

Radiation Oncologists and Cancer Treatment Facilities Quick Reference Guide

BlueCross BlueShield of South Carolina and BlueChoice HealthPlan have selected NIA Magellan (NIA) to provide radiation oncology benefit management services through its Oncology Solutions program for our membership, effective January 1, 2015. NIA is an independent company that provides utilization management services on behalf of BlueCross and BlueChoice®.

The purpose of this program is to ensure members receive the most appropriate radiation therapy treatment in accordance with medical policies and evidence-based clinical guidelines and standards of care.

On January 1, 2015, NIA will begin providing utilization management services for all outpatient radiation therapy.

These radiation therapy treatment plans will require prior authorization based on medical necessity review:

- 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

Please note this transition will not impact inpatient radiation therapy services.

Important Notes About Radiation Therapy Treatment Notification Transition of Care Guidelines

- All radiation therapy treatments beginning on or after January 1, 2015 require prior authorization.
- The radiation oncologist determining the treatment plan and providing the radiation therapy is responsible for getting prior authorization. We will ask the radiation oncologist to provide a treatment plan related to the radiation therapy treatment for each patient.
- Beginning January 1, 2015, you must submit a Radiation Therapy Treatment Form to NIA for patients currently in active treatment or if treatment is expected to continue beyond the January 1, 2015, effective date. The form is on NIA's website, www.RadMD.com. (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.) You can also find it on the BlueCross website, www.SouthCarolinaBlues.com or the BlueChoice website, www.BlueChoiceSC.com.
- Please submit a form for each patient actively undergoing treatment prior to January 1, 2015.
- Submit all forms for currently active treatment no later than January 1, 2015 to avoid claims processing delays.
- Fax a completed form for **each** patient to BlueCross BlueShield of South Carolina at 803-264-0258.
- NIA will confirm receipt of notification within 48 hours. It will issue an administrative prior authorization for the course of treatment.

Medical Necessity Review Request Process

It is the responsibility of the radiation oncologist ordering the radiation therapy treatment to contact NIA for medical necessity determination. You will receive notification within two business days of either approval or of the need for additional information required to complete a medical necessity review.

To expedite the process, the radiation oncologist should have this information available before logging into NIA's website or calling NIA to request prior authorization:

(Note: NIA recommends using www.RadMD.com for the most efficient processing of requests. This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.)

- Name and office phone number of the radiation oncologist planning and delivering radiation therapy
- Patient's name and ID number
- Disease site being treated
- Stage
- Treatment intent
- Requested radiation therapy modality (initial and/or boost stages). For example:
 - Ports/angles
 - Total dose
 - Fractions
 - IGRT type
 - Brachytherapy insertions and fractions
- Name of treatment facility where procedures will be performed
- Anticipated treatment start date

For additional details, please refer to NIA's clinical guidelines and disease-specific treatment plan checklists. You'll find them at www.RadMD.com. (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.) NIA performs each medical necessity review request specifically to the disease sites managed by the program. So the information needed to complete the request will be specific to the diagnosis.

If NIA requests additional information, fax it to NIA's dedicated clinical fax line at 888-656-1321. After NIA receives all required clinical information to complete the medical necessity review, it will provide a determination within two business days.

It is the responsibility of the radiation oncologist and cancer treatment facility to ensure that radiation therapy treatment plan procedures are authorized before you render services. We base reimbursement on approved treatment plans and techniques. Please refer to the document titled, "Utilization Review Matrix 2014," for a list of CPT-4 codes that NIA authorizes for BlueCross and BlueChoice. You can find this matrix on www.RadMD.com. (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.) We will deny payment for procedures performed without a necessary authorization.

Breast Surgeons: The radiation oncologist must get a medical necessity review for **Accelerated Partial Breast Irradiation (APBI)**. The **breast surgeon** also requires a preauthorization and will receive approval for the insertion of the catheters if APBI is approved as medically necessary. The surgeon can request a review for approval at www.RadMD.com (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.) or call NIA's toll-free number at 866-500-7664.

