

MeridianHealth/Meridian Complete Michigan Interventional Pain Management (IPM)





Provider Training Presented by:

Meghan Murphy



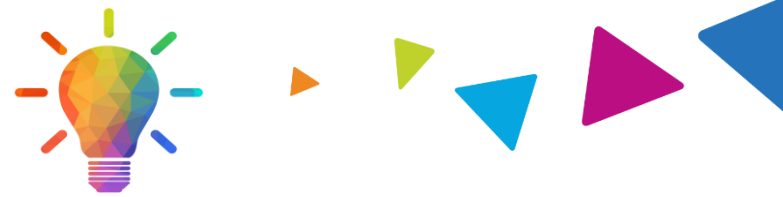


Our IPM Program

-  Prior Authorization Process and Overview
 - Clinical Foundation and Review
 - Clinical Review Process
 - Notification of Determination
-  Provider Tools and Contact Information
-  RadMD Demo
-  Questions and Answers

NIA Specialty RBM

National Footprint / Medicaid Experience



National Footprint

- ✓ **Since 1995** – delivering radiology benefits management solutions; one of the *go-to* care partners in industry.
- ✓ **75 health plans/markets** – partnering with NIA for management of advanced and/or cardiac imaging solutions.
- ✓ **32.1M national lives** – **participating** in an NIA RBM management program nationally.
- ✓ **Diverse populations** – Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

Medicaid/Medicare/Exchange Expertise/Insights

- ✓ **53 Medicaid plans/markets** with NIA RBM solutions in place.
- ✓ **15M Medicaid lives** – in addition to 3.9M Exchange and 2M Medicare Advantage lives participating in an NIA RBM program nationally.

Intensive Clinical Specialization & Breadth

- ✓ **Specialized Physician Teams**
 - 160+ actively practicing, licensed, board-certified physicians
 - 28 specialties and sub-specialties

URAC Accreditation & NCQA Certified

NIA's IPM Solution

Procedures Performed on or after July 1, 2021 Require Prior Authorization

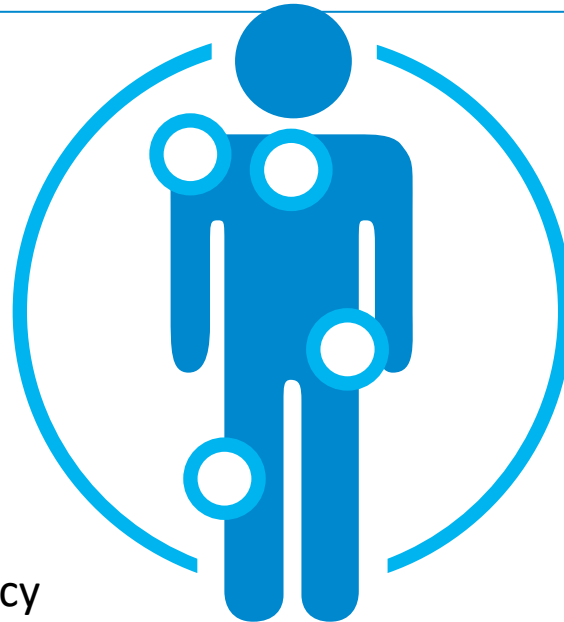
NIA's Call Center and RadMD will open June 21, 2021



Targeted IPM

Procedures Performed in an Outpatient Facility or office

- Spinal Epidural Injections
- Paravertebral Facet Joint Injections or Blocks
- Paravertebral Facet Joint Denervation(Radiofrequency (RF) Neurolysis)
- Sacroiliac joint injections



Excluded from the Program
IPM Procedures Performed in the following Settings:

- Hospital Inpatient/Emergency Room
- Urgent Care Facility

- NIA will use the Meridian's network of Pain Management Physicians, Hospitals and In-Office Providers as it's preferred providers for delivering Outpatient IPM Services to Meridian members throughout Michigan.

