evolent

Tufts Health Plan
Medical Specialty Solutions

Revised September 2023

TUFTS
Health Plan

National Imaging Associates, Inc. (NIA)* Program Agenda

☑ Introduction to NIA

☑ Our Program

- Authorization Process

- Other Program Components

- Provider Tools and Contact Information

☑ RadMD Demo

☑ Questions and Answers

*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."

NIA Specialty Solutions
National Footprint / Experience

National Footprint

✓ **Since 1995 –** delivering Medical Specialty Solutions; one of the *go-to* care partners in industry.

✓ **88 health plans/markets –** partnering with NIA for management of Medical Specialty Solutions.

✓ **32.79M national lives – participating** in an NIA Medical Specialty Solutions Program nationally.

✓ **Diverse populations –** Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

Commercial/Medicaid/Medicare Expertise/Insights

✓ **42 Commercial and 56 Medicaid plans/markets** with NIA Medical Specialty Solutions in place.

✓ **10.66M Commercial and 20.51M Medicaid lives nationally –** in addition to 1.63M Medicare Advantage

Intensive Clinical Specialization & Breadth

✓ **Specialized Physician Teams**
- 160+ actively practicing, licensed, board-certified physicians
- 28 specialties and sub-specialties
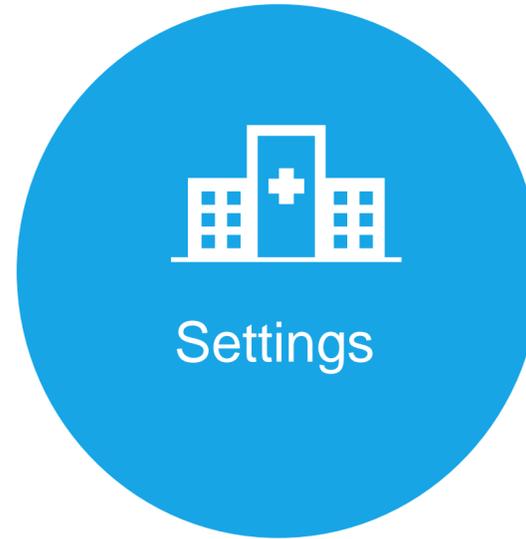
URAC Accreditation & NCQA Certified

NIA's Prior Authorization Program

The Program
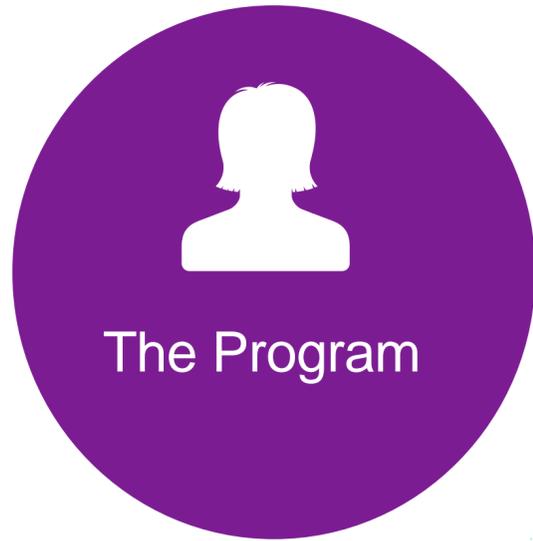
- Tufts Health Plan has a prior authorization program through NIA for the management of cardiac implantables, outpatient advanced imaging and cardiac services.
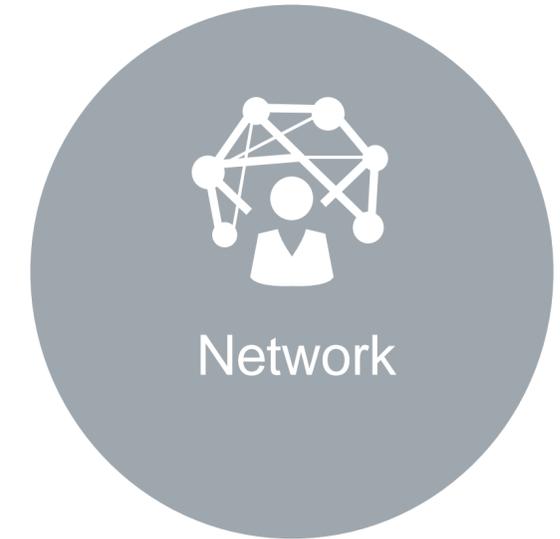
Program Start Dates

