

NH Healthy Families Medical Specialty Solutions

Provider Training Presented By:

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NIA Program Agenda



Introduction to NIA



Our Program

- Authorization Process
- Other Program Components
- Provider Tools and Contact Information



RadMD Demo



Questions and Answers

NIA Specialty Solutions

National Footprint / Medicaid Experience



National Footprint

- ✓ **Since 1995** – delivering radiology benefits management solutions; one of the *go-to* care partners in industry.
- ✓ **79 Health Plans/markets** – partnering with NIA for management of advanced and/or cardiac imaging solutions.
- ✓ **32.78M national lives** – **participating** in an NIA RBM nationally.
- ✓ **Diverse populations** – Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

Medicaid/Medicare Expertise/Insights

- ✓ **59 Medicaid plans/markets** with NIA RBM solutions in place.
- ✓ **17.65 Medicaid lives** – in addition to 2.18M 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 Prior Authorization Program



The Program

- NH Healthy Families utilizes a prior authorization program through NIA for the management of outpatient imaging and outpatient physical medicine services



Important Dates

- Advanced Imaging Program start date: December 1, 2013
- Physical Medicine Program start date: March 1, 2019



Procedures & Settings Included

Procedures:

- CT/CTA
- CCTA
- MRI/MRA
- Pet Scan
- Nuclear Cardiology/ MPI
- Stress Echocardiography
- Echocardiography
- PT/ST/OT

Settings:

- Office
- Outpatient Hospital
- Home Health



Membership Included

- Medicaid



Network

NIA will use the NH Healthy Families network of In-office providers, Free-Standing Imaging Facilities (FSF's), and Hospitals to deliver outpatient imaging services to NH Healthy Families members.

NIA's Prior Authorization Program

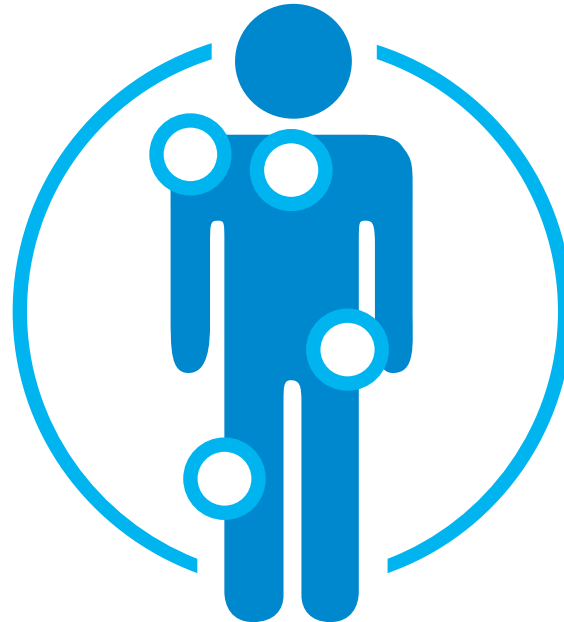


Only non-emergent procedures performed in an outpatient setting require authorization with NIA.



Procedures Requiring Authorization

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- Myocardial Perfusion Imaging (MPI)
- MUGA Scan
- Stress Echocardiography
- Echocardiography
- Physical Therapy
- Speech Therapy
- Occupational Therapy



Excluded from the Program Procedures Performed in the following Settings:

- Hospital Inpatient
- Emergency Room

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 NH Healthy Families' Policies for Procedures not on Claims/Utilization Review Matrix.





**NH Healthy Families
Utilization Review Matrix 2022**

The matrix below contains the OPT 4 codes for which National Imaging Associates, Inc. (NIA)¹ manages on behalf of NH Healthy Families. This matrix is designed to assist in the resolution of claims adjudication and claims questions related to those services authorized by NIA. The "Allowable Billed Groupings" is meant to outline that if a given procedure is authorized, that any one of the listed procedure codes could be submitted on a claim representing that service. This assumes that the member is eligible at the time of the service, that appropriate re-bundling rules are applied, that the claim includes an appropriate diagnosis code for the OPT code and that the service is performed within the validity period.