List of CPT Procedure Codes Requiring Prior Authorization



Review Claims/Utilization Review Matrix to determine CPT codes managed by NIA.



CPT Codes and their Allowable Billable Groupings.



Located on www.RadMD.com.



Defer to Meridian Michigan's Policies for Procedures not on Claims/Utilization Review Matrix.



MeridianHealth Michigan Utilization Review Matrix 2021 Interventional Pain Management (IPM)

The matrix below contains all of the CPT 4 codes for which National Imaging Associates, Inc. (NIA) manages on behalf of MeridianHealth Michigan.

NIA issues authorizations based on the primary CPT code and its allowable billed groupings. A procedure can be billed under any one of the given CPT codes for that allowable billed grouping as long as a valid authorization number has been issued within the validity period.

***Please note: IPM services rendered in an Emergency Room, Intraoperatively, or as a Hospital Inpatient are not managed by NIA.**

Procedure Name	Primary CPT Code	Allowable Billed Groupings
Sacroiliac Joint Injection	27096	27096, G0280
Cervical/Thoracic Interlaminar Epidural	62321	62320, 62321, 64479, +64480
Cervical/Thoracic Transforaminal Epidural	64479	62320, 62321, 64479, +64480
Lumbar/Sacral Interlaminar Epidural	62323	62322, 62323, 64483, +64484
Lumbar/Sacral Transforaminal Epidural	64483	62322, 62323, 64483, +64484
Cervical/Thoracic Facet Joint Block	64490	64490, + 64491, +64492, 0218T, +0214T, +0215T
Lumbar/Sacral Facet Joint Block	64493	64493, +64494, +64495, 0218T, +0217T, +0218T
Cervical/Thoracic Facet Joint Radiofrequency Neurolysis	64633	64633, +84634
Lumbar/Sacral Facet Joint Radiofrequency Neurolysis	64635	64635, +84636

- Add-on codes (+) do not require separate authorization and are to be used in conjunction with approved primary code for the service rendered.
- NOTE: due the repeat nature of IPM procedures, multiple authorizations may exist within the same validity period

