Managed Health Services (MHS) Physical Medicine Overview

**Provider Training** 

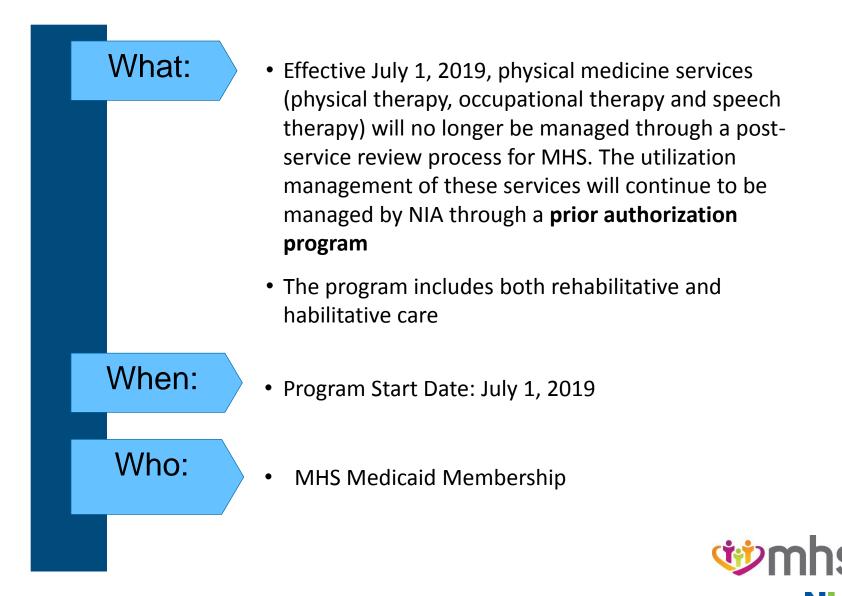
Presented by: April Sabino

0519.PR.P.PP 5/19

**What** 

## **MHS Physical Medicine Overview**





#### **Transition to Prior Authorization**



- ALL patients continuing with treatment beyond July 1, 2019 will require a Prior Authorization
- Providers will be required to initiate prior authorization at the start of care for all MHS members
- You will only need to send NIA clinical records if the case pends at intake and when additional care or subsequent requests are requested.



NIA Physical Medicine Program Agenda



#### **Our Program**

- Prior Authorization Process and Overview
- Medical Necessity Review
- Notification of Determination
- Claims
- Provider Tools and Contact Information



## A Unique Vision of Care

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





## NIA Highlights



#### **NIA Facts**

- Providing Client Solutions since 1995
- Magellan Acquisition (2006)
- Headquartered in Scottsdale, AZ
- Business supported by two National Call Operational Centers

#### **Industry Presence**

- 73 Health Plan Clients serving 26.39M National Lives
- 14.15M Commercial
- 1.82M Medicare
- 10.42M Medicaid
- 41 states

#### **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
- Musculoskeletal Management (Surgery/IPM)
- Physical Medicine (Chiropractic Care, Speech Therapy, Physical and Occupational Therapies)
- Provider Profiling and Practice Management Analysis

#### **URAC Accreditation & NCQA Certified**



# Prior Authorization Process and Overview

**When he set the set of the set o** 

NÉA

## NIA's Physical Medicine Prior Authorization Program



**Effective July 1, 2019**, MHS will begin a prior authorization program through NIA for the management of Physical Medicine Services. The Call Center will be available beginning **June 21, 2019** for prior authorization for dates of service July 1, 2019 and beyond. Any services rendered on and after July 1, 2019 will require authorization.

Services Requiring Authorization	Outpatient Therapy Services for: Physical Therapy Speech Therapy Occupational Therapy
The review is focused on therapy services performed in the following settings:	<ul> <li>Outpatient Office</li> <li>Outpatient Hospital</li> <li>Home Health</li> </ul>

\*Therapy provided in Hospital ER, Inpatient and Observation status, Acute Rehab Hospital Inpatient, and Inpatient and Outpatient Skilled Nursing Facility settings are excluded from this program.



## **Responsibility for Prior Authorization**



- Verify members' benefits by contacting MHS Customer Service Department
- Obtain an authorization for physical medicine services within two days of the evaluation for additional services provided at the time of the evaluation and for ongoing care\*
- Ensure that prior authorization has been obtained prior to rendering services\*\*



\*Failure to obtain an authorization may result in denied claims.