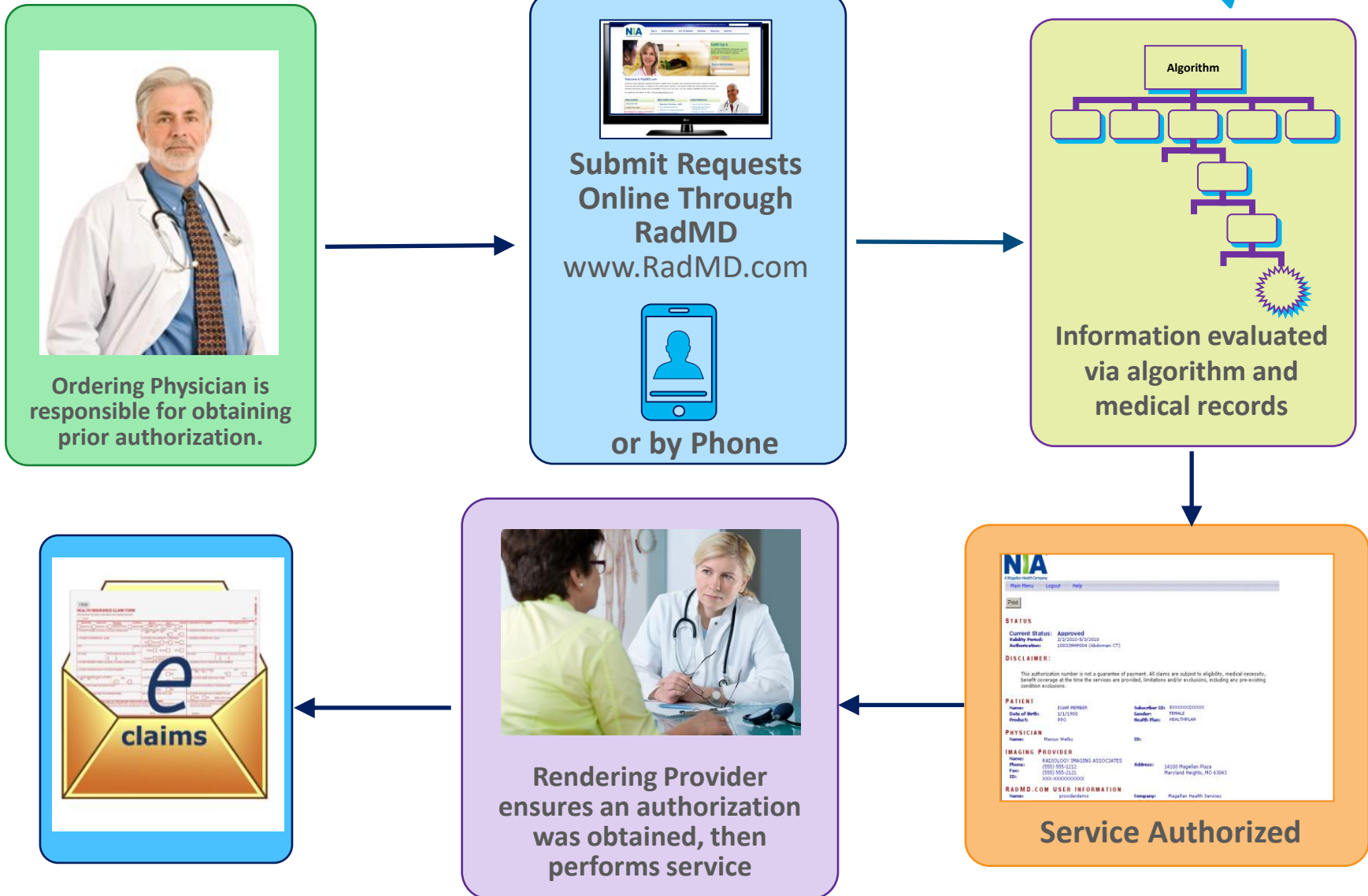
If a family of OPT codes is not listed in this matrix, an exact match is required between the authorized OPT code and the billed OPT code. If the exact match does not occur, the charge should be adjudicated accordingly.