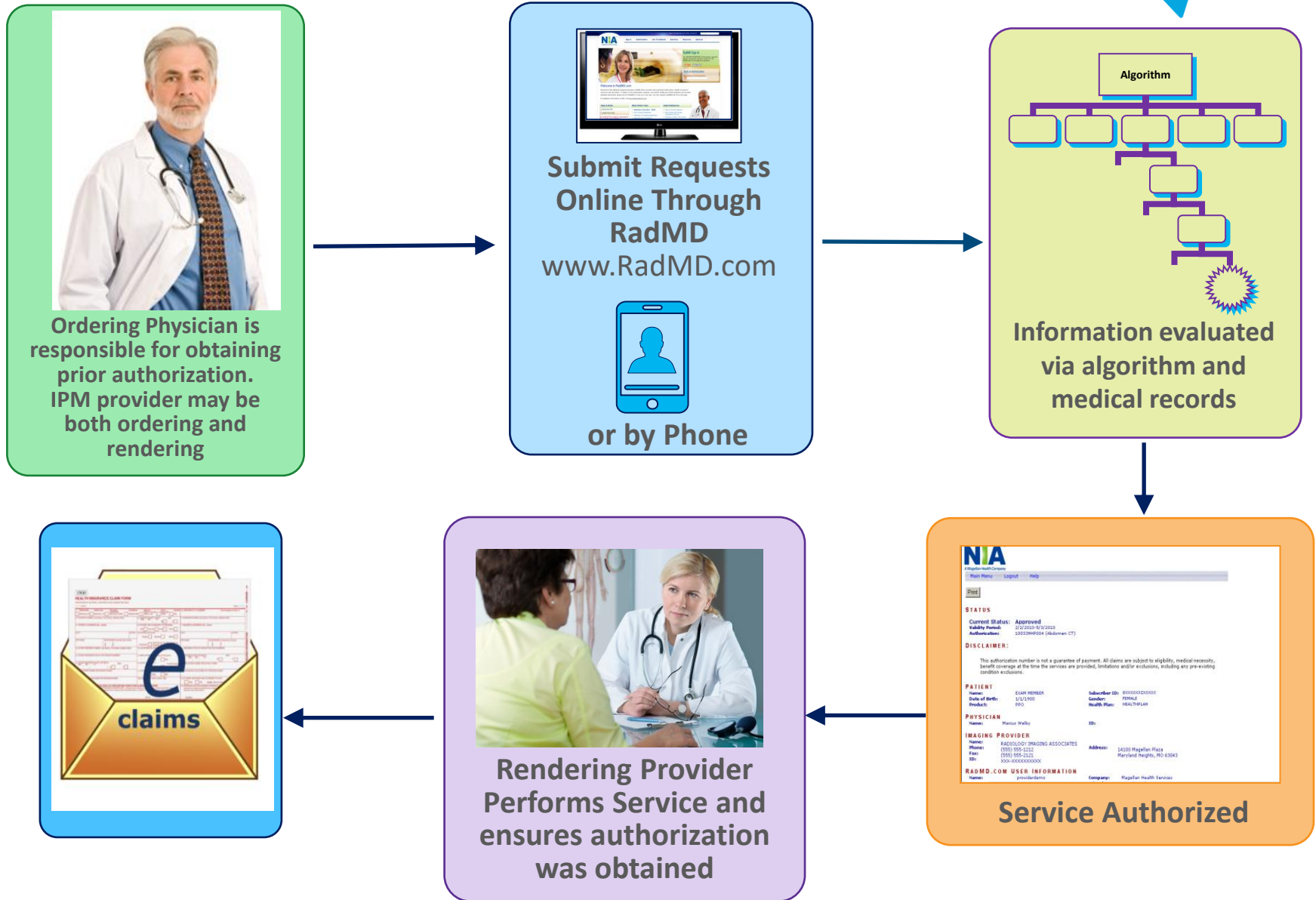
1—MeridianHealth Michigan - IPM Utilization Review Matrix 2021