\*\*NIA recommends that you do not schedule any additional physical medicine services beyond the initial evaluation until authorization is obtained.



## **Benefit Management**

- Member benefits are in visits per year
- Each date of service is calculated as a visit
- MHS keeps track of how many visits per year are used
- Office/Facility should verify benefits and visits available for each member

#### Network

 MHS' network of providers including Therapists, and Facilities will be used for the Physical Medicine Program

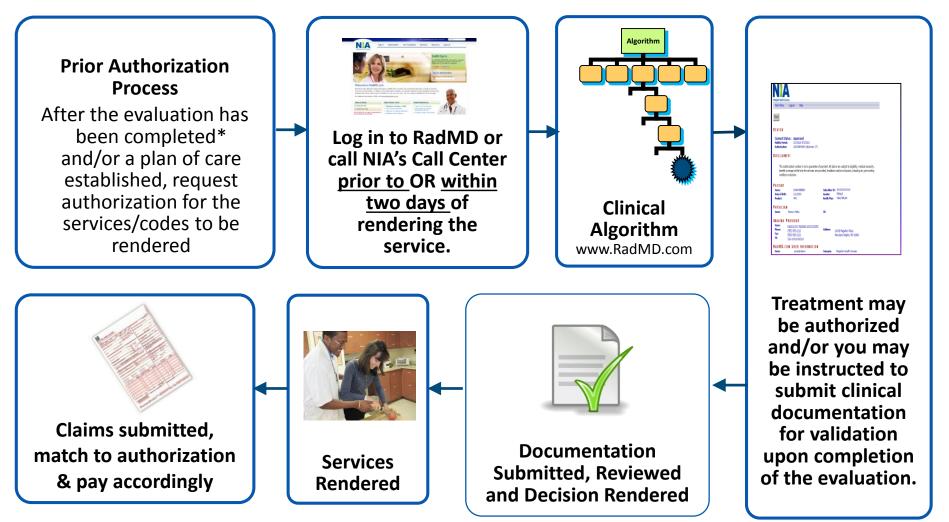
#### **Utilization Management**

- NIA will issue authorizations in sets of visits.
   NIA is not responsible for managing benefit limits and authorizations are not a guarantee of payment
- Initial authorizations can be obtained via telephone or the web portal, RadMD. Realtime authorization may be offered, or clinical records may be required for review
- All requests for additional visits (subsequent requests) require clinical records. Requests can be initiated by uploading these records to the existing authorization in RadMD or by faxing records to NIA using the provided coversheet



## **Initial Authorization Process Overview**





\*PT and OT Evaluation codes do not require authorization.

All Speech Therapy codes require authorization, including evaluation codes, as these codes may be billed on a recurrent basis as part of ongoing treatment and will require an authorization at that time.



## **Medical Necessity Review**

**When the second second** 

N 🕷 🛆

## **Clinical Decision Making and Algorithms**

- Clinical guidelines are reviewed and mutually approved by MHS and NIA Chief Medical Officers and senior clinical leadership
- NIA's algorithms and medical necessity reviews collect key clinical information to ensure that MHS members are receiving appropriate outpatient rehabilitative and habilitative physical medicine services
- NIA issues authorizations in accordance with MHS benefit guidelines, NIA internally developed guidelines, commercially licensed guidelines and Apollo Licensed Guidelines for physical medicine services
- NIA Clinical Guidelines are available on <u>www.RadMD.com</u>:
  - Select the Solutions tab at the top of the page
  - Click on Physical Medicine to be directed to the general guidelines page
- To access MHS specific criteria online at <u>www.RadMD.com</u>:
  - Sign In with User name and passcode
  - At Menu Options, click link to Clinical Guidelines
  - Click on the "Health Plans" selection on the menu bar
  - Scroll down the page to locate your specific health plan name
  - *Click on the link to open the pdf document*



# Patient and Clinical Information Required for Authorization

#### GENERAL INFORMATION AT INTAKE

 Provider information and type, member information, date of initial evaluation, and requested auth start date (if different than the eval date)

#### CLINICAL INFORMATION AT INTAKE

- Treating Diagnosis and body region being treated, date of onset. Date of onset/injury
- Functional deficits to be treated and summary of objective findings
- Functional Outcome Tool or Standardized Assessments and Scores

