

Sunflower State Health Plan Provider Training Program



SUNFLOWER STATE
HEALTH PLAN



Agenda



- Welcome and Opening Remarks
- About National Imaging Associates, Inc.
- Provider Partnership
- Program Components
- How the Program Works:
 - Authorization Process
 - Authorization Appeals Process
- The Provider Assessment Program
- Facility Selection Support Program
- Claims Process
 - Claims Appeals Process
- Provider Self-Service Tools (RadMD and IVR)
- RadMD Demonstration
- NIA Provider Relations and Contact Information
- Questions and Answers

About NIA

NIA is accredited by
NCQA and URAC certified

National Imaging Associates (NIA) - chosen by national and regional health plans, serving more than 17 million members, and offering:

- Distinctive clinical focus
- National Committee for Quality Assurance accreditation and Utilization Review Accreditation Commission certification
- Stability reinforced by parent company, Magellan Health Services
- Enhanced operational competencies
- Strong IT capabilities
- Comprehensive patient support tools
- Financial stability promoting growth and investment in innovative technology

Focus and Results - Maximizing quality diagnostic services and promoting patient safety through:

- A clinically-driven process that safeguards appropriate diagnostic treatment for Sunflower State Health Plan members.
- Convenient access to a network of qualified providers



The NIA Provider Partnership Model



- Dedication to Provider Service and Convenience
 - Dedicated provider relations staff
 - Authorization call center
 - Interactive Voice Response (IVR) tool
 - Innovative provider support tool – RadMD
 - Education and training programs
 - Ongoing outreach to providers – ongoing provider surveys, individual/rendering practice retraining, satisfaction surveys, etc.

Overview of Program Components for Sunflower State Health Plan



	NIA Program Description
Prior Authorization / Utilization Management	<ul style="list-style-type: none"> NIA will manage the prior authorization of outpatient advanced imaging modalities such as MRI/MRA, CT/CTA, CCTA and PET. The program is designed to lead to quick procedure approval or consultation with our radiology experts, consisting of sub specialized nurses and board certified radiologists.
Facility Site Selection	<ul style="list-style-type: none"> Strategies for educating providers and members (when appropriate). Assisting members with selecting and utilizing cost-effective providers.
Imaging Networks	<ul style="list-style-type: none"> Program will leverage NIA's contracted freestanding facility (FSF) imaging network to ensure access and quality for Sunflower State members.
Provider Quality Assessment	<ul style="list-style-type: none"> The program includes both credentialing and privileging of NIA's contracted providers and privileging only for Sunflower State Health Plan in-office providers for advanced imaging. The program promotes continuous quality improvement, provides scope of practice limitations and enables consumers to make educated health care decisions.
Provider Training and Education	<ul style="list-style-type: none"> Extensive education for ordering providers, rendering providers and hospitals. Easy-to-use provider tools (RadMD.com)



The Authorization Process

NIA Prior Authorization Is Required for:



Non-emergent outpatient

- CT/CTA Scan
 - CCTA
 - MRI/MRA
 - PET Scan
- Any code specifically cited in the Sunflower State Health Plan/NIA Billable CPT® Code Claims Resolution Matrix.
 - ALL other procedures will be adjudicated and paid by Sunflower State Health Plan per their guidelines.
 - Authorizations are valid for 30 days from date of request.

NIA Prior Authorization is NOT required:



- When the following studies are performed in an emergency room, observation or inpatient setting, prior authorization is not required from NIA.
 - CT/CTA Scan
 - CCTA
 - MRI/MRA
 - PET Scan
- Providers should continue to follow Sunflower State Health Plan authorization policies for emergency room, observation or inpatient procedures.

- The **ordering physician** is responsible for obtaining prior authorization.
- The **rendering provider** must ensure that prior authorization has been obtained. It is recommended that procedures are not scheduled without prior authorization.
- Procedures performed without proper authorization will not be reimbursed.
- If the radiologist or rendering provider feels that, in addition to the study already authorized, an additional study is needed, they should contact NIA immediately with the appropriate clinical information for an **expedited** review. The number to call to obtain a prior authorization is 1-877-644-4623.
- If an emergency clinical situation exists outside of a hospital emergency room, please contact NIA immediately with the appropriate clinical information for an **expedited** review. The number to call to obtain a prior authorization is 1-877-644-4623.
- Separate prior authorization numbers are not needed for CT-guided biopsy, CT-guided radiation therapy and some MR-guided procedures.