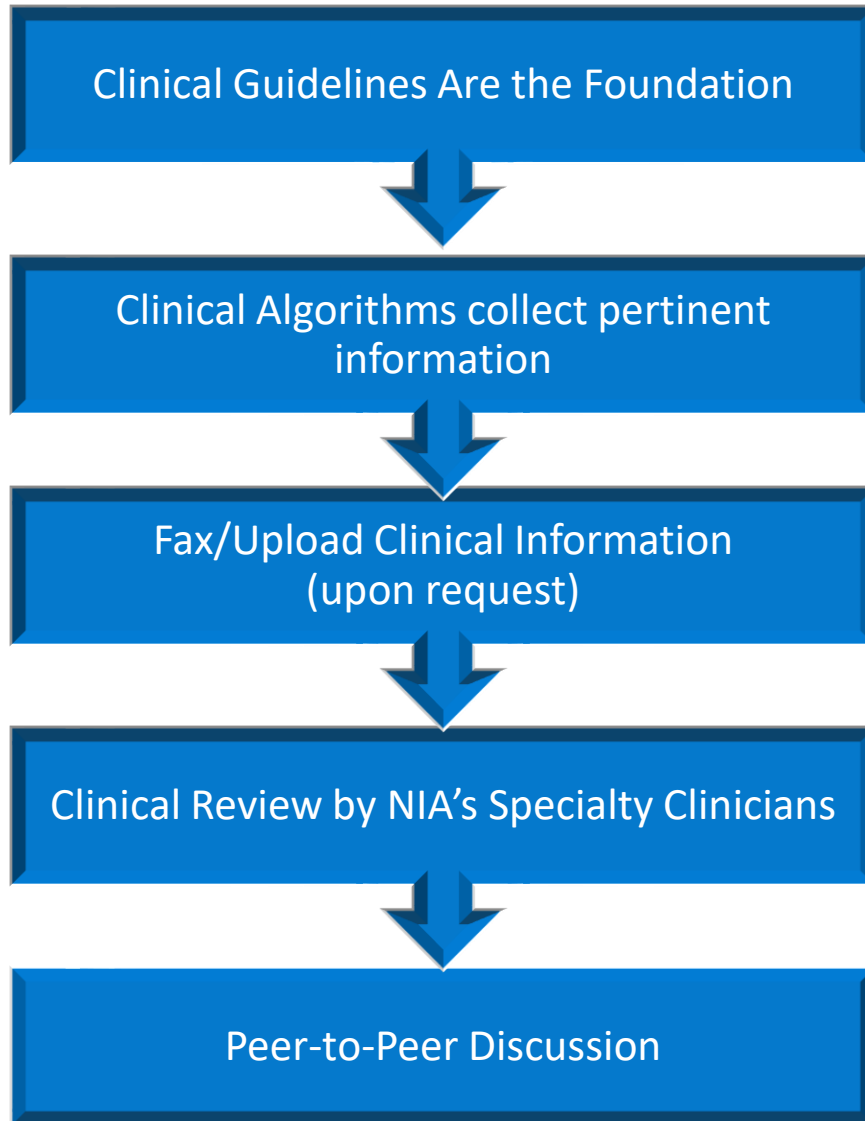
Special Information

- Every IPM procedure performed requires a prior authorization; NIA does not pre-approve 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.
- Add on codes do not require separate authorization and are to be used in conjunction with approved primary code for the service rendered.

Prior Authorization Process Overview



NIA'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 NIA Medical Officers and clinical experts. **Clinical Guidelines are available on 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.
- NIA has a specialized clinical team focused on IPM.
- 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.**


IPM Clinical Checklist Reminders



IPM Documentation:

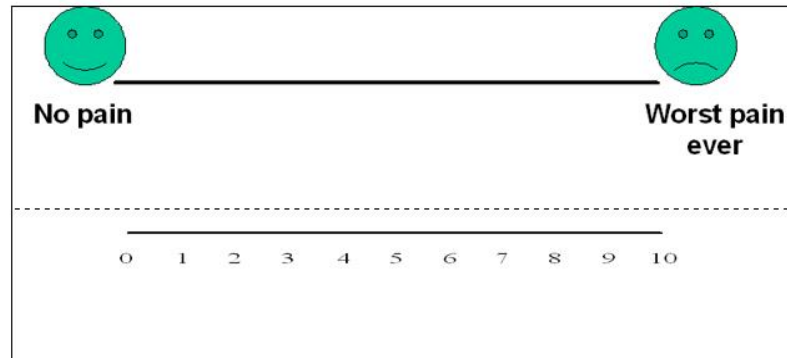
-  **Conservative Treatment**
 - Frequently, specifics of conservative treatment/non-operative treatment are not present in office notes. Details such as duration and frequency should be provided in order to ensure 6 weeks has been attempted within the past 6 months. Official physical therapy records do not need to be obtained but the provider should supply a summary of these details. Physical therapy is not the only means of 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 (ie - noting that the member is no longer able to perform work duties, daily care, etc).

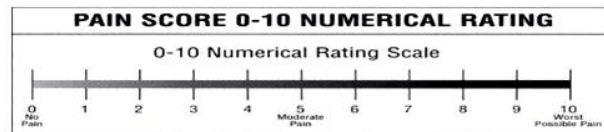
-  **Follow Up To Prior Pain Management Procedures**
 - For repeat treatments, follow up is required in regard to what procedure was completed, how much and for how long relief was obtained, active participation in ongoing conservative treatment, and to what level the pain has returned. A follow up office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

Sample Pain Rating Scales

Visual analogue scale (VAS)



Numerical rating scale (NRS)



Faces rating scale (FRS)