- Authorizations are required for services rendered on or after January 1, 2017

Settings

Settings:
- Office
- Outpatient Hospital
- Outpatient Facility

Membership Included

- Commercial

Network

- NIA's Medical Specialty Solutions for non-emergent outpatient Medical Specialty Solutions services for Tufts Health Plan membership is managed through Tufts Health Plan contractual relationships.

NIA's Prior Authorization Program

Procedures Requiring Authorization*

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- Myocardial Perfusion Imaging (MPI)
- MUGA Scan
- Stress Echocardiography
- Echocardiography
- Left Heart Catheterization
- Cardiac Implantable Devices (defibrillator, pacemaker)
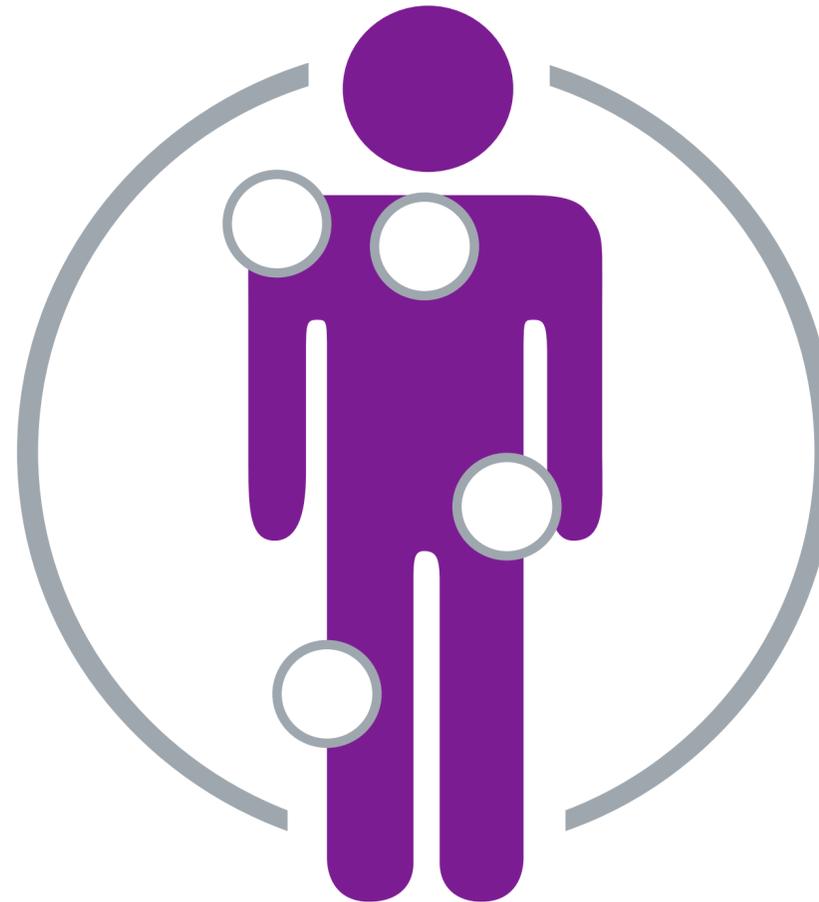
Excluded from the Program Procedures Performed in the following Settings:

- Hospital Inpatient
- Observation
- Emergency Room
- Urgent Care

*Please see specific educational documents on RadMD for each Medical Specialty Solutions Program Services

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 https//www.RadMD.com.

