Radiation Oncology Solutions Program
Agenda

• Introduction
• Services and Treatments
• Authorization Process
• Notification of Determination
• Clinical Information
• Other Important Information
• Provider Tools
• Provider Relations Contact Information
On January 1, 2015, BlueCross BlueShield of South Carolina and BlueChoice HealthPlan launched a Radiation Oncology Utilization Management Program. We selected NIA Magellan to provide these radiation oncology benefit management services through its Radiation Oncology Solution program. NIA Magellan is an independent company that provides utilization management services on behalf of BlueCross and BlueChoice®.

Physicians designed NIA Magellan’s Radiation Oncology Solution, for physicians, to ensure that services within the radiation therapy treatment plan are clinically appropriate for each patient’s specific condition. It is consistent with nationally recognized clinical guidelines and ensures treatments are conducted in the most efficient and outcome-oriented manner.
Radiation Therapy Management
BlueCross and BlueChoice are expanding the existing partnership with NIA Magellan for radiation oncology which:

• Complements NIA Magellan’s expertise in diagnostic imaging management.

• Incorporates oncology diagnostic imaging and therapeutic radiology into the utilization management process.

• Will use NIA Magellan systems, tools and infrastructure to deliver the radiation oncology capability.
Participating Plans

BlueCross and BlueChoice plans:
1. Fully insured
2. BlueCross Exchange plans
3. BlueChoice Exchange plans
4. BlueChoice commercial plans

BlueCross and BlueChoice plans not participating with the program include:
1. Federal Employees Program (FEP)
2. State Health Plan
3. Self-funded plans
4. Out-of-state members (BlueCard®)
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Services and Treatments

Encompasses

- All radiation therapy treatment

Excludes

- Hospital inpatient
- Observation
- Emergency room
- Surgery center
Program includes management of all radiation therapy modalities:

- Low-dose-rate (LDR) Brachytherapy
- High-dose-rate (HDR) Brachytherapy
- Two-dimensional Conventional Radiation Therapy (2D)
- Three-dimensional Conformal Radiation Therapy (3D-CRT)
- Intensity Modulated Radiation Therapy (IMRT)
- Image Guided Radiation Therapy (IGRT)
- Stereotactic Radiosurgery (SRS)
- Stereotactic Body Radiation Therapy (SBRT)
- Proton Beam Radiation Therapy (PBT)
- Intra-Operative Radiation Therapy (IORT)
- Neutron Beam Therapy
- Hyperthermia

• Defer to health plan policies for procedures we didn’t list in the matrix.
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Radiation Oncologist

- Determining the treatment plan
- Submitting the request for prior authorization
- Providing radiation therapy

Radiation Oncologist and Cancer Treatment Facility

Ensures the receipt of prior authorization prior to providing services.
Authorization Process

1. Radiation Oncologist
2. www.RadMD.com or Telephone NIA Magellan Call Center
3. NIA Magellan Clinical Review*
4. Treatment Plan Authorized
5. Services are Performed
6. Claims are Paid

* NIA Magellan makes determinations within two days for general requests, 24 hours for urgent requests.
### Step 1: Gather necessary patient and therapy information

**GENERAL**
- Name and office phone number of radiation oncologist planning and delivering radiation therapy
- Member name and ID number
- Name of treatment facility performing the procedures
- Anticipated treatment start date

**CLINICAL INFORMATION**
- Disease site being treated
- Stage (T, N, M stage)
- Treatment intent

**TECHNIQUE**
- Ports/angles
- Total dose
- Fractions
- IGRT type
- Brachytherapy insertions and fractions

*NIA Magellan may need additional information depending on the cancer site and treatment modality.*
Authorization Process

Step 1: Gather necessary patient and therapy information

Cancer Site Checklist Example

Refer to the treatment plan checklists to determine what information we need. Checklists are specific to the type of cancer being treated and can assist in documenting clinical information and the treatment plan.
Step 2: Submit necessary information

Submit authorization requests as soon as possible, following the set up simulation, to avoid delay in claims processing.
Authorization Process

Step 2: Submit necessary information

How to Submit Authorization Requests

Initiate requests using www.RadMD.com, the preferred method:

1. Identify patient, physician and treatment facility
2. Outline the treatment plan
3. Complete the cancer site checklist
4. Describe the reason for treatment
5. Answer clinical questions
6. Confirm the information
7. Submit the request