***Please note: Services rendered in an Emergency Room, Surgery Center, or Hospital Inpatient setting are not managed by NIA.**

Authorized CPT Code	Description	Allowable Billed Groupings
70336	MRI Temporomandibular Joint	70336
70450	CT Head/Brain	70450, 70460, 70470
70480	CT Orbit	70480, 70481, 70482
70486	CT Maxillofacial/Sinus	70486, 70487, 70488, 76380
70490	CT Soft Tissue Neck	70490, 70491, 70492
70496	CT Angiography, Head	70496
70498	CT Angiography, Neck	70498
70540	MRI Orbit, Face, and/or Neck	70540, 70542, 70543, +0698T
70551	MRI Internal Auditory Canal	70551, 70552, 70553, 70540, 70542, 70543, +0698T
70544	MRA Head	70544, 70545, 70546
70547	MRA Neck	70547, 70548, 70549
70551	MRI Brain	70551, 70552, 70553, +0698T
70554	Functional MRI Brain	70554, 70555
71250	CT Chest	71250, 71260, 71270, 71271
71271	Low Dose CT for Lung Cancer Screening	71271
71275	CT Angiography, Chest (non-coronary)	71275
71550	MRI Chest	71550, 71551, 71552, +0698T
71555	MRA Chest (excluding myocardium)	71555
72125	CT Cervical Spine	72125, 72126, 72127
72128	CT Thoracic Spine	72128, 72129, 72130
72131	CT Lumbar Spine	72131, 72132, 72133
72141	MRI Cervical Spine	72141, 72142, 72156, +0698T
72146	MRI Thoracic Spine	72146, 72147, 72157, +0698T
72148	MRI Lumbar Spine	72148, 72149, 72158, +0698T
72159	MRA Spinal Canal	72159

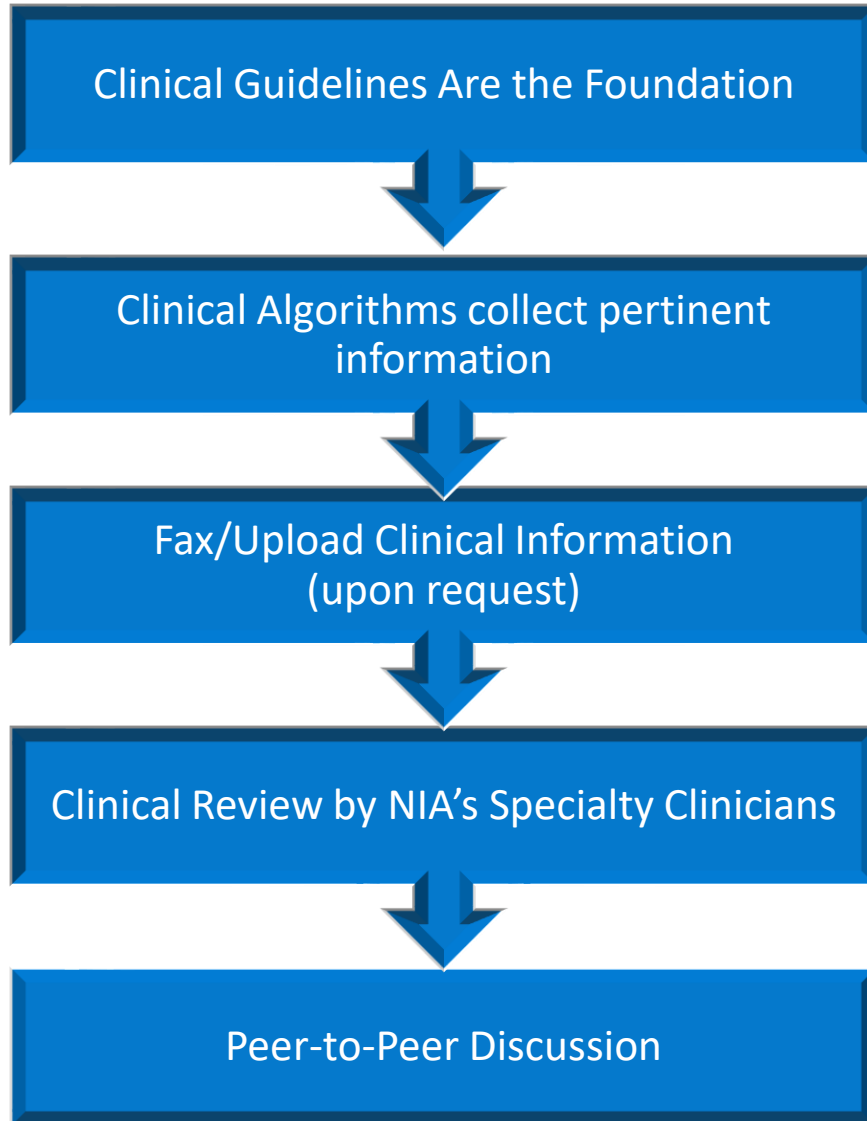
¹National Imaging Associates, Inc. is a subsidiary of Magellan Healthcare, Inc.
1-- NH Healthy Families Utilization Review Matrix 2022

