NIA Medical Specialty Solutions
Provider Training/ Charmaine Gaymon / Date here
NIA Training Program
NIA Program Agenda

• Introduction to Magellan/National Imaging Associates (NIA)
• Our Program
  1. Authorization Process
  2. Other Program Components
  3. Provider Tools and Contact Information
• RadMD Demo
• Questions and Answers
Magellan Today and Building for the Future

Medical Specialty Solutions
NIA
- Advanced Diagnostic imaging
- Cardiac imaging and interventional procedures
- Radiation Oncology
- Pain Management

Behavioral Health Solutions
Magellan BH
- Behavioral health
- Substance use
- Integrated medical & behavioral care
- EAP and health and wellness
- Psychotropic drug management

Pharmacy Solutions
TDS
- Total drug management
- Medical pharmacy
- Specialty pharmacy
- Pharmacy benefits

Multiple Solutions
One Magellan
As the nation’s leading specialty health care management company, we deliver comprehensive and innovative solutions to improve quality outcomes, optimize cost of care.

NIA—A Magellan Health Company
NIA Highlights

NIA Facts
- Providing Client Solutions since 1995
- Magellan Acquisition (2006)
- Avon CT with ~500 National NIA Employees
- Business supported by two National Call Operational Centers

Industry Presence
- 54 Health Plan Clients serving 17M National Lives
- 10M Commercial; 1M Medicare; 6M Medicaid
- 26 states
- Servicing membership in New Hampshire since 2004

Clinical Leadership
- Strong panel of internal Clinical leaders – client consultation; clinical framework
- Supplemented by broad panel of external clinical experts as consultants (for guidelines)

Product Portfolio
- Advanced Diagnostic Imaging
- Cardiac Solutions
- Radiation Oncology
- OB Ultrasound
- Pain Management
- Spine Surgery
- Sleep Management
- Emergency Department, Provider Profiling & Practice Management Analysis

NCQA Certified & URAC Accredited
NIA’s Prior Authorization Program

December 1, 2013

Procedures Requiring Prior Authorization

- MRI/MRA
- CT/CTA
- PET
- CCTA
- Nuclear Cardiology/Nuclear Stress/MPI
- Stress Echo
- Echocardiography
- Only non-emergent procedures performed in an outpatient setting require authorization with NIA

Excluded from Program: Procedures Performed in the Following Settings:

- Hospital Inpatient
- Observation
- Emergency Room
- Surgery Center
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 RadMD
- Defer to Health Plan Policies for Procedures not on Claims/Utilization Review Matrix
Responsibility for Authorization

Ordering Provider

• Responsible for obtaining prior authorization

Rendering Provider

• Ensuring that prior authorization has been obtained prior to providing service

Recommendation to Rendering Providers: Do not schedule test until authorization is received
Prior Authorization Process Overview

Ordering Provider

Online Through RadMD or Via Phone to NIA’s Call Center

Medical Necessity Review

Rendering Provider Performs Service

Service Authorized

Claim

NIA processes more than 300,000 requests each month!
Clinical Decision Making and Algorithms

- Algorithms and guidelines are reviewed and mutually approved by New Hampshire Healthy Families and NIA Chief Medical Officers.
- Many NIA algorithms recommend substituting more costly but more effective imaging technology. Our goal – the most appropriate test early in an episode of care for New Hampshire Healthy Families members.
- Clinical Guidelines available on www.RadMD.com
Patient and Clinical Information Required for Authorization

**GENERAL**
Includes things like 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

Clinical Specialization Pods
Overseen by a Physician Advisor

<table>
<thead>
<tr>
<th>Neurology</th>
<th>Abdomen/Pelvis (includes OB-US)</th>
<th>General Studies</th>
<th>Radiation Oncology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiac</td>
<td>Orthopedic</td>
<td></td>
<td>Oncology</td>
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</tbody>
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Automated Timeliness Routing

Physician Review Team

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

Specialty Physician panels for peer reviews on specialty products (cardiac, OB ultrasound, radiation oncology, pain management, sleep management)
Document Review

• NIA may request patient’s medical records/additional clinical information

• When requested, validation of clinical criteria within the patient’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 patients receive the most appropriate, effective care
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-certiification.
Submitting Additional Clinical Information/Medical Records to NIA

- Two ways to submit clinical information to NIA
  - Via Fax
  - Via RadMD Upload
- Use the Fax Coversheet (when faxing clinical information to NIA)
- Additional copies of Fax Coversheets can also be printed from RadMD or requested via the Call Center @ 888-642-7649

Be sure to use the NIA Fax Coversheet for all transmissions of clinical information!
Prior Authorization Process

1. **Intake level**
   - Requests are evaluated using our clinical algorithm
   - Requests may:
     1. Approve
     2. Require additional clinical review
     3. Pend for clinical validation of medical records

2. **Initial Clinical Review**
   - Nurses will review request and may:
     1. Approve
     2. Send to NIA physician for additional clinical review

3. **Physician Clinical Review**
   - Physicians may:
     1. Approve
     2. Deny
     3. Ordering Provider Withdrawal