NIA to Physician: Request for Clinical Information



CC_TRACKING_NUMBER FAXC

NIA
NIA FOR YOUR STATE

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 NIA clinical guidelines used for determinations please see radmd.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: _____



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 www.RadMD.com
 - Fax using that NIA coversheet
- Location of Fax Coversheets:
 - Can be printed from www.RadMD.com
 - Call:
 - Medicaid-1-866-842-1767
 - Medicare-1-800-424-4926
- Use the case specific fax coversheets when faxing clinical information to NIA

Request Verification Details

Exam Request Verification: Detail

Print Fax Coversheet Upload Clinical Document

Member	Provider
Name:	Name:
Gender:	Address:
Date of Birth:	Phone:
Member ID:	Tax ID:
Health Plan:	UPIN:
	Specialty:

Case

Case Description:	Request ID:
Request Date:	Status:
Entry Method:	Entry Dates:
ICD10:	act Name:
Final Determination Date:	



IPM Reviews

Initial clinical review
performed by NIA
IPM team nurses

The clinical specialties
supporting our IPM
program include
anesthesiology and pain
specialists

IPM Clinical Review Process



Physicians' Office Contacts NIA for Prior Authorization



NIA 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 IPM Team interacts with Provider Community.*



1

2

3

4

System Evaluates Request Based on Information Entered by Physician & Physician Profile

- Clinical information complete – Procedure Approved
- Additional clinical information required

✓ *NIA can tier clinical review approach for high-performing physicians—procedures approved, clinical information captured for potential audit purposes*

NIA Specialty Physician Reviewers

- NIA Physician approves case *without* peer to peer

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

- NIA Physician approves case with peer to peer
- Ordering Physician withdraws case during peer to peer
- Physician denies case based on medical criteria

✓
**Key NIA
Differentiators**

Generally the turnaround time for completion of these requests is within two to three business days upon receipt of sufficient clinical information



Urgent/Expedited IPM Authorization Process

- If an urgent clinical situation exists (outside of a hospital emergency room) during business hours, please call NIA immediately.
 - The NIA Website 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 NIA call center at :
 - Medicaid-1-866-842-1767
 - Medicare-1-800-424-4926
- Turn around time is within 1 Business day not to exceed 72 Business Calendar Hours.

Notification of Determination



Authorization Notification

- Validity Period - Authorizations are valid for:
IPM
 - 30 days from date of service
- The date of service that is selected at the time of the prior authorization request, will be used to determine the validity period. If the date of service changes please contact NIA to update.

Denial Notification

- 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 re-review is available with new or additional information. (Medicaid only)
- Timeframe for re-review is 10 calendar days
- Medicare re-opens are not available.
- In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter.

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 will review IPM requests



RadMD Website
www.RadMD.com



Available
24/7 (except during
maintenance)



Toll Free Number
Medicaid-1-866-842-1767
Medicare-1-800-424-4926



Available
7:00 AM – 7:00 PM CST

- 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

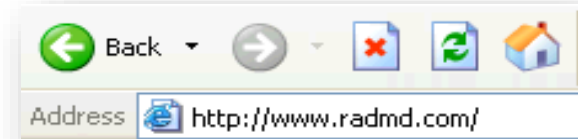


RadMD Functionality varies by user:

- **Ordering Provider's Office** – View and submit requests for authorization.
- **Rendering Provider** – Views approved authorizations for their facility.
- IPM providers are typically both the ordering and the rendering provider.

Online Tools Accessed through www.RadMD.com:

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



Registering on RadMD.com To Initiate Authorizations

Everyone in your organization is required to have their own separate user name 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 NIA-approved user name and password.