#### CLINICAL RECORD CONTENT \*NEEDED FOR CLINICAL VALIDATION

- Initial evaluation including current and prior functional status
- Objective tests and measures appropriate to the discipline of therapy, standardize test with raw score, functional outcome assessments and scores
- School programs, including frequency and goals (*for habilitative services*)
- Therapist assessment including the treatment prognosis and rehab potential
- Treatment Plan including interventions planned, specific functional goals that are measurable, specific, and contain a component of time

\*Refer to the "Provider Tip Sheet/Checklist" on <u>www.RadMD.com</u> for more specific information



#### **Clinical Records Recommended for CVR**

#### **Recommended Documentation**

This is a guide for recommended documentation submission AFTER you have received and accepted immediate authorization through the initial intake at the Algorithm level and is assuming no previous documentation has been submitted for the case in question.

#### Documents needed for Rehabilitative Cases:

- 1) Within 3 visits of Initial Evaluation
  - a. Only Initial Evaluation is needed
- 2) After 4 visits from Initial Evaluation
  - a. Initial Evaluation + Recent Daily note
- 3) After 30 days from Initial Evaluation
  - a. Initial Evaluation + Recent Progress note

#### Documents needed for Habilitative Cases:

Τ

- 1) <u>Within the 1<sup>st</sup> 30 days</u> from Initial Evaluation
  - a. Initial Evaluation showing Standardized Testing
- 2) Within the 30-90 days from Initial Evaluation
  - Initial Evaluation + Updated Progress Note OR Recent Daily note(s) with indications of objective and functional progress with therapy
- 3) Within 3-12 months of Initial Evaluation
  - a. Initial Evaluation + Updated progress note(s)
- 4) After 12 months from Initial Evaluation
  - a. Initial Evaluation + Re-Evaluation

Documentation should include the following details:





## Request for Additional Clinical Information



PLEASE FAX THIS FORM TO:

CC TRACKING NUMBER

Date: TODAY

FAXC

ORDERING PRO	WIDER: REQ	PROVIDE	R		
FAX NUMBER:	FAX RECIP	PHONE	TRACE	KING NUMBER: CC_TRACKING_NUMBER	
RE: Authoriza	tion Request	MEMBE	R ID:	MEMBER_ID	
PATIENT NAME	: MEMBER	NAME			
HEALTH PLAN:	CAR NAA	ſĔ			

#### Request for Further Clinical Information

We have received your request for PROC\_DESC. Please use this tool to assist us with the preauthorization process, by submitting by fax (Fax # orphone all relevant information requested below. For information regarding NIA clinical guidelines used for determinatons please see radmd com. To speak with an Initial Clinical Reviewer please call:

1. Treating condition/diagnosis:

- 2. Brief relevant medical history and summary of previous therapy:
- 3. Surgery Date and Procedure (if any):
- 4. Date of initial evaluation: \_\_\_\_\_ Date of Re-evaluation:

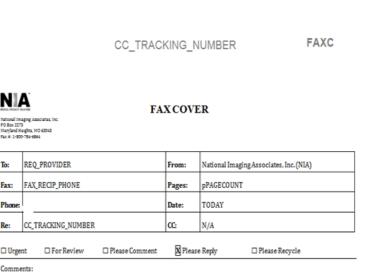
RESULTS OF OBJECTIVE TESTS AND MEASURES:

- If additional clinical information is needed to complete a request, NIA will contact the provider via phone and fax to notify them
- The request fax will contain information on the type of clinical information needed, along with a Fax Coversheet
- Records may be submitted using that fax coversheet or via upload to RadMD using the tracking number at the top of the page
- We stress the need to provide the clinical information as quickly as possible so we can make a determination
- Failure to receive requested clinical information may result in noncertification



## Submitting Additional Clinical Information/ Medical Records to NIA

- Two ways to submit clinical information to NIA
  - Via RadMD Upload
  - Via Fax
- Use the case specific Fax Coversheet when faxing clinical information to NIA
- Initial authorizations will come with a ٠ fax coversheet for future use for subsequent requests
- Additional copies of Fax Coversheets can be printed from RadMD or requested via the Call Center: 1-866-904-5096



Urgent Comments

ΝΑ

PO Box 2273

Fax:

Phone

Health Plan CAR NAME REO PROVIDER

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



#### Subsequent Requests

- If additional visits are needed, providers will need to submit clinical records as part of the request
- Request can be initiated by submitting records via RadMD or via Fax using previously provided fax coversheet
   \*\*Reminder: you may print a new coversheet at any time on RadMD
- Providers do NOT need to initiate a new request. Subsequent requests are considered an update to the existing authorization and are initiated by submitting records to that authorization