Website Access

- The radiation oncologist can request medical necessity review for radiation therapy treatment at www.RadMD.com. (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.) RadMD is available 24/7, except when it performs maintenance once every other week after business hours.
- A radiation therapy treatment facility or radiation oncologist can access information on approved radiation therapy treatment plans at www.RadMD.com. (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.) The radiation therapy facility can search based on the patient's ID number, patient's name or, if known, by the prior authorization number.
- Radiation oncologists and radiation therapy treatment facilities can get a unique username and password for their office or facility. To begin, go to www.RadMD.com, click on the New User button and complete the application form. (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.) If the radiation oncologist requests a medical necessity review through NIA's website and the request is pended, he or she will receive a tracking number. NIA will contact the radiation oncologist to either complete the process or notify him or her of the medical necessity determination.
- You cannot use the NIA website for expedited prior authorization requests. You must process those requests through NIA's toll-free phone number, 866-500-7664.

Checking Medical Necessity Review Requests

- The radiation oncologist and the radiation therapy treatment facility can check on the status of a patient's prior authorization quickly and easily by going to the NIA website, www.RadMD.com (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.). After logging in, visit the **My Treatment Requests** tab to view all outstanding authorizations.
- Please check the member's identification card carefully to determine whether a medical necessity review is required.

Telephone Access

The radiation oncologist can request medical necessity review by calling NIA at 866-500-7664, Monday through Friday from 8 a.m. to 8 p.m. EST. The NIA Call Center can accept multiple requests during one phone call.

Modifications to an Existing Treatment Plan

Please call NIA to speak with a representative who will process your request for modification. NIA will review your request for medical necessity and you will receive notification from NIA within one business day once all required information is received to complete your request.

Quick Contacts

- Website: www.RadMD.com (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.)
- BlueCross BlueShield of South Carolina website: www.SouthCarolinaBlues.com
- BlueChoice HealthPlan website: www.BlueChoiceSC.com
- NIA toll-free preauthorization phone number: 866-500-7664

Claim Submissions

Continue your current practice of submitting claims electronically or through My Insurance ManagerSM.

If you are unable to bill electronically, submit paper claims to:

BlueCross BlueShield of South Carolina
Columbia Service Center
P.O. Box 100300
Columbia, SC 29202

Or

BlueChoice HealthPlan of South Carolina
P.O. Box 6170
Columbia, SC 29260

NIA Evidence-based Clinical Guidelines

You can find radiation oncology clinical guidelines on NIA's website at www.RadMD.com. (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.) These clinical guidelines for the use of radiation therapy treatment have been developed from practice experience, literature review, specialty criteria sets and empirical data.

- A prior authorization number is valid for 180 days from the date of the request. NIA will use the date of request as the starting point for the 180-day period in which the treatment must be completed. If the radiation oncologist needs to perform the initial simulation prior to the date of request, the validity period will be dated from the date of the initial simulation.
- The NIA authorization number consists of eight or nine alphanumeric characters.
- For physicians and cancer treatment facilities, only one authorization is needed for both the technical and professional components of each procedure.

If a patient began **inpatient** radiation therapy and continues **subsequent outpatient** treatment, **outpatient** radiation therapy will not require prior authorization for medical necessity review. You should fax a completed Inpatient Radiation Therapy Notification Form for each patient to NIA at 800-965-6286.

- The radiation oncologist will receive an NIA tracking number (not the same as an authorization number) for tracking the request while it is in the process of medical necessity review. You can use the tracking number to track the status of the request either on www.RadMD.com or via the NIA interactive voice response telephone system. (This link leads to a third party site. That company is solely responsible for the content and privacy policies on its site.)
- For complaints or appeals, please follow the instructions on the denial letter or explanation of payments.
- We will retain ultimate responsibility and control over claims adjudication and all medical policies and procedures.

Disclaimer: A prior authorization number is not a guarantee of payment.