

SPECIAL BULLETIN

FOR PROFESSIONAL PROVIDERS

MARCH 25, 2015

ATTN: RADIATION ONCOLOGISTS

MORE INFORMATION ABOUT RADIATION THERAPY AUTHORIZATION PROGRAM

BEFORE 4/20/15, REGISTER TREATMENT PLANS FOR MEMBERS CURRENTLY IN TREATMENT

As you know, Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) has partnered with CareCore National, LLC (CareCore), and beginning April 20, 2015, they will provide medical necessity review and authorization for select radiation therapy services.

This Special Bulletin is a follow-up to the communication you received on Feb. 18, 2015, that announced the Radiation Therapy Authorization program. As the effective date of April 20, 2015, comes closer, we want to ensure that you have the information you'll need to follow the program's requirements and guidelines. This way, your claims will process smoothly and quickly.

PROCEDURE CODES INCLUDED IN RADIATION THERAPY AUTHORIZATION PROGRAM

The list of procedure codes included in the Highmark Delaware Radiation Therapy Authorization program is available on the Highmark Delaware Provider Resource Center, accessible via NaviNet® or through www.highmarkbcbsde.com. Once on the Resource Center, select *Clinical Reference Materials*, and then click on *Highmark Radiation Therapy Authorization Program*. The complete list of codes can be found in the program's administrative guide, which is available on this page.

BEFORE APRIL 20, 2015, REGISTER TREATMENT PLANS FOR PATIENTS CURRENTLY IN TREATMENT

If you have a Highmark Delaware patient who is already receiving radiation therapy and will continue to receive this therapy beyond April 20, 2015, **you will need to register that patient's treatment plan**. Registration can be done through NaviNet (see the "Request Authorizations Online" section) or by calling CareCore, toll-free, at 1-888-564-5492. Registering treatment plans will ensure accurate claims payment for claims submitted after April 20, 2015. There will be no impact to the patient's existing treatment plan.

AUTHORIZATIONS WILL BE REQUIRED FOR MANY HIGHMARK DELAWARE MEMBERS

Effective with dates of service of April 20, 2015, and later, ordering providers will need to obtain an authorization for select outpatient radiation therapy services performed in either a professional or facility setting. Claims for services provided without authorization will be denied and the member will be held harmless.

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For Highmark Delaware patients requiring radiation therapy services on April 20, 2015, and later, please be sure to use NaviNet or the appropriate HIPAA electronic transactions to check their eligibility and benefits and verify if the Radiation Therapy Authorization program applies to them. Ordering providers who don't have NaviNet yet or who don't have access to the HIPAA transactions can initiate an authorization by calling CareCore, toll-free, at 1-888-564-5492.

REQUEST AUTHORIZATIONS ONLINE

Submitting your authorization is fast and easy when you use NaviNet. Electronic submission of your radiation therapy authorization requests is the preferred method because your request is received almost instantly and a decision will be returned to you in seconds, if all necessary information is included and the request doesn't require physician review. Here's how to submit an authorization via NaviNet.

Before you submit the request, you will need to have the following information available about your Highmark Delaware patient:

- Ordering provider's name
- Patient information (name, member identification number, etc.)
- Diagnosis
- Place of service
- Patient history (recent test results, workup, current clinical condition)
- Treatment plan specifics, which may include immobilization techniques, treatment plan, treatment technique, fields/angles, fractions and boost

Once you have that information, please log in to NaviNet and hover on the *Authorization Submission* link, and then click *Auth Submission* from the fly-out menu.

- On the Billing Provider Selection Form, select the appropriate billing provider information from the drop-down menu and click *Submit*.
- On the Selection Form, select a Service Provider from the drop-down menu and then enter the Proposed Date of Service, which must start with the member's first date of treatment after April 20, 2015.
- Enter the member ID number.
- Choose the procedure category (Radiation Therapy) and the service (e.g., breast cancer, prostate adenocarcinoma, etc.) from the two drop-down menus.
- Follow the remaining prompts and/or enter information in the remaining required fields.
- Click *Submit*.

If your request meets the clinical criteria, an authorization number will be provided. However, if the request requires additional clinical information, you will receive a request for additional information via fax. This request must be completed within 12 days of your receipt of the request. CareCore will then issue either an authorization number or a denial. In the event of a denial, you may request a peer-to-peer consultation. All aspects of clinical criteria development, medical review and peer-to-peer consultation are managed and administered by board-certified radiation oncologists.

HELPFUL PROGRAM INFORMATION IS ON THE PROVIDER RESOURCE CENTER

We have created a dedicated page for the Radiation Therapy Authorization program on the Highmark Delaware Provider Resource Center, accessible via NaviNet or through www.highmarkbcbsde.com. Once on the Resource Center, select *Clinical Reference Materials*, and then click on *Highmark Radiation Therapy Authorization Program*. Here you'll find an administrative guide, frequently asked questions and other program materials.

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PROGRAM BACKGROUND, ABOUT CARECORE

This new authorization program is due, in large part, to increasing demands from our employer group customers for products and benefits that promote quality, medically appropriate care and value for employees. Additionally, patient safety issues have made this an important program to offer to our members.

CareCore is an evidence-based specialty benefit management company that has provided specialized management of oncology drugs and therapeutic agents since 2007. Together, with a panel of radiation oncologists, CareCore has developed and implemented a series of disease-specific, evidence-based criteria to manage the appropriate utilization of radiation oncology therapy services. If you're interested, you can learn more about CareCore at **www.carecorenational.com**.

We appreciate the care you deliver to our members, and we value your participation in our provider network. Highmark Delaware looks forward to working with you and CareCore to ensure that our members receive the right amount of radiation by the right modalities at the right time.

If you have any questions about this new program, please contact your Provider Relations Representative.