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

A screenshot of the RadMD.com application form for a new account. The page title is "RADMD.COM: APPLICATION FOR A NEW ACCOUNT". It includes a disclaimer: "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 selected option being "Please Select an Appropriate Description -- Physician's office that orders procedures". The form contains several input fields: "Choose a User ID" (6-20 Characters), "Name" (First and Last), "Phone" and "Fax" (with area code dropdowns), "Company Name" and "Job Title", "Email" and "Confirm Email" (with an example: you@company.com), "Address" (with an example: 123 Main St, Suite A (optional)), "City", "State" (dropdown), and "Zip". There is also a section for "Your Superior" with fields for Name, First, Last, Phone, and Email (with an example: boss@company.com). A "Submit Application" button is at the bottom. A footer note says: "If you have problems, please contact us at RadMDsupport@magellanhealth.com."

RadMD Enhancements

NIA 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.com 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 two columns. The left column, titled "Request", lists various medical procedures: "Exam or specialty procedure (including Cardiac, Ultrasound, Sleep Assessment)", "Physical Medicine" (with a sub-link "Initiate a Subsequent Request"), "Radiation Treatment Plan", "Pain Management or Minimally Invasive Procedure", "Spine Surgery or Orthopedic Surgery", and "Genetic Testing". The right column, titled "Resources and Tools", includes "Shared Access", "Clinical Guidelines", and "Request access to Tax ID". Below these columns is a "News and Updates" section. At the bottom of the page, there is a "Request Status" section with links for "Search for Request" and "View All My Requests". To the right of this section is a "Tracking Number" search field with a "Search" button and a link for "Forgot Tracking Number?". A "Login" section is also present, featuring a "Login As Username:" label, an input field, and a "Login" button.

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.

Allows Users the ability to view all approved authorizations for facility

IMPORTANT

- Everyone in your organization is required to have their own separate user name and password due to HIPAA regulations.
- Designate an “Administrator” for the facility who manages the access for the entire facility.

STEPS:

- Click the “New User” button on the right side of the home page.
- Select “Facility/office where procedures are performed”
- 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 NIA-approved user name and password.

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 authorizations, they will need to register for a rendering username and password. The administrator will have the ability to approve rendering access for each employee. This will allow users to see all approved authorizations under your organization.

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

A screenshot of the NIA RadMD.com registration form. The page title is 'RADMD.COM: APPLICATION FOR A NEW ACCOUNT'. It includes a 'Please fill out this form only for yourself. Shared accounts are not allowed.' notice. The form asks 'Which of the following best describes your company?' with a dropdown menu. Below this are fields for 'Choose a User ID', 'Name' (First and Last), 'Phone' and 'Fax', 'Company Name' and 'Job Title', 'Email' and 'Confirm Email', 'Address' (Street, Suite, City, State, Zip), and 'Your Superior' (Name, First, Last, Phone, Email). A 'Submit Application' button is at the bottom. A footer note says 'If you have problems, please contact us at RadMDSupport@magellanhealth.com'.

When to Contact NIA



Providers:

<p>Initiating or checking the status of an authorization requests</p>	<ul style="list-style-type: none">▪ Website, www.RadMD.com▪ Toll-free number :<ul style="list-style-type: none">• Medicaid-1-866-842-1767• Medicare-1-800-424-4926- Interactive Voice Response (IVR) System
<p>Initiating a Peer-to-Peer Consultation</p>	<ul style="list-style-type: none">▪ Call:<ul style="list-style-type: none">• Medicaid-1-866-842-1767• Medicare-1-800-424-4926
<p>Technical Issues Provider Service Line</p>	<ul style="list-style-type: none">▪ RadMDSupport@evolent.com▪ Call 1-800-327-0641
<p>Provider Education requests or questions specific to NIA</p>	<ul style="list-style-type: none">▪ Meghan Murphy Provider Relations Manager 1-410-953-1042 mmurphy@evolent.com

RadMD Demonstration



Confidentiality Statement



The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Meridian 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 Meridian and Evolent Health, LLC.

A large blue triangle occupies the left and bottom portions of the slide. Several smaller, colorful triangles are scattered around it: a large orange triangle on the left, a lime green triangle above it, a purple triangle in the upper right, a cyan triangle to its right, and a magenta triangle below the purple one.

Thanks