Radiation Oncology Solutions Program:
Provider Training
NIA Magellan is an independent company that provides utilization management services on behalf of BlueCross BlueShield of South Carolina and BlueChoice HealthPlan.

*NIA Magellan refers to National Imaging Associates, Inc.
NIA Magellan Program Agenda

• Introduction to the Training
• Our Program
  1. Authorization Process
  2. Other Program Components
  3. Provider Tools and Contact Information
• Questions and Answers
NIA Magellan Radiation Oncology Program Overview
Radiation Oncology Program
Launching January 1, 2015

BlueCross and BlueChoice® plans:
1. Fully insured
2. BlueCross Exchange plans
3. BlueChoice Exchange plans
4. BlueChoice commercial plans
### NIA Magellan Facts
- Providing client solutions since 1995
- Magellan acquisition (2006)
- Based in Columbia, MD with 500 national NIA Magellan employees
- Business supported by two national call operational centers

### Industry Presence
- 55 health plan clients serving over 19M national lives
- 11M commercial, 1M Medicare, 6M Medicaid
- 29 states
- Doing business in South Carolina with BlueCross since 2010

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

### Product Portfolio
- Diagnostic imaging (advanced and selected non-advanced)
- Cardiac solutions
- Radiation oncology
- OB ultrasound
- Pain management
- Spine surgery
- Sleep management
- Emergency department, physician profiling and practice management analysis
- Services managed for BlueCross include: diagnostic imaging and radiation oncology

---

**National Committee for Quality Assurance (NCQA) Certified & URAC Accredited**
Why Radiation Therapy Management

BlueCross and BlueChoice are expanding the existing partnership with NIA Magellan for radiation oncology which:

• Complements NIA Magellan 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.
NIA Magellan Prior Authorization Program

**Effective January 1, 2015**

**Encompasses:**
All Radiation Therapy Treatment

**Excludes:**
- Hospital Inpatient
- Observation
- Emergency Room
- Surgery Center
Radiation Therapy Modalities

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
List of CPT Procedure Codes Requiring Prior Authorization


• Defer to health plan policies for procedures not listed in the matrix.
Responsibility for Authorization

**Radiation Oncologist**
Determining the treatment plan and providing the radiation therapy.

Is also responsible for submitting the prior authorization.

**Radiation Oncologist and Cancer Treatment Facility**
Ensuring prior authorization is received prior to providing service.
Authorization Process
Prior Authorization Process Overview

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

* NIA Magellan makes determinations within two days for general requests, 24 hours for urgent requests.
Three-Step Authorization Process

1. Gather necessary patient and therapy information

2. Submit necessary information as part of authorization request

3. Receive medical necessity and treatment plan determination
   • Include the initial scan in the treatment plan
Patient and Clinical Information Required
Information for Authorization

**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**
Requested radiation therapy modality (initial and/or boost stages)
  - 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_
Step 1: Gather Necessary Patient and Therapy Information

Cancer Site Checklist Example

<table>
<thead>
<tr>
<th>General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Name:</td>
</tr>
<tr>
<td>Radiation Therapy Treatment Planning Start Date (i.e. Clinical Treatment Plan, Set up Simulation): <strong>/</strong>/____</td>
</tr>
<tr>
<td>Radiation Therapy Treatment Start Date: <strong>/</strong>/____</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patient Clinical Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>T Stage:</td>
</tr>
<tr>
<td>NX</td>
</tr>
<tr>
<td>N0</td>
</tr>
<tr>
<td>N1</td>
</tr>
<tr>
<td>T0</td>
</tr>
<tr>
<td>T1</td>
</tr>
<tr>
<td>T2</td>
</tr>
<tr>
<td>T3</td>
</tr>
<tr>
<td>T4</td>
</tr>
<tr>
<td>N Stage:</td>
</tr>
<tr>
<td>NX</td>
</tr>
<tr>
<td>N0</td>
</tr>
<tr>
<td>N1</td>
</tr>
<tr>
<td>Does patient have distant metastasis (M1)?</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>PSA Levels:</td>
</tr>
<tr>
<td>Most recent PSA Level (ng/ml): ________</td>
</tr>
<tr>
<td>Date of this result: <strong>/</strong>/____</td>
</tr>
<tr>
<td>If post prostatectomy, was PSA detectable on two or more tests?</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Highest Gleason Score: ____________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Treatment Planning Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treatment Intent</td>
</tr>
<tr>
<td>Primary Therapy</td>
</tr>
<tr>
<td>Adjuvant – Post-Operative</td>
</tr>
<tr>
<td>Palliative</td>
</tr>
<tr>
<td>PSA levels</td>
</tr>
<tr>
<td>ADT (Androgen Deprivation Therapy):</td>
</tr>
<tr>
<td>Not using ADT</td>
</tr>
<tr>
<td>Short-term (4-6 months)</td>
</tr>
<tr>
<td>Long-term (2yrs)</td>
</tr>
</tbody>
</table>