#### Changes in Treatment Plan / Diagnosis

- If a provider is in the middle of treatment and gets a new therapy prescription for a different body part, the treating provider will perform a new evaluation on that body part and develop goals for treatment. If the two areas are to be treated concurrently, the request would be submitted as an addendum to the existing authorization, using the same process that is used for subsequent requests
- NIA will review the request and can add additional visits and the appropriate ICD 10-code(s) to the existing authorization
- If care is to discontinue the previous area being treated and ongoing care will be solely focused on a new diagnosis, providers should submit a new request for the new diagnosis and include the discharge summary for the previous area. A new authorization will be processed and the previous will be ended.



## **Recap: Prior Authorization Process**

#### **Initial Requests**



Requests are evaluated using our clinical algorithms

Requests may:

- 1. Approve
- Require additional clinical information be submitted for review to complete the request

#### **Clinical Review**



Peer reviewer (therapist, physician, etc.) will review request and may result in:

- 1. Approval
- 2. Partial approval/denial
- 3. Denial

#### **Subsequent Requests**



Occurs beyond the initial authorization

Requests can be made by uploading records on RadMD or faxing in the request using the fax coversheet provided with the initial authorization

A peer to peer discussion is always available!



20 \* Generally the turnaround time for completion of these requests is within two to five business days upon receipt of sufficient clinical information

#### Peer to Peer Reviews

- A peer reviewer may reach out during the review process to discuss the plan of care and/or treatment interventions being utilized. This allows reviewers to gain insight into the providers' clinical judgement and/or discuss any deviations from evidence based practice
- A formal peer-to-peer, with one of our specialty matched peer reviewers is always offered prior to finalizing the denial. NIA will reach out to the provider via phone and fax to offer them an opportunity to discuss this case and/or submit additional clinical information that was not previously reviewed
- If the provider is not able to conduct a Peer to Peer at the time NIA reaches out, they may schedule one at a more convenient time by 1-888-642-7649

A peer to peer discussion is always available!



## Physical Medicine – Key Points

- If multiple provider types are requesting services, they will each need their own authorization (i.e. PT, ST, and OT services).
- The CPT codes for PT and OT initial evaluations do not require an authorization. However, all other billed CPT codes even if performed on the same date as the initial evaluation date will require authorization prior to billing.
- All Speech Therapy codes require authorization, including evaluation codes, as these codes may be billed on a recurrent basis as part of ongoing treatment and will require an authorization at that time. Providers should have NO concerns about initial evaluation procedures being covered.
- After the initial visit, providers will have up to two days to request authorization. If requests are received timely, NIA is able to backdate the start of the authorization to cover the evaluation date of service to include any other services rendered at that time.
- The requestor will be asked a series of questions to determine if additional clinical information is required (medical records) or if an authorization can be issued immediately.
- All subsequent requests require clinical records to be submitted. Providers can either upload or fax this information for review.
- An authorization will consist of number of visits and a validity period.
- A one time 30 day extension of the validity period can be obtained by contacting NIA



# Notification of Determination

**Why** 

N A

# Validity Period and Notification of Determination

Approval Notification	Denial Notification
<ul> <li>The approval notification will include a fax coversheet that can be used for any subsequent requests</li> <li>Validity Period</li> <li>Authorizations will include the number of approved visits with a validity period. It is important that the service is performed within the validity period.</li> <li>A one time 30 day extension of the validity period can be obtained by contacting NIA</li> </ul>	<ul> <li>Notifications will include an explanation of what services have been denied and the clinical rationale for the denial</li> <li>A peer to peer discussion will always be offered prior to issuing an adverse determination</li> <li>A re-review time frame of ten days from the date of the denial is available for requests made for Medicaid members and can be initiated by a peer discussion or by submitting additional clinical information after the denial letter has been issued</li> <li>Information on how to proceed with a complaint or appeal will be included in the notification</li> </ul>



#### **Processing of Claims**



How Claims Should be Submitted	Claims Appeals Process
<ul> <li>Providers will continue to submit their claims to MHS</li> <li>Providers should not submit claims until after an authorization is obtained to avoid denial of payment for non-authorization</li> <li>Providers are strongly encouraged to use EDI claims submission</li> </ul>	<ul> <li>In the event of a prior authorization or claims payment denial, providers may appeal the decision through MHS</li> <li>Providers should follow the instructions on their non-authorization letter or Explanation of Payment (EOP) notification</li> </ul>