Prior Authorization Process Overview



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

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.
- 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

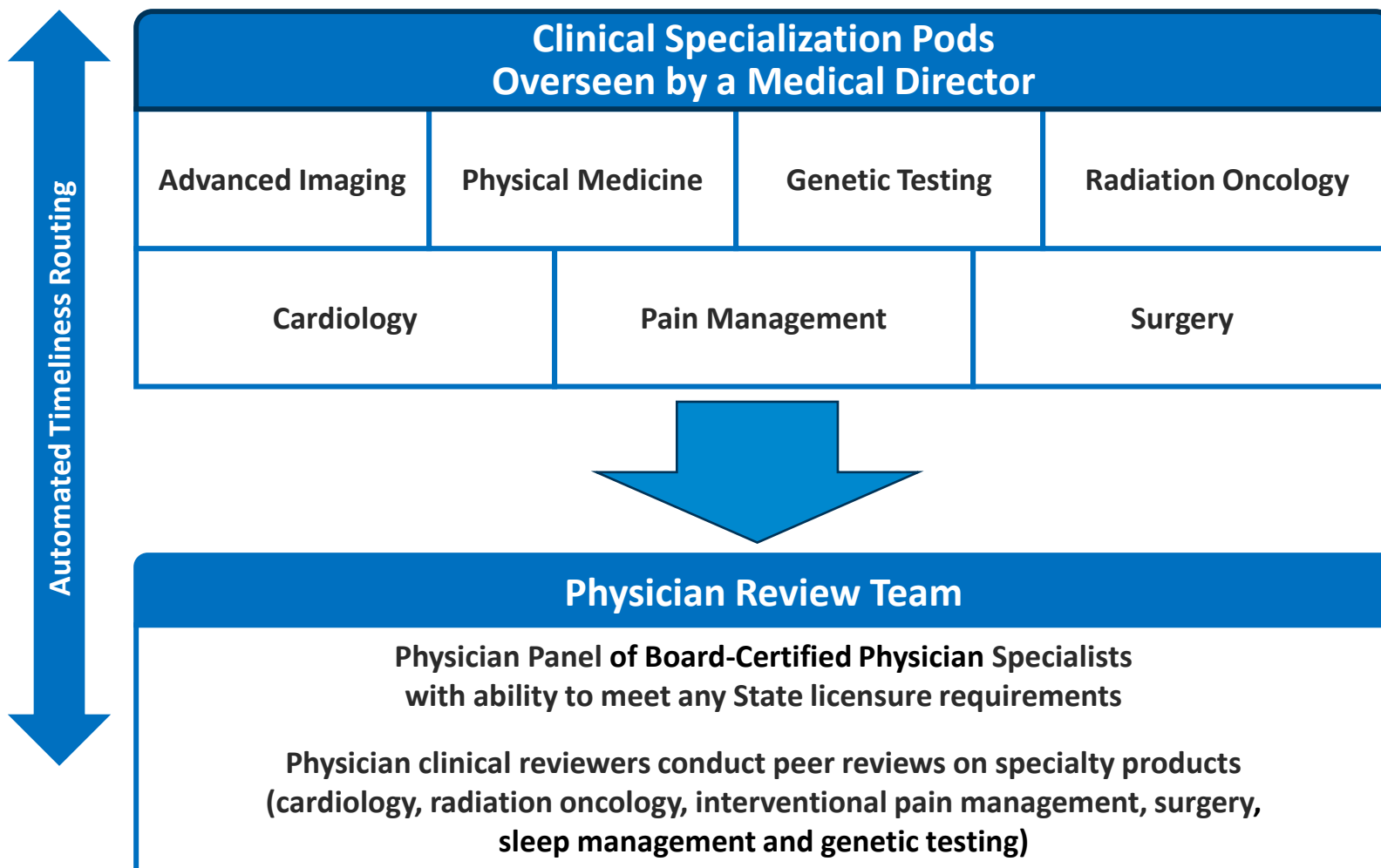
- Includes: ordering physician information, member information, rendering provider information, requested examination, etc.

