Medical Injectables Program
Provider Questions and Answers

Horizon Blue Cross Blue Shield of New Jersey collaborates with Magellan Rx Management (formerly ICORE Healthcare, LLC), to manage our Medical Injectables Program (MIP).

Magellan Rx Management, a specialty pharmaceutical management company, conducts medical necessity and appropriateness reviews (MNARs) for specific injectable medications in accordance with Horizon BCBSNJ’s medical policy criteria and guidelines when provided:

- At a freestanding or hospital-based dialysis center
- In an outpatient facility
- In a patient’s home*
- In a physician’s office

*For medical injectable services rendered in the patient's home, please call 1-855-243-3321 for a participating Horizon Care@Home providers to obtain pre-service determination.

Please review the questions and answers below for more information about the MIP.

**General Program Information**

**Q1. What is the Medical Injectables Program (MIP)?**

A1. The MIP is a medical management program administered by Magellan Rx Management (formerly known as ICORE Healthcare, LLC) for certain injectable medications. Magellan Rx Management will perform medical necessity and appropriateness review (MNAR) in accordance with Horizon BCBSNJ medical policies criteria and guidelines in an effort to improve quality of care and patient safety.

**Q2. What is a Medical Necessity and Appropriateness Review (MNAR)?**

A2. An MNAR is a process in which a participating or non-participating provider requests a review of the administration of an injectable medication to ensure it is medically necessary and appropriate. Doctors and other health care professionals are encouraged to contact Magellan Rx Management to obtain an MNAR prior to rendering services.

If you do not obtain a pre-service MNAR determination, your claims may be delayed or denied pending our receipt of the information needed to establish medical necessity.

**Q3. Which injectable medications need MNAR determination?**

A3. There are specific injectable medications included in this program. Please refer to the updated list with the expansion of drugs posted on the Provider tab of HorizonBlue.com under the Medical Injectables Program tab.

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Q4. How frequently is the injectable medications list updated?
A4. The list is of medications requiring MNAR may be subject to change. Please refer to the online list to ensure you're viewing the most current information. Prior to calling Magellan Rx Management-for an MNAR, please check the list of injectable medications posted on the Horizon BCBSNJ website.

Q5. Does an MNAR need to be conducted for medical injectables provided at all places of service?
A5. Magellan Rx Management will not perform MNARs on injectable medications administered during an inpatient stay, in an observation room or in an Emergency Room.

Q6. When would I need to call Horizon Care@Home program?
A6. Magellan Rx Management and CareCentrix will have shared responsibilities for certain medical injectable drugs subject to the Horizon BCBSNJ Medical Injectables Program depending upon where they will be administered, as follows:

- For medical injectable drugs that are to be administered in the patient's home by a participating Horizon Care@Home ancillary service provider, please initiate a pre-service registration with CareCentrix.
- For medical injectable drugs that are to be administered at a freestanding or hospital-based dialysis center, in an outpatient facility or in a doctor's office, please continue to contact Magellan Rx Management to initiate a medical necessity and appropriateness review.

Q7. What Horizon BCBSNJ products are included in this program?
A7. The MIP applies to member enrolled in the following products:
- HMO
- EPO
- POS
- Direct Access
- PPO
- Indemnity/Traditional
- BlueCard® Home
- SHBP/SEHBP
- Medicare Advantage
- Unite Here Health (Local 54)

Members enrolled in the Federal Employee Program® (FEP®), Horizon NJ Health (Medicaid) and some Horizon Labor Advantage (HLA) plans are excluded from the MIP.

Medical Necessity and Appropriateness Review (MNAR)

Q8. When should I get an MNAR determination?
A8. You should obtain an MNAR upon determining the patient’s treatment plan for injectable medications. Obtaining an MNAR prior to services being rendered will help to expedite claims processing.

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Q9. Do I have to request an MNAR if Horizon BCBSNJ is the secondary payer (coordination of benefits)?

A9. No. Horizon BCBSNJ does not require MNARs for members whose Horizon BCBSNJ coverage is secondary to another commercial carrier.

Q10. How do I initiate an MNAR determination?

A10. A rendering and/or ordering participating provider can initiate an MNAR determination by:

• Visiting Magellan Rx Management’s secure website at icorehealthcare.com.
• Calling Magellan Rx Management directly at 1-800-424-4508, Monday through Friday, between 8 a.m. and 5 p.m., Eastern Time (ET). Multiple requests can be handled with one call.

Magellan Rx Management representatives are available after hours and on weekends for urgent requests. Nonparticipating providers can initiate an MNAR by calling 1-800-424-4508, Monday through Friday, between 8 a.m. and 5 p.m., ET.

Q11. What clinical information is necessary to obtain an MNAR?

A11. Horizon BCBSNJ has developed reference sheets and medical policy notes that contain the clinical information necessary for MNARs for the covered injectable medications. The reference sheets and medical policy notes can be found on the Provider tab of HorizonBlue.com under the Medical Injectables Program section. Horizon BCBSNJ’s Medical Policies for these drugs can also be found there. Remember, the reference sheets and medical policy notes are for informational purposes only and do not take the place of Horizon BCBSNJ’s Medical Policies.

Q12. What information should I have available to initiate an MNAR?

A12. Please have the following information available when contacting Magellan Rx Management to initiate an MNAR:

• Ordering provider name, address and office telephone and fax numbers
• Rendering provider name, address and office telephone and fax numbers (if different from ordering provider)
• Horizon BCBSNJ member identification number, name, date of birth, and gender.
• Member height, weight and body surface area
• Anticipated start date of treatment (if known)
• Requested injectable medications
• Dosing information and frequency
• Diagnosis and disease state severity
• Past therapeutic failures
• Concomitant medications

Q13. Will additional information be requested from me?