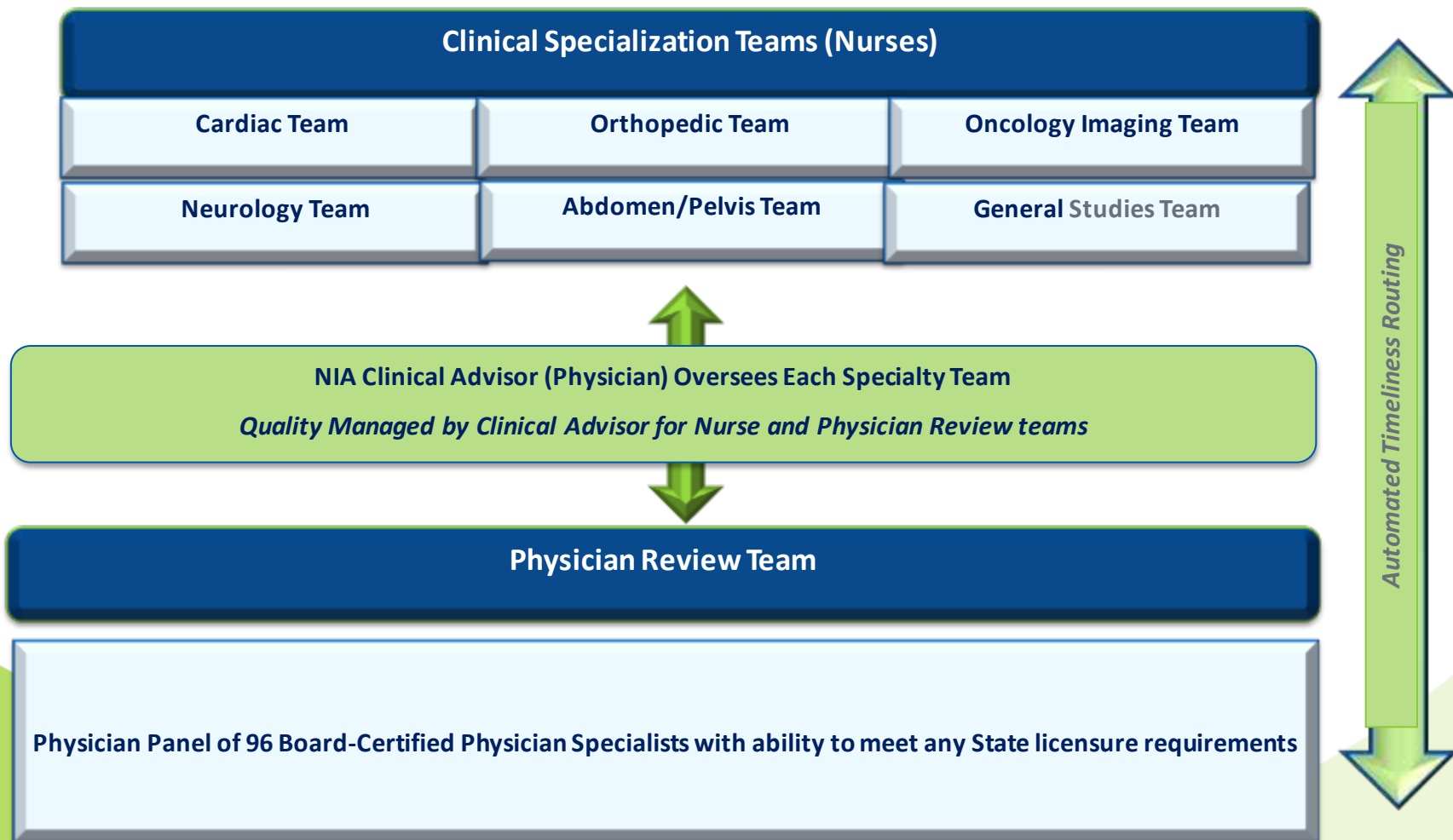
NIA Clinical Expertise and Provider Engagement