1. Initial Treatment Phase (Choose One): |
| 2-Dimension Radiation Therapy |
| 3D Conformal Radiation Therapy |
Step 2: Submit Authorization Request

When to Submit Requests

Submit authorization requests as soon as possible, following the set up simulation to avoid delay in claims processing.
Step 2: Submit Authorization Request

How to Submit Authorization Requests

Initiate requests online at www.RadMD.com (the preferred method) using this process:

1. Identify the patient, patient’s physician and treatment facility
2. Outline the patient’s treatment plan
3. Complete the cancer site checklist
4. Describe the reason for the treatment
5. Answer clinical questions
6. Confirm the information entered
7. Complete the request
Step 3: Treatment Plan Authorization

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.
  - NIA Magellan Evidence-Based Clinical Guidelines are available on www.RadMD.com
  - All NIA Magellan clinical guidelines are reviewed and approved by health plan medical directors
Step 3: Treatment Plan Authorization

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.
Prior Authorization Process

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 Authorization

Use the tracking number to check the status of the request

**Timeframes**

- **Treatment Plan Submission**
- **Responses from NIA Magellan within 2-3 business days of receipt of all necessary clinical information**
- **NIA Magellan will request clinically urgent requests in 24 hours**
Step 3: Treatment Plan Authorization

Potential Outcomes

• Treatment Plan Outcomes:
  o Approved
  o Partially Approved
  o Denied

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

NOTE: Only an NIA Magellan radiation oncologist can make a denial determination.
Determination Overview
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
Treatment Plan Authorization
Notification of Determination

• See the Outpatient Radiation Therapy Utilization Review Matrix for a list of CPT-4 Codes that NIA Magellan authorizes on behalf of BlueCross and BlueChoice

• You can find the Outpatient Radiation Therapy Utilization Review Matrix on:
  o www.SouthCarolinaBlues.com
  o www.BlueChoiceSC.com
  o www.RadMD.com
### Sample Authorization for Partial Approval

#### NIA
A Magellan Health Company

**EXAM REQUEST VERIFICATION: DETAIL**

**Patient Information**
- **Name:** JOHN DOE
- **Date of Birth:** 2/15/1949
- **Member ID:** 12345600000
- **Gender:** M
- **Health Plan:** 123456 Employee Health Plan

**Rendering Physician**
- **Name:** TOM THOMAS, MD
- **Tax ID:** 1234567890
- **Phone:** (999) 123-4567
- **UPIN:** MD12345
- **Specialty:** Radiation Oncology

**Treatment Facility**
- **Name:** CANCER TREATMENT CENTER
- **Address:** 100 S. MAIN STREET, ANYTOWN, USA 12345

**Case Information**
- **Case Description:** Prostate Cancer - Intensity Modulated Radiation Therapy (IMRT)
- **Request ID:** 123456789
- **Status:** Partial Approval
- **Validity Dates:** 5/15/2012 - 11/11/2012
- **Planning Began:** (not available)
- **Treatment Start:** 5/15/2012