Defer to Tufts Health Plan's Policies for Procedures not on Claims/Utilization Review Matrix.

Prior Authorization Process Overview

Ordering Physician is responsible for obtaining prior authorization.

Submit Requests Online Through RadMD.com

or by Phone

Information evaluated via algorithm and medical records

Service Authorized

Rendering Provider Performs Service and ensures authorization was obtained

Recommendation to Rendering Providers: Do not schedule test until authorization is received

NIA's Clinical Foundation & Review

Clinical Guidelines Are the Foundation

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Clinical Algorithms collect pertinent information

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Fax/Upload Clinical Information
(upon request)

↓

Clinical Review by NIA's Specialty Clinicians

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Peer-to-Peer Discussion
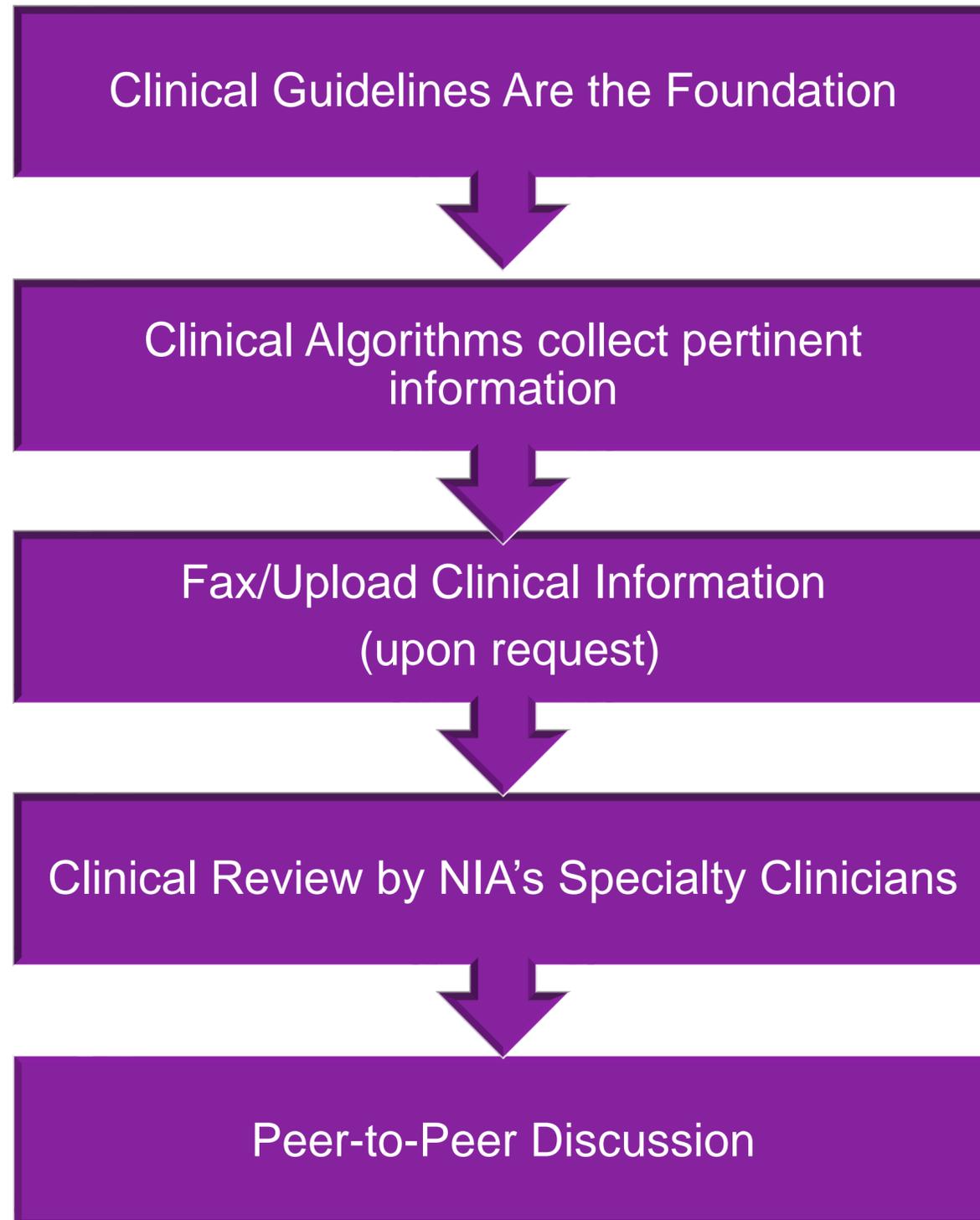
- **Clinical guidelines** were developed by practicing specialty physicians, through literature reviews and evidenced-based research. Guidelines are reviewed and mutually approved by the Plan and NIA Medical Officers and clinical experts. **Clinical Guidelines are available on RadMD.com**