- NIA reviews more than **300,000** advanced imaging provider requests **each month**.
- Algorithms and guidelines are reviewed and mutually approved by Sunflower State Health Plan 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 Sunflower members.
- **Clinical consultation** is a hallmark of NIA—we have 96 board-certified physicians representing radiology and a host of other specialties available for physician-to-physician (peer-to-peer) discussion.



Delivering Clinical Experience With Specialized Teams



- Sometimes NIA will require validation of clinical criteria within the patient's medical records before an approval can be made.
- We want to ensure that the clinical criteria that support the requested test are clearly documented in the medical records.
- **OTHER INFORMATION**
 - Required based on algorithm
 - Variable over time
- **Methods of Submitting Clinical Records**
 - Upload through RadMD – Preferred Method
 - Fax to NIA using the OCR Fax Coversheet

NIA OCR Fax Cover Sheet – Submission of Clinical Information



- NIA utilizes OCR technology which allows us to attach the clinical information that you send to be automatically attached to an existing prior authorization request.
- For the automatic attachment to occur you must use the NIA Fax Cover Sheet as the **first** page of your fax.
- You can obtain an NIA Fax Cover Sheet in the following ways.
 - If you have submitted your prior authorization request on-line through RadMD, at the end of your submission of the prior authorization request you are given the option to print the cover sheet.
 - On RadMD click on the link “Request a Fax Cover Sheet”. This will allow you to print the cover sheet for a specific patient.
 - By calling the NIA Clinical Support Department at 888-642-7649 you can request a cover sheet be faxed to you.
 - If we have sent you a fax requesting additional clinical information the NIA Fax Cover Sheet should accompany the request.
- Following this process will ensure a timely and efficient case review.

Requests Pended for Clinical Review Upload Clinical Documentation or use Fax Coversheet



Use the "Print" button to print the confirmation and use the "Print Fax Coversheet" to print the fax cover sheet that will be used for submission of additional clinical information.

Print Print Fax Coversheet Upload Clinical Document

STATUS

Current Status: Pending
Validity Period: [Not Applicable]
Tracking Number: 0718888

DISCLAIMER:

This re
fax or
Clinical
option

Status, Validity, and Tracking Number shown here.

ation. You will receive a status notification by
information or closure for lack of information.
tracking number using our automated phone

PATIENT

Name: Exam Member
Date of Birth: 5/16/1974
Product: PPO

Subscriber ID:
Gender:
Health Plan:

The request has pended for clinical review

PHYSICIAN

Name: Marcus Welby

ID:

IMAGING PROVIDER

Name: RADIOLOGY IMAGING ASSOCIATES
Phone: 555-555-1212
Fax: 555-555-2121
ID: 123456789

Address: 14100 Magellan Plaza
Maryland Heights, MO 63043

RADMD.COM USER INFORMATION

Name: providerdemo
Account ID: XXXXXXXX
Email: provider@radiology.com
Supervisor Name: Provider Supervisor
Supervisor Email: supervisor@radiology.com

Company: Magellan Health Services
Job Title: Project Mgr, NIA Prod Inn
Address: 14100 Magellan Plaza
Maryland Heights, MO 630

Click [here](#) to continue.