# Provider Tools and Contact Information

**Why** 

#### **Provider Tools**







- > Toll free authorization and information number:
  - 1-866-904-5096

Available 8:00 a.m. – 8:00 p.m. EST

- Interactive Voice Response (IVR) System for authorization tracking
- RadMD Website Available 24/7 (except during maintenance)
  - Request authorization and view authorization status
  - Upload additional clinical information
  - View Clinical Guidelines, Frequently Asked Questions (FAQs), and other educational documents



#### Registering on RadMD.com **To Initiate Authorizations**

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 "Physical Medicine Practitioner"
- 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.

		•		
	RadMD Sign In			
(1)	24/7 online access fo	r imaging facilities and		
	health plans to NIA's			
	Sign In New Us	er C		
	Track an Authori	zation		
	Authorization Trackin	g Number		
		Go		
8				
<b>2</b>	Which of the followi Physical Medicine Pr	ng best describes your o actitioner	company?	~
2				<b>T</b>
	Physician's office the Facility/office where	at orders procedures procedures are performe	ed	
	Health Insurance co			any procedures
	Physicians office that	t prescribes radiation on		sy procedures
$\neg$	Physical Medicine P	ractitioner		
	New Account User Information		Your Direct Report	
	Choose a User ID:	]	The manager or supervisor respons cannot be yourself.	ble for terminating your access. This
	First Name:	Last Name:	First Name:	Last Name:
3				
3	First Name: Phone:	Last Name: Fax:	First Name: Phone:	Last Name: Email:
3				
3	Phone:	 Fax:		
3	Phone: Email: Company Name:	Fax: Confirm Email: Job Title:		
3	Phone: Email:	Fax: Confirm Email:		
3	Phone: Email: Company Name:	Fax: Fax: Confirm Email: Job Title: Address Line 2: State:		
3	Phone: Email: Company Name: Address Line 1:	Fax: Confirm Email: Job Title: Address Line 2:	Phone:	Email:
3	Phone: Email: Company Name: Address Line 1: City:	Fax: Fax: Confirm Email: Job Title: Address Line 2: State:	Phone:	

# Allows Users the ability to view all approved for facility

#### **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 "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.

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 authorizations, they will need to register for a rendering username and password. The administrator will have the ability to approve rendering access for each employee. This will allow users to see all approved authorizations under your organization.