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



Document Review



NIA may request member's medical records/additional clinical information.



When requested, validation of clinical criteria within the member's medical records is required before an 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



CC_TRACKING_NUMBER		FAXC	
DO NOT WRITE ABOVE THIS LINE THIS COVER SHEET MUST BE THE FIRST PAGE OF YOUR FAX SEND ONLY ONE PATIENT PER FAX PLEASE FAX THIS FORM TO: 1-800-784-6864			
 <small>NIA National Imaging Associates, Inc. PO Box 2279 Maryland Heights, MO 63043</small>		Date: TODAY	
ORDERING PHYSICIAN:	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:	CLIENT_BRAND_NAME		
We have received your request for PROC_DESC (LAYMAN_DESCRIPTION). We are unable to approve based on the information provided to date, please respond to this fax as soon as possible.			
<input type="checkbox"/> I attest this fax contains all relevant clinical documentation which exists for this authorization request. No additional information will be submitted for National Imaging Associates, Inc. (NIA) review.			
URGENT: REPLY REQUIRED FOR CASE REVIEW Request for Additional Clinical Information			
We have received your request for PROC_DESC (LAYMAN_DESCRIPTION) along with some clinical information. However, additional information is needed in the form of clinical records which support the medical necessity of these services to make a determination on this case.			
Study Requested: PROC_DESC Please PROVIDE: REQ_CLINICAL_DOCS			
1. All office visit notes or reports, including most recent office visit and specialist notes, since initial visit for the clinical condition 2. Contact information of specialist for whom the physician is ordering the study or procedure 3. Diagnostic/laboratory test results or imaging reports for the clinical condition and notes about need for follow-up imaging 4. Information giving reason for the requested study or procedure (e.g. copy of request form, etc.) 5. Details of any current or completed treatment REQ_CLINICAL_DOCSREQUESTED_CLINICAL_DOCS <i>Additional information is still needed</i>			
We have received your request for PROC_DESC (LAYMAN_DESCRIPTION) 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.			
REQ_CLINICAL_DOC_SPECIFIED			
FAXC	CC_TRACKING_NUMBER		
<small>CONFIDENTIAL NOTICE!</small> <small>If you received this facsimile in error, please reply immediately to the sender that you have received this message in error and destroy the original. This fax and any files transmitted with it contain information that may be legally confidential and/or privileged. The information is intended solely for the individual or entity named and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution or use of the contents of this information is prohibited and may be unlawful.</small>			



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 1-866-769-3085
- 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:	Validity Dates:
ICD10:	Contact Name:
Final Determination Date:	

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.*

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System Evaluates Request Based on Information Entered by Physician

- 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

✓
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

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 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 1-866-769-3085.
- Turnaround time is within 1 Business day not to exceed 72 Calendar Hours.