A peer to peer discussion is always available!
Notification of Determination

- **Approval Notification**
  - 1 business day after decision is made (Member and Provider)

- **Authorization Validity Period**
  - 30 days from scheduled date of service. If no date of service is given at time of call, authorizations are valid for 30 days from the date of initial request,

- **Denial Notification**
  - 1 business day verbal to Ordering provider
  - Written within 3 calendar days, Member, Ordering provider and PCP

- **Appeal Instructions**
  - NIA will be delegated 1st level member appeals
  - In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter.
Program Components

- Provider Network
- Provider Assessment Program
- Facility Site Selection
- Claims and Appeals
- Radiation Safety
Using NIA Network

• Advanced Imaging Provider Network:
  – New Hampshire Healthy Families will use NIA's network of Free-Standing Imaging Facilities (FSFs) as it’s preferred providers for delivering outpatient CT’s, MR’s, and PET Scan services to New Hampshire Healthy Families members throughout New Hampshire.
  – The NIA contracted facilities will be “in network” for New Hampshire Healthy Families members.

• New Hampshire Healthy Families Participating Hospitals and In-Office Providers:
  – New Hampshire Healthy Families Participating Hospitals, hospital-owned FSFs and Privileged In-Office Providers offering advanced imaging services will continue under their current New Hampshire Healthy Families contracts as “in-network” providers. They will need to participate in the NIA prior authorization program.
A process used by NIA to assess the diagnostic imaging capabilities of the providers within the network. It includes <both credentialing as well as> an assessment of the appropriateness of the contracted services rendered at each practice location (called privileging).

- Privileging components include:
  - Accreditation
  - Equipment Standards
  - Physician and Technologist Education, Training, and Certification
  - Facility Management
Privileging Program Specifics

Overview

Modalities privileged by NIA include

- MRI/MRA
- CT/CTA
- PET
- CCTA
- Nuclear Cardiology/Nuclear Stress/MPI
- Stress Echo
- Echocardiography
- Includes Freestanding facilities and In-Office providers

- Providers who complete an application and comply with Privileging Guidelines are selectable for prior-authorization.

NOTE: Providers may be privileged for some modalities, but not privileged for other modalities

Application Submission Process

- Application available on RadMD
- Each practice location must complete a separate application
- Information gathered is shared with health plan – health plan makes the final decision
- Results are communicated to the provider by NIA
Claims

How Claims Should be Submitted

Rendering providers/Imaging providers should continue to send their claims directly to Granite State Health Plan:

Granite State Health Plan
Attn: Claims Department
P.O. BOX 4060
Farmington, Missouri 63640-3831

• Providers are strongly encouraged to use EDI claims submission.

• Check on claims status by logging on to the New Hampshire Healthy Families website at www.NHhealthyfamilies.com

Claims Appeals Process

• In the event of a prior authorization or claims payment denial, providers may appeal the decision through New Hampshire 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.
• Studies suggest a significant increase in cancer in dose estimates in excess of 50 mSv
• U.S. population exposed to nearly six times more radiation from medical devices than in 1980
• CT scans and nuclear studies are the largest contributors to increased medical radiation exposure

NIA has developed Radiation Awareness Tools and Safety Programs designed to create patient and physician awareness of radiation concerns
NIA’s Radiation Safety Tools

Radiation Awareness Education

- Promote Provider and Member Awareness and Education

Radiation Calculator

- www.radiationcalculator.com
  - Over 8,000 visits to the website from 89 countries
- Apple, Android and Facebook App available
  - Average rating: 4 out of 5 stars
Provider Tools

• Toll free authorization and information number – 1-866-769-3085
  Available 8am – 8pm EST
  – Interactive Voice Response (IVR) System for authorization tracking
• RadMD Website – Available 24/7 (except during maintenance)
  – Request authorization (ordering providers only) and view authorization status
  – Upload additional clinical information
  – View Clinical Guidelines, Frequently Asked Questions (FAQs), and other educational documents
Ordering Provider: Getting Started on RadMD.com

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 radiology exams”
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.

1. RadMD Sign In
   24/7 online access for imaging facilities and health plans to NIA’s RadMD Web site.
   - Sign In
   - New User

2. Track an Authorization
   - Authorization Tracking Number
   - Go

3. Which of the following best describes your company?
   - Please Select an Appropriate Description --
   - Imaging Facility or Hospital that performs radiology exams
   - Health Insurance company
   - Physician’s office that orders radiology exams
   - Cancer Treatment Facility or Hospital that performs radiation oncology procedures
   - Physicians office that prescribes radiation oncology procedures
Rendering Provider: Getting Started on RadMD.com

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:
1. Click the “New User” button on the right side of the home page.
2. Select “Imaging Facility or Hospital that performs radiology exams”
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.
NIA Dedicated Provider Relations Manager:
Name: Charmaine S. Gaymon
Phone: 410-953-2615
Email: csgaymon@magellanhealth.com

- Provides educational tools to ordering Physicians and rendering providers on imaging processes and procedures.

- Liaison between New Hampshire Healthy Families Provider Relations and NIA.