DETAILS

ICD9: 789.9
Date of Service: Not Scheduled

Auto Accident: No
Out of State: n/a

NIA Clinical UM Authorization Process



Physician's office contacts NIA for prior authorization of study

System evaluates request based on physician entered information

Initial Clinical Specialty Team Review

Physician Review

RADMD.COM



Telephone



Clinical information complete – procedure approved

Clinical information not complete – additional information needed

Request for specific clinical information needed

Additional clinical information complete – procedure approved

Additional clinical information not complete or inconclusive

Physician Approves Case Without Peer-to-Peer

Physician Approves Case With Peer-to-Peer

Ordering Physician Withdraws Case

Physician Denies Case

The Authorization Appeals Process

The Authorization Appeals Process



- In the event of a denial or you are not satisfied with a medical decision from NIA, you may appeal the decision through Sunflower State Health Plan.
- You will receive appeal information in the denial letter that will be sent to you





Provider Assessment Program



Provider Assessment Program



- NIA has a Comprehensive Program for Evaluating Imaging Providers selected to Participate in the Sunflower State Health Plan RBM Program.
- The NIA Privileging Program:
 - Encompasses both Credentialing and Privileging into the NIA provider selection process.
 - Applies a quality assessment process to Sunflower State Health Plan imaging providers.
 - Assures that freestanding facilities and interpreting physicians rendering imaging services meet quality standards.
 - Uses an on line application process that is easy and convenient for the imaging providers to complete the quality assessment survey.
- Privileging results are collaboratively reviewed with Sunflower State Health Plan for all Sunflower contracted providers.

NIA's Provider Privileging Program: *Established Guidelines Including Minimum Competency Levels*



- CT / CTA
- CCTA
- MRI / MRA
- PET
- Interpreting Physician and Technologist Education and Certifications
- Equipment Specifications
- Facility Management focuses on specific Imaging Policies and Procedures such as Radiation Safety, ALARA programs, Peer Review and Emergency Policies and Procedures.
- Free Standing Facilities, In Office Providers that perform advanced modalities.



