Introduction to MedSolutions, Inc.

Scope of the prior authorization requirements.

Radiation Therapy prior authorization requirements

Submission of prior authorization requests to MedSolutions.

Responsibilities of the ordering provider and the rendering facility.

Resources available for more information.
Who is MedSolutions?

- Advanced Imaging
- Cardiac Imaging
- Cardiac Rhythm Devices
- Post Acute Care
- Radiation Therapy
- Sleep
- Ultrasound
- Musculoskeletal
  - Interventional Pain Management
  - Joint Surgery
  - Spine Surgery

MedSolutions has taken the clinical knowledge, proprietary technology and forward thinking we perfected in radiology management and applied it to other areas of healthcare where we see opportunity for significant improvement, both in quality of care and in cost savings to health plans.

MedSolutions continues to evolve to meet the challenges of the healthcare industry through intelligent Cost Management, developing and introducing new services that extend beyond utilization management, to capture maximum savings, reduce overall treatment costs and ensure diagnostic accuracy.
Our Guiding Principle: Patient Centric View

Treating Physician

- Patient relies on and trusts treating physician – efficient, effective technologies and processes support evidence-based decisions

Clinical Approach

- MedSolutions’ “Treating Physician Model” uses evidence-based guidelines for an approach that is uniquely patient-need-centric

Internal Operations

- Front of Mind: A real patient’s healthcare is impacted

Member Outreach

- Member outreach provides information on cost and quality, enabling informed participation in care decisions

Patient

- Patient Needs:
  - All the right care – quickly
  - Avoid unnecessary care
  - Top clinical quality
  - Best price

Rendering Facilities

- Quality Care at Cost-Effective Price:
  - Quality equipment
  - Proper training and certifications
  - Convenience
MedSolutions – Company Overview

Office Locations
• Headquartered in Nashville, TN
• Call centers in Melbourne, FL and Nashville, TN
• 1100+ employees

Members
• 33+ million members under contract
• 21 million Commercial members
• 11 million Medicaid members
  • 4 million Managed Medicaid
  • 7 million State Medicaid
• 1 million Medicare Advantage members

Expertise
• Industry leader in Commercial, State Medicaid, managed Medicaid and Medicare Advantage Plans
• 15 years experience in managing programs
• 13 years managing risk programs
Our Clinical Approach
Clinical Platform: Multi-Specialty Expertise

Multi-Specialty Expertise

- 60 Board Certified Medical Directors
- Diverse representation of medical specialties
- 188 nurses with diverse specialties and experience
- Dedicated nursing and physician teams by specialty for Cardiology, Oncology, OB-GYN, Spine/Orthopedics, Neurology, and Medical/Surgical

Clinical Platform: Multi-Specialty Expertise

- Family Medicine
- Internal Medicine
- Pediatrics
- Sports Medicine
- OB/GYN
- Cardiology
- Nuclear Medicine
- Anesthesiology
- Radiation Oncology
- Sleep Medicine
- Oncology/Hematology

Surgery
- General
- Orthopedic
- Thoracic
- Cardiac
- Neurological
- Otolaryngology
- Spine

Radiology
- Nuclear Medicine
- Musculoskeletal
- Neuroradiology
Medical Infrastructure – Radiation Therapy

• Board Certified Radiation Oncologists
• Specially-trained Oncology Nurses
• Radiation Therapy Technical Experts
  • 50+ years of facility experience
  • Trained in the coding/billing specifics of radiation therapy
• Clinical Advisors
  • CMO of a large national radiation oncology practice
  • Multiple practicing radiation oncologists across the country
  • ASTRO board representatives
Evidence-Based Clinical Guidelines

- Dedicated pediatric guidelines
- Nationally-accepted standards
- Contributions from a panel of community physicians
- Input from health plans
- Clinical presentation-based

- American College of Cardiology
- American Heart Association
- American Society of Nuclear Cardiology
- Heart Rhythm Society
- American College of Radiology
- American Academy of Neurology
- American College of Chest Physicians
- American College of Rheumatology
- American Academy of Sleep Medicine
- American Urological Association
- National Comprehensive Cancer Network
- American College of Therapeutic Radiology and Oncology
- American Society for Radiation Oncology
- American Society of Clinical Oncology
- American Society of Colon and Rectal Surgeons
- American Academy of Orthopedic Surgeons
- North American Spine Society
- American Association of Neurological Surgeons
MedSolutions – Service Model
The New World of MedSolutions Service Delivery

