If the Radiation Oncologist needs to perform the initial simulation prior to the date of request, the validity period will be dated from the date of the initial simulation.
- The NIA authorization number consists of alpha-numeric characters.
- For physicians and cancer treatment facilities, only one authorization is needed for both the technical and professional components of each procedure.

If a member began ***inpatient*** radiation therapy and continues ***subsequent outpatient*** treatment ***or if a member began radiation therapy prior to coverage by Capital Blue Cross, outpatient*** radiation therapy will not require prior authorization for medical necessity review. Providers should fax a completed Inpatient Radiation Therapy Notification Form for each member to Capital Blue Cross at 1-717-540-2171.

- The Radiation Oncologist receives an NIA tracking number (not the same as an authorization number) for tracking the request while it is in the process of medical necessity review. The tracking number can be used to either track the status of the request on <https://www.RadMD.com>, or via the NIA Interactive Voice Response telephone system.
- For complaints/appeals, please follow the instructions on the denial letter or explanation of payments.
- Capital Blue Cross retains ultimate responsibility and control over claims adjudication and all medical policies and procedures.

Disclaimer: A prior authorization number is not a guarantee of payment.