Facility Selection Support Program



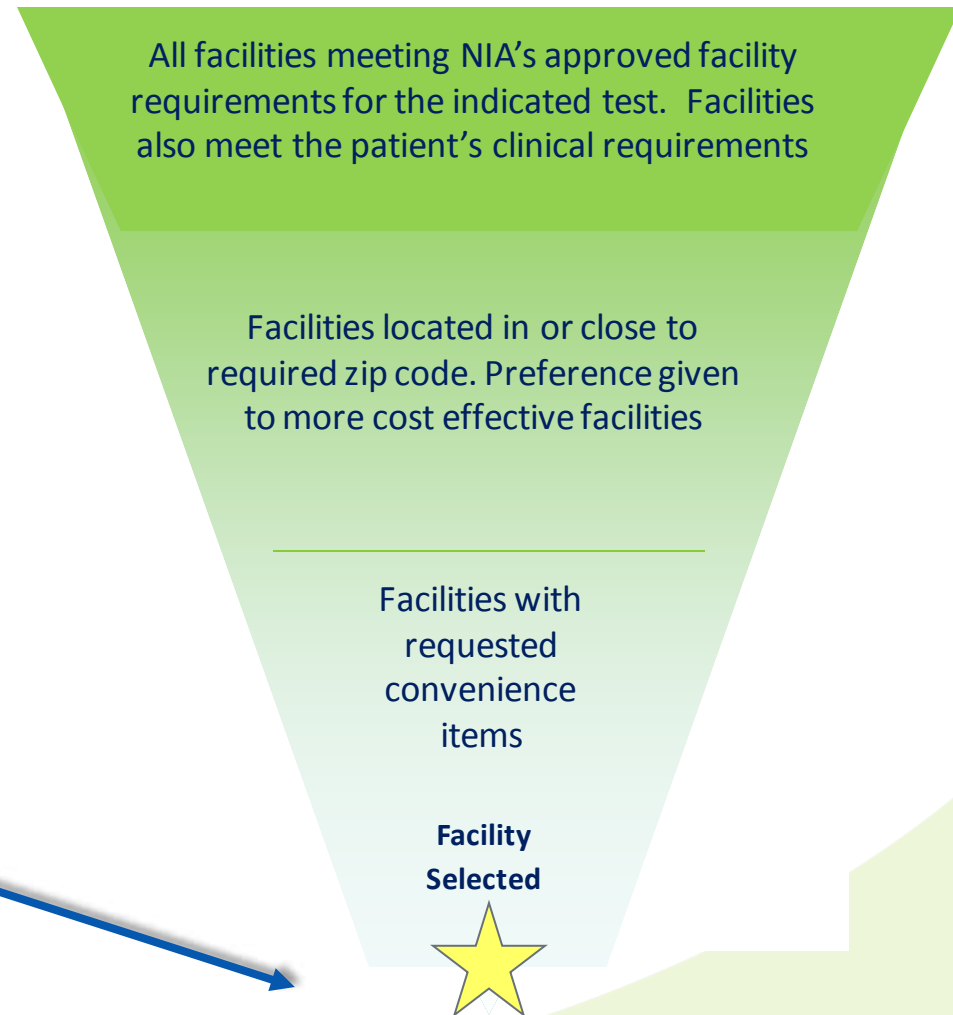
Facility Selection Support Goals



- The facility selection process is based on patient support and cost effectiveness.
 - Primary consideration is always the clinical aspect of the patient when making facility recommendations.
 - Helps ensure that patients go to quality imaging facilities that are conveniently located.
 - Supports the education of both the provider and patient about cost-effective facility alternatives.
 - Facilitates the delivery of tests at free-standing, outpatient facilities (when appropriate) to support lower costs.

How Facilities are Selected

- During prior authorization, the authorization representative will help the ordering provider select a facility based on:
 - Facilities meeting NIA's quality requirements and patient's clinical need
 - Location
 - Convenience services important to patient
- Prior authorization for a more cost effective facility will be confirmed with the consumer if there is no clinical justification



Convenience Services that can be selected



- Transportation and Parking
 - Public transportation accessibility
 - Free parking
- Language Assistance
 - Languages spoken by office staff
 - Telecommunication equipment for deaf patients
- Weekend or Evening Hours
 - Extended evening hours
 - Weekend hours



The Claims Process and Claims Appeal Process

The Claims Process



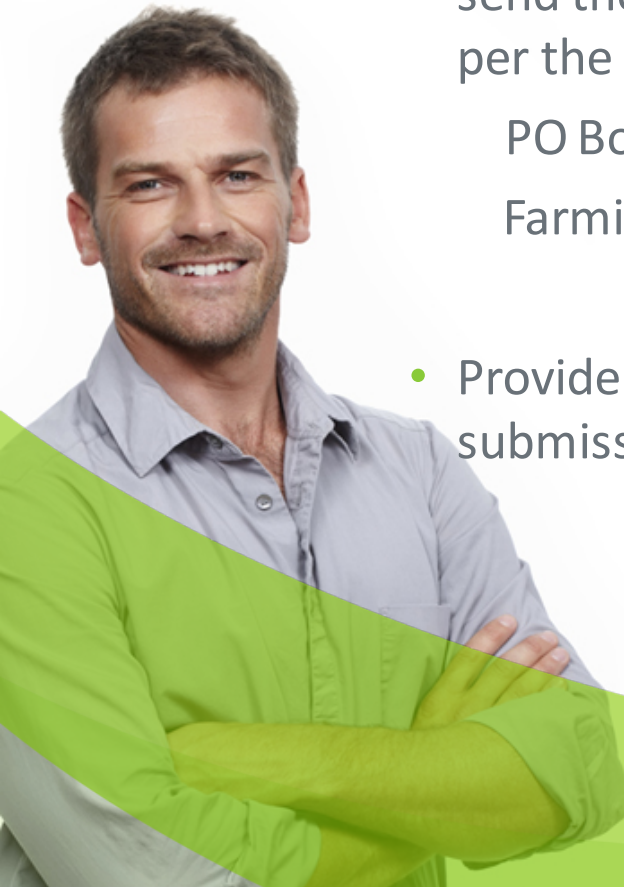
How Claims Should be Submitted:

- Rendering providers/imaging providers should continue to send their claims directly to Sunflower State Health Plan as per the current process.

PO Box 4070

Farmington, MO 63640

- Providers are strongly encouraged to use EDI claims submission. Payor ID 68069



The Claims Appeals Process



- In the event of a prior authorization or claims payment denial, you may appeal the decision through Sunflower State Health Plan.
- Follow the instructions on your non-authorization letter or Explanation of Benefits (EOB) notification.