Notification of Determination



Authorization Notification

- Validity Period - Authorizations are valid for:
 - 30 Days from date of service

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.
- Timeframe for a re-review is 3 business days from date of determination.
- In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter.



How Claims Should be Submitted

- Rendering providers/Imaging providers should continue to send their claims directly to NH Healthy Families.
- Providers are strongly encouraged to use EDI claims submission.
- Check on claims status by logging on to the NH Healthy Families website at <http://www.nhhealthyfamilies.com>

Claims Appeals Process

- In the event of a prior authorization or claims payment denial, providers may appeal the decision through NH Healthy Families.
- Providers should follow the instructions on their non-authorization letter or Explanation of Payment (EOP) notification.

NOTE: Consistent with CMS guidelines, multiple procedure discounts are applied when appropriate

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



Radiation Awareness Program

-  Identification of High Exposure Members
-  Point of Service Provider Notification and Opportunities for Provider Education
-  Promote Member Awareness and Education



RadMD Website
www.RadMD.com



Available
24/7 (except during
maintenance)



Toll Free Number
1-866-769-3085



Available
8:00 AM – 8:00 PM EST

- 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

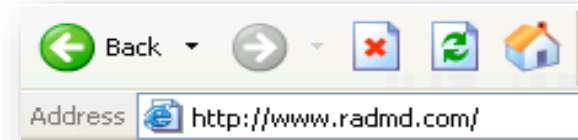


RadMD Functionality varies by user:

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

Online Tools Accessed through www.RadMD.com:

- NIA's Clinical Guidelines
- Frequently Asked Questions
- Quick Reference Guides
- 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 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 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



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

2

-- Please Select an Appropriate Description --

Physician's office that orders procedures

Facility/office where procedures are performed

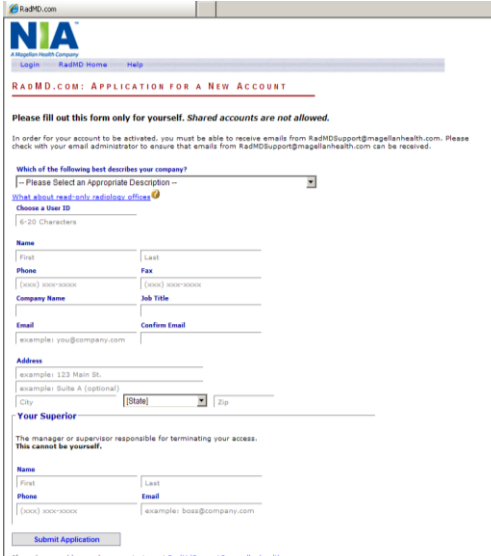
Health Insurance company

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



RadMD.com

NIA
A Magellan Health Company

RadMD Home Help

RADMD.COM: APPLICATION FOR A NEW ACCOUNT

Please fill out this form only for yourself. Shared accounts are not allowed.

In order for your account to be activated, you must be able to receive emails from RadMDsupport@magellanhealth.com. Please check with your email administrator to ensure that emails from RadMDsupport@magellanhealth.com can be received.

Which of the following best describes your company?
-- Please Select an Appropriate Description --

What about your radology office?

Choose a User ID
4-20 Characters

Name
First Last

Phone Fax
[xxx] xxx-xxxx [xxx] xxx-xxxx

Company Name Job Title

Email Confirm Email
example.you@company.com

Address
example 123 Main St.
example Suite A (optional)
City [State] Zip

Your Superior
The manager or superior responsible for terminating your access. This cannot be yourself.