Client Service Delivery Team

*The client service delivery organization is responsible for overall service delivery not only to our health plan clients, but ordering and rendering providers nationwide.*

**Client Service Representatives**

Client Service Representatives serve as designated “intake” phone and email specialists cross-trained to handle all routine provider and health plan issues. They insure that all incoming issues are logged in our Cherwell system and tracked through to completion.

**Client Service Specialists Team**

The Client Service Specialist serves as primary contact for Account Executives, health plan and high profile provider clients for complex issues. The Specialists also handle escalated issues generated through the Client Service Representative team.

**Regional Provider Engagement Managers**

The Regional Manager is a local, on the ground resource who serves as the voice of MedSolutions to the provider community.

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MedSolutions has developed a unified team of designated Client Service professionals capable of researching and responding to issues from health plans and providers who are focused on delivering quality service in a timely, efficient, and effective manner.
Why Our Service Delivery Model Works

1. One centralized intake point allows for timely identification, tracking, trending and reporting of all issues. It also enables MedSolutions to quickly identify and respond to systemic issues impacting multiple providers.

2. Routine issues are handled by a team of representatives who are cross trained to respond to a variety of issues. There is no reliance on a single individual to respond to your needs.

3. Complex issues are escalated to resources dedicated to specific providers, who are the subject matter experts, and can quickly coordinate with matrix partners to address issues at a root cause level.

At MedSolutions our focus is ensuring we are delivering a service experience based on a quality encounter with our team members and a singular focus on issue resolution in a timely and accurate manner.
PRIOR AUTHORIZATION PROGRAM FOR NETWORK HEALTH WI

Prior authorization applies to services that are:
- Outpatient*
- Elective / Non-emergent
- Diagnostic

Prior authorization does not apply to services that are performed in:
- Emergency Room
- Inpatient*
- 23-hour observation

It is the responsibility of the ordering provider to request prior authorization approval for services.
Prior Authorization Required

- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)
- Outcomes Focused Cardiac Imaging
  • (NCM/MPI, Echo/Stress Echo, Diagnostic Heart Cath)
- Spine Surgery
- Interventional Pain Management
- Joint Surgery
- Radiation Therapy
- Ultrasound – Discontinued as of August 1, 2014

To find a list of CPT (Current Procedural Terminology) codes that require prior authorization through MedSolutions, please visit:

http://www.medsolutions.com/implementation/nhpwi
# Whom to Contact For Authorizations

<table>
<thead>
<tr>
<th>MedSolutions</th>
<th>Triad</th>
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</thead>
<tbody>
<tr>
<td>Advanced Imaging (MR, CT, PET)</td>
<td>Interventional Pain Management</td>
</tr>
<tr>
<td>Cardiac Diagnostics</td>
<td>Joint Surgery Management</td>
</tr>
<tr>
<td>Radiation Oncology Therapy</td>
<td>Spine Surgery</td>
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</table>

<table>
<thead>
<tr>
<th>MedSolutions</th>
<th>Triad</th>
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</thead>
<tbody>
<tr>
<td>Internet: <a href="http://www.medsolutionsonline.com">www.medsolutionsonline.com</a></td>
<td>Internet: <a href="http://www.triadhealthcareinc.com">www.triadhealthcareinc.com</a></td>
</tr>
<tr>
<td>Phone: (888) 693-3211</td>
<td>Phone: (888) 693-3211</td>
</tr>
<tr>
<td><em>Monday through Friday 7:00 AM to 8:00 PM (CST)</em></td>
<td><em>Monday through Friday 7:00 AM to 8:00 PM (CST)</em></td>
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<tr>
<td>Fax: (888) 693-3210</td>
<td>Fax: (888) 225-1033</td>
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RADIATION THERAPY PROGRAM FOR NETWORK HEALTH WI
Radiation Therapy Prior Authorization