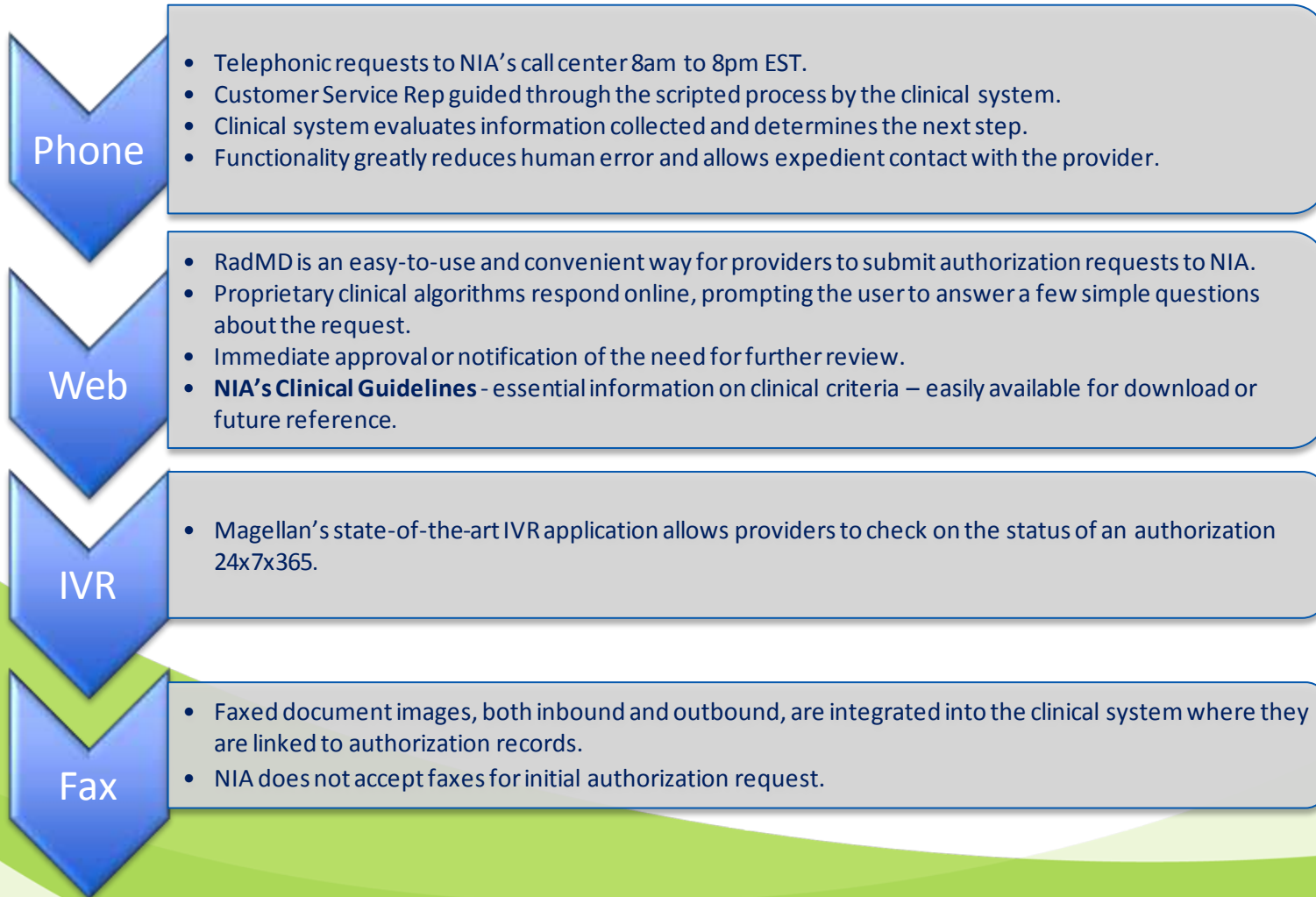
Self-Service Tools and Usage



NIA Provider Tools “Make it Easy” for Providers to Partner with NIA



Clinical algorithms apply sophisticated criteria to auto-approve most requests and send others for additional review