Name
First Last
Phone email
[xxx] xxx-xxxx example boss@company.com

Submit Application

If you have problems, please contact us at RadMDsupport@magellanhealth.com.

RadMD Enhancements



NIA offers a **Shared Access** feature on our www.RadMD.com website. Shared Access allows ordering providers to view authorization requests initiated by other RadMD users within their practice.

The screenshot shows the NIA Magellan website interface. At the top left is the NIA Magellan logo, and at the top right are links for "Logout" and "Help". A green banner at the top contains the text: "Want to see requests from other users in your practice? Try the new Shared Access feature under 'Admin'." Below this banner is a "Dismiss" button. The main content area is divided into four sections: "Request", "Search", "Admin", and "Account Information".

Request
Request an exam or specialty procedure
(including Cardiac, Ultrasound, Sleep Assessment)
Request Physical Medicine
Initiate a Subsequent Request
Request a Radiation Treatment Plan
Request Pain Management or Minimally Invasive Procedure
Request Spine Surgery or Orthopedic Surgery

Search
[View Request Status](#)
[Search by Tracking Number](#)
[View All Online Requests](#)
[View Customer Service Calls](#)

Admin
[Shared Access](#)
1 share offer requires your attention
[Clinical Guidelines](#)
[Edit your Personal Information](#)
[Change your Password](#)
150 days until your password expires.
[View the Online User Agreement](#)
[Health Plan Specific Educational Docs](#)

Account Information
Tip Of The Day:
RadMD is a lot of things to a lot of people. We have hundreds of thousands of active users all across America and must comply with all laws in all states simultaneously.
Quick Links:
[Hours of Operation](#)
[Authorization Call Center Phone Numbers](#)
Please take the 2020 Ordering Provider Satisfaction Survey here:
[Ordering Provider Satisfaction Survey](#)

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 www.RadMD.com, allowing them to communicate with members and facilitate treatment.

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” who will be able to grant privileges to desired Tax ID number(s).

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 user name 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.

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

The image shows the RadMD application form for a new account. At the top, it says 'RadMD.com' and 'NIA' logo. Below the logo are links for 'Home', 'RadMD Home', and 'Help'. The main heading is 'RADMD.COM: APPLICATION FOR A NEW ACCOUNT'. Below this is a note: 'Please fill out this form only for yourself. Shared accounts are not allowed.' There is a warning: 'In order for your account to be activated, you must be able to receive emails from RadMDSupport@magellanhealth.com. Please check with your email administrator to ensure that emails from RadMDSupport@magellanhealth.com can be received.' The form asks 'Which of the following best describes your company?' with a dropdown menu. Below this is a section for 'Choose a User ID' with a text input field. The form has several sections for personal information: 'Name' (First, Last), 'Phone' (Area code, Number, Fax), 'Company Name' (Company Name, Job Title), 'Email' (Email, Confirm Email), and 'Address' (Address, City, State, Zip). There is also a section for 'Your Superior' with fields for Name, Phone, and Email. At the bottom, there is a 'Submit Application' button and a note: '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 request</p>	<ul style="list-style-type: none">▪ Website, www.RadMD.com▪ Toll-free number 1-866-769-308 - Interactive Voice Response (IVR) System
<p>Initiating a Peer-to-Peer Consultation</p>	<ul style="list-style-type: none">▪ Call 1-866-769-3085
<p>Technical Issues Provider Service Line</p>	<ul style="list-style-type: none">▪ RadMDSupport@magellanhealth.com▪ Call 1-800-327-0641
<p>Provider Education requests or questions specific to NIA</p>	<ul style="list-style-type: none">▪ April Sabino Senior Clinical Provider Relations Manager 1-800-450-7281 ext. 31078 or 1-410-953-1078 ajsabino@magellanhealth.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 NH Healthy Families 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 NH Healthy Families and Magellan Health, Inc.

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