<table>
<thead>
<tr>
<th>Clinical Modalities</th>
<th>Non- Clinical Procedures</th>
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</thead>
<tbody>
<tr>
<td>3D Conformal</td>
<td>SIM</td>
</tr>
<tr>
<td>IMRT</td>
<td>Planning</td>
</tr>
<tr>
<td>Brachytherapy</td>
<td>Devices</td>
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<tr>
<td>SRS/SBRT</td>
<td>Imaging</td>
</tr>
<tr>
<td>IORT – Proton Beam</td>
<td>Physics</td>
</tr>
<tr>
<td>Neutron Hyperthermia</td>
<td>Management</td>
</tr>
</tbody>
</table>

To find a list of CPT (Current Procedural Terminology) codes that require prior authorization through MedSolutions, please visit: [http://www.medsolutions.com/implementation/nhpwi](http://www.medsolutions.com/implementation/nhpwi)
1. Patient comes in for simulation (Facility not required to contact MSI at this time)

2. Radiation Oncologist determines course of treatment (Modality and Fractions)

3. Facility contacts MSI with Clinical code(s) request

4. MSI will review clinical case and start case for the appropriate non-clinical codes (i.e.: dosimetry, management, planning)

5. Changes in treatment course during treatment may be handled via phone to our Rad Therapy techs
**Needed Information**

<table>
<thead>
<tr>
<th>Member</th>
<th>Referring/Ordering Physician</th>
</tr>
</thead>
</table>
| – Member ID  
– Member Name  
– Date of Birth (DOB)  | – Physician Name  
– National Provider Identifier (NPI)  
– Tax Identification Number (TIN)  
– Fax Number |

<table>
<thead>
<tr>
<th>Request</th>
<th>Rendering Facility</th>
</tr>
</thead>
</table>
| – CPT Code(s) for requested imaging  
– The Diagnosis Code(s) (ICD-9) for the working or differential diagnosis | – Facility Name  
– National Provider Identifier (NPI)  
– Tax Identification Number (TIN)  
– Street address |

- **If clinical information is needed, please be able to supply:**
  – Prior tests, lab work, and/or imaging studies performed related to this diagnosis
  – The notes from the patient’s last visit related to the diagnosis
  – Type and duration of treatment performed to date for the diagnosis
Prior Authorization Outcomes

Approved Requests:

- Processed within **14 calendar days** of the original request
- Decision is faxed to the ordering provider and the requested facility once medical necessity is met
- Can be printed on demand from the MedSolutions Web Portal

Authorizations are good for **180 calendar days** from the *date of the simulation (determination)*.
Denied Requests:
- Communication of denial determination
- Communication of the rationale for the denial
- How to request a Peer Review

Delivery:
- Faxed to ordering provider
- Mailed to the member
- Notification is not made to the requested imaging facility
Peer Review:

• If Peer Review is requested, MedSolutions will schedule a time convenient to the ordering provider.
• The provider will discuss the denial decision with one of MedSolutions’ physician reviewers.

Appeals:

• MedSolutions is not delegated to process appeals.
Special Circumstances

Retrospective Studies:
• MedSolutions will conduct retrospective reviews if requested within **3 business days following the date of service**.
• Service must have been urgent and medically necessary.
• MedSolutions will provide a decision within **30 calendar days**.

Outpatient Urgent Studies:
• Contact MedSolutions by phone to request an expedited prior authorization review and provide clinical information.
• Urgent cases will be processed within **72 hours**.
Changes to Approved Authorizations

Changes in study or rendering location:

• Contact MedSolutions to request an authorization update by phone
• Changes to approved services must be requested within 3 business days following the date of service.
Web Portal Services
www.medsolutionsonline.com

Available 24/7
Click the appropriate “Log In” button to register as Provider or Facility Network.

Click the Create an account link.
Fill out all information required.

- Be careful in choosing the most appropriate Provider Type (Facility or Physician).
- Be sure your fax number is correct.
- Remember,...Your email address will be your user name.
- Remember your password!

Check the box next to “I accept terms of use agreement”.