Submit authorization requests as soon as possible, following the set up simulation, to avoid delay in claims processing.
Step 3: Treatment plan review

Evidence-Based Clinical Guidelines for Radiation Oncology

- Nurses will review all services that are part of the treatment plan to determine appropriateness and medical necessity.
- Nurses review medical necessity based on nationally recognized, evidence-based clinical guidelines and standards of care.
Step 3: Treatment plan review

Evidence-Based Clinical Guidelines for Radiation Oncology

- NIA Magellan Evidence-Based Clinical Guidelines are available on www.RadMD.com.
- Health plan medical directors review and approve all NIA Magellan clinical guidelines.
Step 3: Treatment plan review

Evidence-Based Clinical Guidelines for Radiation Oncology

- If NIA Magellan does not approve a treatment plan based on the information received, it is then reviewed by a radiation oncologist prior to rendering a denial.

- If NIA Magellan does not approve the treatment plan after the radiation oncologist’s review, the oncologist will reach out to the requesting physician to review and discuss the treatment plan.
Step 3: Treatment plan review

1. Intake Level
   - Requests are evaluated using NIA Magellan’s clinical algorithm
   - Requests can:
     1. Approve
     2. Require additional clinical review
     3. Pend for clinical validation of medical records

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

3. Physician Clinical Review
   - Physicians can:
     1. Approve
     2. Partially approve
     3. Facilitate an ordering physician withdrawal

A peer-to-peer discussion is always available!
Step 3: Treatment plan review

Timeframes

NIA will respond within two to three business days of receipt of all necessary clinical information.

NIA Magellan will process clinically urgent requests within 24 hours.

Use the tracking number to check the status of the request.
Step 3: Treatment plan review

Potential Outcomes

Treatment Plan Outcomes:

• Approved

• Partially Approved

• Denied

One authorization number encompasses all authorized procedures in a treatment plan.

NOTE: Only an NIA Magellan radiation oncologist can make a denial determination.
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You will receive the treatment plan determination:

• Written and verbal provider notification (separate member notification)
• Approved requests include a list of authorized procedures
• Authorization detail also available on www.RadMD.com
# Notification of Determination

## Sample Authorization for Partial Approval

### Patient Information
- **Name:** JOHN DOE
- **Date of Birth:** 2/15/1949
- **Gender:** M
- **Health Plan:** 123450 Employee Health Plan
- **Member ID:** 12345600000

### Rendering Physician
- **Name:** TOM THOMAS, MD
- **Specialty:** Radiation Oncology
- **Phone:** (999) 123-4567
- **UPIN:** MD12345

### Treatment Facility
- **Name:** CANCER TREATMENT CENTER
- **Address:** 100 S. MAIN STREET
- **City:** ANYTOWN
- **State:** USA
- **Zip Code:** 12345

### Case Information
- **Case Description:** Prostate Cancer - Intensity Modulated Radiation Therapy (IMRT)
- **Request ID:** 121368051
- **Request Date:** 5/15/2012
- **Status:** Partial Approval
- **Validity Dates:** 5/15/2012-11/11/2012
- **ICD9:** 123
- **Planning Began:** (not available)
- **Treatment Started:** 5/21/2012

### CPT-4 Table

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Notification of Determination

Approval Notification
Verbal notice and fax, letter mailed if fax fails.
Rendering – Can view approval on RadMD

Denial Notification
Verbal and written notice to ordering physician, written notice to member.

Authorization Validity Period
180 days from date of request for radiation oncology.

Appeal Instructions
NIA Magellan handles all first-level physician appeals.
Notification of Determination

Retrospective Review Process

• For Radiation Oncology - 14 calendar days from date of service, NIA Magellan will review request based on medical necessity.

Urgent/Expedited Authorization Process

• If an urgent clinical situation exists (outside of a hospital emergency room), please call NIA Magellan immediately. To get prior authorization, call 866-500-7664.
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If additional clinical information is needed to complete an authorization request review:

- NIA Magellan will send a fax to the radiation oncologist detailing what clinical information it needs along with a fax coversheet.
- We stress the need to provide the clinical information as quickly as possible so NIA Magellan can make a determination.
The timeframe for rendering a determination begins after receipt of clinical information. Provide clinical information as soon as possible to ensure timely processing of request.
Clinical Information

Two ways to submit clinical information to NIA Magellan:

1. RadMD Upload
   • Upload clinical documentation electronically

2. Fax
   • Use the fax cover sheet when faxing clinical information to NIA Magellan.

Be sure to use the NIA Magellan fax cover sheet for all transmissions of clinical information!
You can print additional copies of fax cover sheets from RadMD or request them via the Call Center at 888-642-7649.

