

Sleep Management Program Changes: Frequently Asked Questions for Providers

New Sleep Studies Program Managed by NIA	
Question	Response
General	
What is changing?	<ul style="list-style-type: none"> Harvard Pilgrim is updating our authorization program for both attended and home sleep studies and sleep therapies. As an overview, changes include: Transitioning to a new vendor, National Imaging Associates, Inc. (NIA), to oversee utilization management of sleep diagnostic studies, including attended and home sleep studies, for members age 18 or older with a risk of sleep disorders Allowing coverage for 5 additional home sleep study codes with prior authorization (see below) Managing requests for sleep durable medical equipment (DME) directly at Harvard Pilgrim
Why did Harvard Pilgrim select NIA for sleep diagnostic utilization management services?	Harvard Pilgrim already uses NIA to provide utilization management for radiology and certain spine services. We chose them to manage our sleep diagnostic and sleep therapy management program because of the expertise and quality of service they have demonstrated to us in the management of these other programs.
Do sleep studies require prior authorization?	Yes, all sleep study services for members ages 18 and over require prior authorization by the ordering provider.
Which members/plans does this sleep management program apply to?	The new NIA sleep management program applies to members of our commercial HMO, PPO, POS, and Access America plans who are 18 years of age or older.
Effective Date and Transition	
What is the effective date of the transition?	Harvard Pilgrim will transition to the new sleep studies program managed by NIA on Sept. 1, 2017.
What if I have already been approved by eviCore for sleep diagnostic and/or sleep therapy services?	Our current sleep vendor, eviCore, will continue to accept requests for prior authorization for sleep diagnostic and sleep therapy services through Aug. 31, 2017. Any authorizations granted by eviCore will be honored and transferred to Harvard Pilgrim to ensure accurate claims adjudication.
Will there be any changes in coverage?	<p>In addition to G0399, which currently is eligible for coverage, the following five home sleep study CPT and HCPCS codes will also be eligible for coverage with prior authorization:</p> <ul style="list-style-type: none"> 95800 – Sleep study, unattended, simultaneous recording; heart rate, oxygen saturation, respiratory analysis (e.g., by airflow or peripheral arterial tone), and sleep time.

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	<ul style="list-style-type: none"> 95801 – Sleep study, unattended, simultaneous recording; minimum of heart rate, oxygen saturation, and respiratory analysis (e.g., by airflow or peripheral arterial tone). 95806 – Sleep study, unattended, simultaneous recording of heart rate, oxygen saturation, respiratory airflow, and respiratory effort (e.g., thoracoabdominal movement). G0398 – Home sleep study test (HST) with type II portable monitor, unattended; minimum of 7 channels: EEG, EOG, EMG, ECG/heart rate, airflow, respiratory effort, and oxygen saturation. G0400 – Home sleep test (HST) with type IV portable monitor, unattended; minimum of 3 channels. <p>The following attended sleep study codes will continue to require prior authorization: 95805, 95807, 95808, 95810, and 95811.</p> <p>For more information, please refer to NIA’s medical review criteria at www.radmd.com.</p>
I’m already approved by Harvard Pilgrim to conduct sleep testing. Will I need to be recredentialed?	No, no action is needed on the part of providers who are currently approved to perform sleep testing. Any provider currently approved for sleep testing will continue to be allowed to provide these services under the new sleep studies program managed by NIA.
Prior Authorization for Sleep Studies	
Who is responsible for requesting authorization for sleep studies?	The ordering provider is responsible for obtaining the authorization for sleep studies. It’s important, however, that the servicing provider ensure that prior authorization has been obtained prior to providing service. We recommend that the test isn’t scheduled until authorization is received.
How will I request prior authorization for sleep studies?	Providers may request prior authorization for sleep studies through NIA in the following way: <ul style="list-style-type: none"> online at www.radmd.com by telephone at 800-642-7543 (8 a.m. – 8 p.m.) For details on this prior authorization program, please refer to Harvard Pilgrim’s Sleep Studies Authorization Policy .
When may I begin making prior authorization requests for sleep studies through NIA?	Providers may begin making prior authorization requests for sleep studies through NIA on Aug. 28, 2017 for dates of service of Sept. 1, 2017 and beyond. When requesting prior authorization, please be prepared to provide the information noted in the Sleep Assessment Records Checklist .
Will eviCore still be taking requests for prior authorization?	EviCore will continue to process authorization requests through Aug. 31, 2017.