Select the Submit button to complete.
Guidelines and Fax Forms

The image shows a screenshot of a webpage from MedSolutions, an intelligent cost management platform. The page is titled "Guidelines and Fax Forms" and features a section labeled "Making a Difference". Below, there is a "Recent Survey History" which indicates no incomplete or skipped surveys found. Further down, a "Tools/Reports" section highlights "MedSolutions Imaging Guidelines" among other options.
Guidelines and Fax Forms

**Guidelines**

*Evidence-based Clinical Guidelines*

Guidelines are available as a single file or individually.

Adobe PDF Reader is required to view guideline documents.

Get it here.

For questions or comments regarding MedSolutions' Guideline

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**Fax Forms**

Fax forms are organized categorically.

Adobe PDF Reader is required to view fax forms.

Get it here.

- Comprehensive Musculoskeletal Management Fax Forms
- Lumbar Spine Fusion Fax Forms
- Cardiac Rhythm Implantable Devices Fax Forms
- Oncology Related Requests for CT/MR Fax Forms
- Cardiac Fax Forms
- CT Fax Forms
- MRI & CTA Fax Forms
- MRI Fax Forms
  - LE and UE Joint
  - Abdomen and Pelvis
  - Abdomen
  - Breast
  - Knee
  - Oncology Requests for CT/MR
  - Spine – Evaluate back or neck pain
  - Spine – Multiple Sclerosis
  - Spine – Trauma
- MRI & CT Fax Forms
- PET-CT Fax Forms
- Sleep Fax Forms
- Ultrasound Fax Forms
- Radiation Oncology Fax Forms
- Health Plan Specific Fax Forms

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**MedSolutions**
## Radiation Oncology Fax Form

Completing this survey can provide quicker turnaround. Additional comments can be made in the comments section. We encourage you to electronically forward relevant data/notes, especially results of any previous imaging or testing. This form and all data submitted are considered medical records with regard to privacy and accuracy. Any inconsistencies on this survey compared with the office medical record should be explained in the comments section.

**URGENT (Same Day) REQUESTS ARE ONLY ACCEPTED BY PHONE AT 888.693.3211. Fax forms (non-urgent requests only) to 888.693.3210**

<table>
<thead>
<tr>
<th>Member</th>
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<tbody>
<tr>
<td>Patient First Name:</td>
<td>Patient Last Name:</td>
<td></td>
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<tr>
<td>DOB:</td>
<td>Member ID:</td>
<td>Group #:</td>
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<tr>
<td>Address:</td>
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<td>ST:</td>
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<tr>
<td>Physician First Name:</td>
<td>Physician Last Name:</td>
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<tr>
<td>Primary Specialty:</td>
<td>NPI:</td>
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<td>Address:</td>
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<td>ST:</td>
</tr>
<tr>
<td>Phone #:</td>
<td>Fax #:</td>
<td>Contact Email:</td>
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<tr>
<th>Facility</th>
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<tbody>
<tr>
<td>Facility Name:</td>
<td>Facility Tax ID:</td>
<td></td>
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<tr>
<td>Address:</td>
<td>City:</td>
<td>ST:</td>
</tr>
<tr>
<td>Phone #:</td>
<td>Fax #:</td>
<td>NPI:</td>
</tr>
</tbody>
</table>

**ICD-9 Code (Required Field):**
If you need assistance, there are help options available:

- Access the FAQ’s on the site
- Contact MSI via email by clicking the “Contact” link
- Call a Web Support Specialist at (800) 575-4594 to “chat” with us
**Network Health- Wisconsin Implementation Site** – Copies of all Program Implementation documents.  
http://www.medsolutions.com/implementation/nhpwi

**Provider Orientation** – Copy of this presentation may be obtained by contacting clientservices@medsolutions.com.

- **Register for MedSolutionsOnline.com** – Instructions on how to register for an account on MedSolutionsOnline portal to start authorization requests.
- **CPT Code List** – List of the procedures that require prior authorization.
- **NHPWI Quick Reference Guide**
- **Clinical Guidelines** – MedSolutions Clinical Guidelines.
- **Provider Newsletters** – Useful information and updates for both referring physicians and rendering facilities
- For more information on Pain Management, Joint Surgery and Spine Surgery:  http://triadhealthcareinc.com
Questions

Discussion