- 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.

- 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.**

Member and Clinical Information Required for Authorization

General

- Includes: ordering physician information, member information, rendering provider information, requested examination, etc.

Clinical Information

- Includes clinical information that will justify examination, symptoms and their duration, physical exam findings

- Preliminary procedures already completed (e.g., x-rays, CTs, lab work, ultrasound reports, scoped procedures, referrals to specialist, specialist evaluation)

- Reason the study is being requested (e.g., further evaluation, rule out a disorder)

Refer to the Prior Authorization Checklists on RadMD for more specific information.

Clinical Specialty Team Review

Automated Timeliness Routing

**Clinical Specialization Pods
Overseen by a Medical Director**

Advanced Imaging	Physical Medicine	Genetic Testing	Radiation Oncology
Cardiology		Pain Management	Surgery
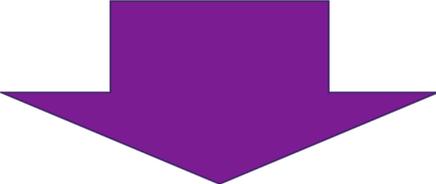
Physician Review Team

Physician Panel **of Board-Certified Physician** Specialists
with ability to meet any State licensure requirements

Physician clinical reviewers conduct peer reviews on specialty products
(cardiology, radiation oncology, interventional pain management, surgery,
sleep management and genetic testing**)**

Document Review

☑ NIA may request members' medical records/additional clinical information.

☑ When requested, validation of clinical criteria within the member's medical records is required before approval can be made.

☑ Ensures that clinical criteria that supports the requested test are clearly documented in medical records.

☑ Helps ensure that members receive the most appropriate, effective care.

NIA to Ordering Physician: Request for Additional 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.

Submitting Additional Clinical Information

- Records may be submitted:
  - Upload to https://www.RadMD.com
  - Fax using that NIA coversheet

- Location of Fax Coversheets:
  - Can be printed from https://www.RadMD.com
  - Call 1-866-642-9703

- Use the case specific fax coversheets when faxing clinical information to NIA

Exam Request Verification: Detail

[Upload Clinical Document] [Print Fax Cover Sheet] [Request Additional Visits]

Cases in this Request

Member

Name:	Evo Lent
Gender:	Female
Date of Birth:	5/24/1971
Member ID:	AB123456
Health Plan:	ABC Health Plan HMO
Spoken Language:	ENGLISH
Written Language:	ENGLISH

Provider

Name:	Memorial Hospital
Address:	123 Main St, New City, ST 12345
Phone:	123-456-7890
Tax ID:	987654321
UPIN:	
Specialty:	

Clinical Review Process

Physicians' Office Contacts NIA for Prior Authorization

✓ RadMD   ✓ Telephone

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 Team interacts with Provider Community.*

1 **2** **3** **4**

✓

Key NIA Differentiators

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

- Clinical information complete – Procedure Approved
- Additional clinical information required – Pends for clinical validation of medical records

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

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

NIA Urgent/Expedited Authorization Process

Urgent/Expedited Authorization Process

- If an urgent clinical situation exists (outside of a hospital emergency room) during business hours, please call NIA immediately.