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What information will I need to provide?	<p>The following information may be requested from the ordering clinician’s office by NIA and should be available at the time of the call:</p> <ul style="list-style-type: none"> • Ordering physician name, Harvard Pilgrim provider number, and address • Requested service/procedure descriptor or CPT code • Diagnosis and/or ICD code • Relevant patient information (age, height, weight, neck circumference and BMI; symptom history; screening test results; contraindications to a home sleep test; etc.) • Clinical information and documentation related to the request • Site of sleep study/servicing provider <p>For more details, please review the Sleep Assessment Records Checklist.</p>
How can I check the status of my authorization request?	<p>Servicing providers can use electronic channels to determine if authorization has been completed. Authorization status and approved transaction numbers will be available to servicing providers through <i>HPHConnect</i> and NEHEN. Alternatively, status and transaction numbers can be accessed through NIA’s website, www.radmd.com.</p> <p>Providers may also check the status of authorization requests by phone, 24 hours a day, 365 days a year, at 800-642-7543—select option 2 from the main menu. This service is specifically for status inquiries only.</p> <p>In addition, disposition letters are mailed to the ordering and servicing providers and member within two business days.</p>
Requesting Sleep DME	
Will prior authorization or notification be required for sleep therapy equipment? How will it be handled?	<p>Harvard Pilgrim will directly manage requests from DME providers for non-invasive airway assist devices (CPAP, APAP and BiPAP) and related sleep study supplies, beginning Sept. 1, 2017.</p> <p>For commercial members age 18 or older, authorization is required for the following sleep therapy equipment: A4604; A7027-A7037; A7044-A7046; E0470-E0471; E0561-E0562; E0601.</p> <p>Notification/authorization is not required for these two sleep-related devices: A7038 and A7039.</p>

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	<p>DME providers should submit requests to Harvard Pilgrim's Referral and Authorization Unit at least one week prior to the date of service in one of the following ways:</p> <ul style="list-style-type: none"> • Electronically via HPHConnect or NEHEN • By phone: 800-708-4414 • By fax: 800-232-0816
How long is sleep DME approved for?	<p>Approvals for CPAP equipment provide for 4 months of use. Approvals for BiPAP equipment provide for 12 months of use; the DME provider should contact Harvard Pilgrim prior to the end of the 12th month to secure approval for the final 3 months of use/purchase.</p>
What information will be required for sleep DME notification?	<p>The following information is required:</p> <ul style="list-style-type: none"> • Member's name and Harvard Pilgrim identification number • Provider's name and NPI • Requested DME descriptor or CPT code and number of units • Diagnosis and/or ICD code • Start date DME is to be dispensed <p>For more information, please refer to Non-Invasive Airway Assist Devices (CPAP, APAP, and BiPAP) and Related Sleep Study Supplies Notification Policy.</p>
Where can attended sleep studies be performed? Which providers can administer home sleep tests?	<p>For attended or unattended sleep studies, ordering providers should choose from one of Harvard Pilgrim's in-network sleep assessment providers and facilities. Please refer to the Provider Directory for more information.</p>
If my request is denied, how may I appeal?	<p>In the event of a denial, you may appeal the decision with Harvard Pilgrim Health Care. Instructions for appeal will be included in the letter you receive notifying you of the denial or see our Appeal policies in the online Provider Manual for more information.</p>
Additional information	
Where can I find additional information?	<p>For complete information, please refer to the following updated policies:</p> <ul style="list-style-type: none"> • NIA's prior authorization medical review criteria • Sleep Studies Authorization Policy • Non-Invasive Airway Assist Devices (CPAP, APAP, and BiPAP) and Related Sleep Study Supplies Notification Policy • Sleep Studies Payment Policy • Durable Medical Equipment (DME) Payment Policy

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	<ul style="list-style-type: none">• Obstructive Sleep Apnea Surgeries Medical Review Criteria
Who should I contact with questions?	If you have any additional questions, please contact the Provider Service Center at 800-708-4414.