**CPT4**

<table>
<thead>
<tr>
<th>CPT4</th>
<th>Date</th>
<th>Phase</th>
<th>Procedure Category</th>
<th>Approved Units</th>
<th>Denied Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>77290</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment Simulation - Setup - Interim/Complex</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>77334</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment Devices</td>
<td>2</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>77104</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment CT Guidance - Planning</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>77338</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment Devices - IMRT (MLC)</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>77301</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment IMRT Isodose Plan</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>77300</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment Dosimetry - Calculation</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>77418</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment Devices - IMRT (MLC)</td>
<td>44</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>77427</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment Treatment Management - S Treatments</td>
<td>9</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>77326</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment Weekly Physics Consultation</td>
<td>9</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>77104</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment CT Guidance - IGRT</td>
<td>44</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>77470</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment Special Treatment Management</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>77280</td>
<td>5/17/12</td>
<td>6:26AM Initial Treatment Simulation - Verification</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
## 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.
NIA Magellan Retrospective Review and Urgent/Expedited Authorization Process

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. The number to call to get a prior authorization is 866-500-7664.
Other Authorization Requirements
Providing Additional Clinical Information

Requesting Additional Services

Treatment Notification for Patients
NIA Magellan to Radiation Oncologist: Request for Additional Clinical Information

- NIA Magellan will send a fax to the radiation oncologist detailing what clinical information 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.
NIA Magellan to Radiation Oncologist:
Request for Additional Clinical Information

• 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.
Submitting Additional Clinical Information/Medical Records to NIA Magellan

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!
Submitting Additional Clinical Information/Medical Records to NIA Magellan

- 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!
## Modifying Treatment Plans

<table>
<thead>
<tr>
<th>Changing Services for an Approved Treatment Plan</th>
<th>Adding Additional Services to an Approved Treatment Plan</th>
</tr>
</thead>
</table>

### 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.
Radiation Therapy Treatment Notification for Transition Cases

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

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

- Medical necessity review is not required for these patients.
- NIA Magellan will confirm receipt of notification 48 hours from receipt.
Radiation Therapy Treatment Notification for Transition Cases

Complete this Radiation Therapy Treatment Notification Form to notify BlueCross about radiation treatment for members who started treatment prior to January 1, 2015.
Other Important Information

• You cannot initiate authorizations via fax.
  • Submit additional clinical information via fax or RadMD upload you have initiated a request.
  • You do not need a cover sheet to upload records on RadMD.

• We stress the need to provide the clinical information as quickly as possible so we 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.
Program Components
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

#### How Claims Should be Submitted

- Radiation oncologists and cancer treatment centers should continue to submit claims to BlueCross and BlueChoice.
- Providers are strongly encouraged to file claims using EMC (Electron Media Claims).
- Providers can also submit claims online using My Insurance Manager<sup>SM</sup> available at [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com).
- Providers can also check claim status through My Insurance Manager.

#### Claims Appeals Process

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

RadMD Website

• Available 24/7
• Ordering physicians request authorization and view authorization status
• Upload additional clinical information
• View clinical guidelines, NIA Magellan frequently asked questions (FAQs) for radiation oncologists and cancer treatment facilities
  o List of CPT procedure codes requiring preauthorization
  o Cancer site checklists
  o Evidence-based clinical guidelines (by diagnosis)
  o Outpatient Radiation Therapy Billable CPT® Codes Claim Resolution Matrix
  o Radiation Oncology Utilization Quick Reference Guide
Provider Tools

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
Radiation Oncologists
Getting Started on www.RadMD.com

IMPORTANT: Everyone in your organization is required to have his or her 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 prescribes radiation oncology procedures.”
3. Fill out the application and select “Submit.”
   - You must include your email address in order for our webmaster to respond to you with your NIA Magellan-approved username and password.

NOTE: On subsequent visits to the site, select “Sign In” proceed.
Cancer Treatment Facilities
Getting Started on RadMD.com

IMPORTANT: Designate an “administrator” for the facility who manages the access for the entire facility.

STEPS:
1. Select “New User” 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 our 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.
Dedicated Provider Relations
Contact Information

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.