RadMD Sig	n In			
-	ss for imaging facilities and IA's RadMD y to see			
Sign In Nev				
Sign In Nev	A DZ6L			
Track an Auth	norization			
Authorization Tra				
	Go			
	Appropriate Description			
	at orders procedures procedures are performed			
	e procedures are performed			
lealth Insurance co	ompany		av procedures	
lealth Insurance co Cancer Treatment F	ompany Facility or Hospital that perf	forms radiation oncolo	gy procedures	
lealth Insurance co Cancer Treatment f Physicians office th	ompany Facility or Hospital that perf at prescribes radiation onc	forms radiation oncolo ology procedures	gy procedures	
lealth Insurance co cancer Treatment f hysicians office th New Account User Informa	ompany Facility or Hospital that perf at prescribes radiation onc	forms radiation oncolo ology procedures Your Direct Report The manager or supe	gy procedures	nating your acc
ealth Insurance co ancer Treatment f hysicians office th New Account User Informa	ompany Facility or Hospital that perf at prescribes radiation onc	forms radiation oncolo ology procedures Your Direct Report		nating your acc
lealth Insurance co ancer Treatment f hysicians office th New Account User Informa Choose a User ID:	ompany Facility or Hospital that perf at prescribes radiation onc	forms radiation oncolo ology procedures Your Direct Report The manager or supe		
lealth Insurance cc ancer Treatment f hysicians office th New Account User Informa Choose a User ID: First Name:	Impany Facility or Hospital that perf at prescribes radiation onco tion Last Name:	forms radiation oncolo ology procedures Your Direct Report The manager or supe cannot be yourseff. First Name:	ervisor responsible for termin	
ealth Insurance co ancer Treatment I hysicians office th New Account User Informa Choose a User ID: First Name:	mpany Facility or Hospital that perf at prescribes radiation onc	forms radiation oncolo ology procedures Your Direct Report The manager or supe cannot be yourself.	rvisor responsible for termin Last Nar	
lealth Insurance co ancer Treatment f hysicians office th New Account User Informa Choose a User ID: First Name: Phone:	Impany Facility or Hospital that perf at prescribes radiation onco tion Last Name:	forms radiation oncolo ology procedures Your Direct Report The manager or supe cannot be yourseff. First Name:	rvisor responsible for termin Last Nar	
lealth Insurance cc ancer Treatment f hysicians office th New Account User Informa Choose a User ID: First Name: Phone: Email:	mpany Facility or Hospital that perf at prescribes radiation onc tion Last Name: Fax: Confirm Email:	forms radiation oncolo ology procedures Your Direct Report The manager or supe cannot be yourseff. First Name:	rvisor responsible for termin Last Nar	
lealth Insurance cc ancer Treatment f hysicians office th New Account User Informa Choose a User ID: First Name: Phone: Email:	Impany Facility or Hospital that perf at prescribes radiation onc tion Last Name: Fax:	forms radiation oncolo ology procedures Your Direct Report The manager or supe cannot be yourseff. First Name:	rvisor responsible for termin Last Nar	
lealth Insurance co Cancer Treatment F	mpany Facility or Hospital that perf at prescribes radiation onc tion Last Name: Fax: Confirm Email:	forms radiation oncolo ology procedures Your Direct Report The manager or supe cannot be yourseff. First Name:	rvisor responsible for termin Last Nar	
lealth Insurance cd ancer Treatment f hysicians office th New Account User Informa Choose a User ID: First Name: Phone: Email: Company Name: Address Line 1:	Impany Facility or Hospital that perf at prescribes radiation onc tion Last Name: Fax: Confirm Email: Job Title: Address Line 2:	forms radiation oncolo ology procedures Your Direct Report The manager or supe cannot be yourseff. First Name:	rvisor responsible for termin Last Nar	
lealth Insurance cd ancer Treatment f hysicians office th New Account User Informa Choose a User ID: First Name: Phone: Email: Company Name: Address Line 1:	mpany Facility or Hospital that perf at prescribes radiation onc tion Last Name: Fax: Confirm Email: Job Title:	forms radiation oncolo ology procedures Your Direct Report The manager or supe cannot be yourseff. First Name:	rvisor responsible for termin Last Nar	
lealth Insurance cc ancer Treatment f hysicians office th New Account User Informa Choose a User ID: First Name: Phone: Email: Company Name:	Impany Facility or Hospital that perf at prescribes radiation onc tion Last Name: Fax: Confirm Email: Job Title: Address Line 2: State:	forms radiation oncolo ology procedures Your Direct Report The manager or supe cannot be yourself. First Name: Phone:	rvisor responsible for termin Last Nar	

#### When to Contact National Imaging Associates, Inc. (NIA)

#### Providers:

#### **Ordering Providers:**

- To initiate a request for an authorization please contact NIA via website, <u>www.RadMD.com</u> or via toll-free number 1-866-904-5096.
- To check the status of an authorization please contact NIA via website, <u>www.RadMD.com</u> or Interactive Voice Response (IVR) System 1-866-904-5096.
- For assistance or questions directed to NIA call the Provider Service Line at 1-800-327-0641

#### **Rendering Providers:**

 To check the status of an authorization please contact NIA via website, <u>www.RadMD.com</u> or Interactive Voice Response (IVR) System 1-866-904-5096.

#### **Ordering Providers and Rendering Providers:**

- For assistance or technical support for RadMD, please contact RadMD Help Desk via e-mail <u>RadMDSupport@magellanhealth.com</u> or 877-80-RadMD (877-807-2363).
- For any provider education requests or questions specific to NIA and the Medical Specialty Solutions Program, Providers may contact April Sabino, Senior Clinical Provider Relations Manager <u>ajsabino@magellanhealth.com</u> or 1-410-953-1078.





#### Dedicated NIA Provider Relations Manager for MHS Providers

For questions regarding the Physical Medicine Program:

NIA Provider Service Line: (800) 327-0641

NIA Dedicated Provider Relations Manager: April Sabino Email: <u>AJSabino@magellanhealth.com</u>



## **Confidentiality Statement**



The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to MHS 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 Magellan Health Services, Inc.