- The NIA website 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 NIA call center at 1-866-642-9703.

- Turnaround time is not to exceed 72 Business Calendar Hours.

Notification of Determination

Authorization Notification

- Validity Period - Authorizations are valid for 60 days from scheduled date of service.

Denial Notification

- Notifications include an explanation of services denied and the clinical rationale.

- A peer-to-peer discussion can be initiated once the adverse determination has been made.

- A reconsideration is available with new or additional information.

- Timeframe for reconsideration is 30 calendar days from the date of the denial.

- In the event of a denial, providers are asked to follow the instructions provided in their denial letter.

Claims and Appeals

How Claims Should be Submitted

- Rendering providers/Imaging providers should continue to send their claims directly to Tufts Health Plan.
- Providers are strongly encouraged to use EDI claims submission.

Claims Appeals Process

- In the event of a prior authorization or claims payment denial, providers may appeal the decision through Tufts Health Plan.
- Providers are asked to follow the instructions provided in their denial letter or Explanation of Benefits (EOB).

Radiation Safety and Awareness

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

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.

1 mSv=

4 months of natural exposure

50 chest x-rays

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

NIA's Radiation Awareness Program

Radiation Awareness Program

- ☑ Identification of High Exposure Members

- ☑ Point of Service Provider Notification and Opportunities for Provider Education

- ☑ Promote Member Awareness and Education

Provider Tools

RadMD Website

https:// www.RadMD.com

Available
24/7 (except during maintenance, performed every third Friday of the month from 12 AM – 3 AM ET)

Toll-Free Numbers

1-866-642-9703

Available
Monday - Friday
8 AM – 8 PM ET

- 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

NIA's Website

https://www.RadMD.com

RadMD Functionality varies by user:

- **Ordering Provider's Office** – View and submit requests for authorization.
- **Rendering Provider** – Views approved, pended and in review authorizations for their facility. Ability to submit outpatient imaging requests on behalf of ordering provider.

Online Tools Accessed through https://www.RadMD.com:

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

RadMD Sign In

24/7 online access for imaging facilities and health plans to NIA's RadMD Web site.

Sign In   New User

Track an Authorization

Authorization Tracking Number

Go

Registering on https://www.RadMD.com To Initiate Authorizations

Everyone in your organization is required to have their own separate username 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 username and password.

NOTE: On subsequent visits to the site, click the "Sign In" button to proceed.

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.

Allows Users the ability to view all approved, pended and in review authorizations for facility

IMPORTANT

- **Everyone in your organization is required to have their own separate username and password due to HIPAA regulations.**

- **Designate an "Administrator" for the facility who manages the access for the entire facility.**

STEPS:
1. Click the "New User" button on the right side of the home page.
2. Select "Facility/office where procedures are performed"
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 username and password.
4. New users will be granted immediate access.

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, pended and in review authorizations, they will need to register for a rendering username and password. Each user will need to complete an application on RadMD. This will allow users to see all approved, pended and in review authorizations under your Tax ID Number. Rendering access will also allow facility to submit outpatient imaging requests on behalf of ordering provider.

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RadMD Enhancements

NIA offers a **Shared Access** feature on our https://www.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 https://www. RadMD.com, allowing them to communicate with members and facilitate treatment.

When to Contact NIA

Providers:

Initiating or checking the status of an authorization request	▪ Website, https://www.RadMD.com ▪ Toll-free number 1-866-642-9703 ▪ Interactive Voice Response (IVR) System
Initiating a Peer-to-Peer Consultation	▪ 1-866-642-9703
Provider Service Line	▪ RadMDSupport@evolent.com ▪ 1-800-327-0641
Provider Education requests or questions specific to NIA	▪ Seth Cohen PT, DPT Senior Manager, Provider Relations 410-953-2418 Seth.Cohen@evolent.com

RadMD Demonstration

Confidentiality Statement

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Thank you!