Self Service Tools and Usage



- Interactive Voice Response (IVR)
 - Use tracking number to check status of cases
- Web site: www.RadMD.com
 - Use tracking number to review an exam request

A screenshot of the RadMD web interface. The top section is titled 'RadMD Sign In' and includes the text '24/7 online access for imaging facilities and health plans to NIA's RadMD Web site.' Below this text are two buttons: 'Sign In' (orange) and 'New User' (grey). The bottom section is titled 'Track an Authorization' and includes the text 'Authorization Tracking Number' above a white input field. To the right of the input field is an orange 'Go' button.

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

NIA Web Site – Ordering Providers



- RadMD is a user-friendly, near-real-time Internet tool offered by NIA.
 - RadMD is available 24/7, except every other Saturday evening from 5 pm – 8 pm EST, when maintenance is being performed
- RadMD provides instant access to much of the prior authorization information that our Call Center staff provides, but in an easily accessible Internet format.
- We encourage all ordering providers to submit all requests online at RadMD.
- With RadMD, the majority of cases will be authorized online with ease; however, we will resolve pended cases through our Clinical Review department.
- We strongly recommend that ordering providers print an OCR Fax Coversheet from RadMD if their authorization request is not approved online or during the initial phone call to NIA. By prefacing clinical faxes to NIA with an OCR fax coversheet, the ordering provider can ensure a timely and efficient case review.
- RadMD provides up-to-the-hour information on member authorizations, including date initiated, date approved, exam category, valid billing codes and more.

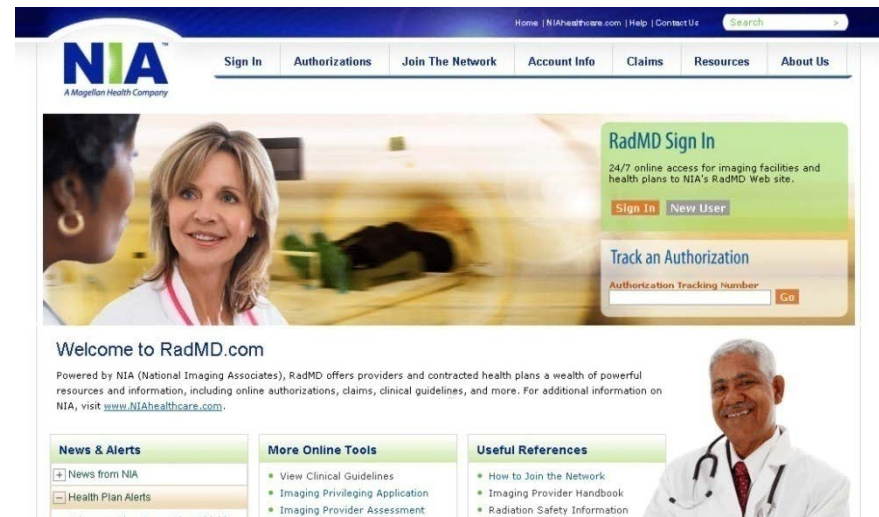
NIA Web Site - Imaging Facilities



- User-friendly, near-real-time Internet tool offered by NIA
- Log on to RadMD.com

Web site offers access to:

- Member prior authorization
- Date initiated
- Exam requested
- Valid billing codes (CPT)



- Helpful resources including Clinical Guidelines for Radiology Procedures

To get started, visit www.RadMD.com



- Click the “New User” button on the right side of the home page.
- 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.
- Everyone in your organization is required to have his or her own separate user name and password due to HIPAA regulations.
- On subsequent visits to the site, click the “Login” button to proceed.
- If you use RadMD for another health plan with NIA, you may use the same log on and password for Sunflower State Health Plan.

RadMD Demo





NIA Provider Relations



NIA Contact Information

NIA Provider Relations Manager

Leta Genasci

Phone: (314) 387-5518

Email:

ljgenasci@magellanhealth.com

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

Liaison between Sunflower State Health Plan Provider Relations and NIA.

Questions and Answers



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