Be sure to use the NIA Magellan fax cover sheet for all transmissions of clinical information!
Clinical Information

Modifying Treatment Plans

Change or add additional services for an approved treatment plan

Authorizations

- Call all modifications of approved treatment plan requests into the Call Center.
- NIA Magellan will review modifications for medical necessity.
- Be prepared to supply additional clinical information if necessary.
- NIA Magellan will make a determination after it receives all requested information.
- Authorization number will NOT change
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• You cannot initiate authorizations via fax.
• Submit additional clinical information via fax or RadMD upload after you have initiated a request.
• You do not need a cover sheet to upload records on RadMD.
• Provide any clinical information as quickly as possible so NIA Magellan can make a determination.
• The timeframe for rendering a determination begins after receipt of clinical information.
Transition Cases

Complete the Radiation Therapy Treatment Notification Form and fax to BlueCross at 803-264-0258

• Complete this form to notify BlueCross about radiation treatment for members who started treatment prior to January 1, 2015.


• We do not require a medical necessity review for these patients.

NIA Magellan does not require a medical necessity review for radiation therapy that started prior to January 1, 2015.
Provider Networks

NIA Magellan will use the existing BlueCross and BlueChoice network of radiation oncologists and cancer treatment facilities as its preferred providers for delivering radiation oncology solutions to BlueCross and BlueChoice members throughout South Carolina.
Claims Process

- Radiation oncologists and cancer treatment centers should continue to submit claims to BlueCross and BlueChoice.
- Providers are strongly encouraged to file claims using EMC (Electronic Media Claims).
- Providers can also submit claims online using My Insurance Manager available at www.SouthCarolinaBlues.com or www.BlueChoiceSC.com.
- Providers can also check claim status through My Insurance Manager.

Appeal Process

- In the event of a prior authorization or claims payment denial, providers can appeal the decision through BlueCross.
- Physicians should follow the instructions on their non-authorization letters or remittance notifications.
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Provider Tools

RadMD Website

- Available 24/7
- Ordering physicians can request authorization and view authorization status
- Upload additional clinical information
- Access NIA Magellan resources
  - List of CPT procedure codes requiring preauthorization
  - Cancer site checklists
  - Evidence-based clinical guidelines (by diagnosis)
  - Outpatient Radiation Therapy Billable CPT® Codes Claim Resolution Matrix
  - Radiation Oncology Utilization Quick Reference Guide
Interactive Voice Response (IVR) System

- Toll-free authorization and information number, 866-500-7664
- Monday through Friday, 8 a.m. to 8 p.m.
- Saturday 8 a.m. to 1 p.m. EST
Steps for radiation oncologists:
1. Click the “New User” button on the right side of the home page.
2. Select “Physician’s office that prescribes radiation oncology procedures.”
3. Fill out the application and select “Submit.”
   - You must include your email address in order for the webmaster to respond to you with your NIA Magellan-approved username and password.

**NOTE:** On subsequent visits to the site, select “Sign In” to proceed.
Provider Tools

Steps for cancer treatment facilities:
1. Click the “New User” button on the right side of the home page.
2. Select “Cancer Treatment Facility or Hospital that performs radiation oncology procedures.”
3. Fill out the application and select “Submit.”
   - You must include your email address in order for the webmaster to respond to you with your NIA Magellan-approved username and password.

NOTE: On subsequent visits to the site, select “Sign In” to proceed.

IMPORTANT: Designate an “administrator” for the facility who manages the access for the entire facility.
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NIA Magellan Dedicated Provider Relations Manager

- Name: Anthony (Tony) Salvati
- Phone: 800-450-7281, ext. 75537
- Email: alsalvati@magellanhealth.com

Tony is the liaison between BlueCross Provider Relations and NIA Magellan.

BlueCross and BlueChoice Provider Relations and Education

- Phone: 803-264-4730
- Email: Provider.Education@bcbssc.com

Providing educational tools to radiation oncologists and treatment facilities on processes and procedures.