A13. Additional information may be requested depending on the injectable medication, such as:

• Clinical notes
• Pathology reports
• Relevant lab test results

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Q14. **What are the responsibilities of an ordering provider?**
A14. An ordering provider is responsible for requesting and obtaining the MNAR and supplying all of the clinical information. If an MNAR is not obtained prior to services being rendered, claims payment may be delayed pending completion of a MNAR determination. Please refer to the *Quick Reference Guide* located on Horizon BCBSNJ’s website under the *Medical Injectables Program* section and follow the steps on how to verify the status of the MNAR determination through Magellan Rx Management’s secure website.

Q15. **As an ordering provider, can I request a Peer-to-Peer consultation?**
A15. Yes, you may request a Peer-to-Peer consultation by calling Magellan Rx Management at 1-800-424-4508, Monday through Friday, between 8 am and 5 pm ET.

Q16. **What are the responsibilities of a rendering provider?**
A16. As a rendering provider, you are responsible for ensuring an MNAR determination is on file for the patient. If you call Magellan Rx Management to initiate an MNAR, Magellan Rx Management will contact the ordering provider to obtain the necessary clinical information. If an MNAR is not obtained prior to services being rendered, claims payment may be delayed pending completion of an MNAR determination. Please refer to the *Quick Reference Guide* located on the Provider tab on HorizonBlue.com under the *Medical Injectables Program* section and follow the steps on how to verify the status of the MNAR determination through Magellan Rx Management’s secure website.

Q17. **Can facilities and ancillary providers initiate an MNAR?**
A17. Yes, facilities and ancillary providers may initiate an MNAR, but Magellan Rx Management will need to contact the ordering physician to obtain the clinical information necessary to make a determination.

Q18. **How can I confirm a MNAR determination for a patient?**
A18. The ordering and rendering provider (if applicable) will receive a copy of the determination letter. The MNAR determination may also be viewed via Magellan Rx Management’s secure website application at icorehealthcare.com, or the provider can call Magellan Rx Management at 1-800-424-4508, to confirm the determination.

Q19. **What if Magellan Rx Management does not have all of the necessary information to make a determination on a pre-service MNAR?**
A19. If Magellan Rx Management does not have all of the necessary information to make a determination, then the MNAR request will be postponed for clinical review and the provider will be given a tracking number and be notified that additional clinical information is required.

Q20. **Are clinical trials a part of the MIP?**
A20. No, clinical trials are not a part of this program. You should contact Horizon BCBSNJ’s Complex Case Management department at 1-888-621-5894 for clinical trial information.

Q21. **Are any diagnoses excluded from the MIP?**
A21. For injectable medication, Avastin, Magellan Rx Management will not conduct MNARS for cancer diagnoses or for ophthalmic macular conditions. For more information about Avastin, please review our medical policy, *Vascular Endothelial Growth Factor Inhibitor and Human Epidermal Growth Factor Receptor Inhibitor.*

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Q22. Does Magellan Rx Management conduct MNARs for self-injectable medications administered by patients?
A22. No, Magellan Rx Management does not review self-injectable medications.

Q23. What is the time frame for Magellan Rx Management to render a MNAR determination for non-Medicare requests?
A23. Non-urgent, non-Medicare requests will be completed as soon as possible based on the medical urgency of the case, but in no more than three business days of receiving all necessary information. Urgent non-Medicare requests will be completed within 24 hours of receiving the request.

Q24. What is the time frame for Magellan Rx Management to render a decision for Medicare Advantage requests?
A24. Non-urgent, Medicare Advantage requests will be completed within three to five business days of receiving all necessary information. Urgent Medicare requests will be completed within 24 hours of receiving the request.

Q25. What is the approval period for the MNAR determinations?
A25. The approval period depends on the injectable medication, but typically runs about six months.

Q26. After the MNAR decision is rendered, will a determination letter be sent to me and the patient?
A26. Yes. A letter of determination will be sent to the ordering provider, rendering provider and patient.

Q27. Can an approved MNAR determination be changed prior to the expiration date?
A27. Yes. A change to an existing, approved MNAR determination can be requested by calling Magellan Rx Management at 1-800-424-4508. The clinical staff will review the request and render a decision.

Q28. Can I request a determination for multiple drugs?
A28. The MIP allows one approval number per drug; however, Magellan Rx Management can process multiple requests during the same web session or telephone call.

Claims

Q29. Where should I submit MIP claims?
A29. Submit MIP claims to Horizon BCBSNJ.

Q30. What happens to the claim if a MNAR was not requested prior to services being rendered?
A30. If a claim is submitted without obtaining a pre-service MNAR, the processing of that claim will be delayed until medical necessity and appropriate review can be performed and medical necessity is established.

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Q31. Who should I contact for MIP-related questions?
A31. Physicians or other health care professionals should call Horizon BCBSNJ’s Physician Services at 1-800-624-1110. Facilities should call Horizon BCBSNJ’s Facility Centralized Service Center at 1-888-666-2535.

Q32. What happens if Magellan Rx Management does not receive the necessary information to make the determination on a post-service MNAR request?
A32. The claim will deny for “clinical information not supplied.” The claim will only be denied with this message after several attempts by Magellan Rx Management to contact the ordering provider to obtain the necessary clinical information. If Magellan Rx Management is unsuccessful in obtaining the necessary clinical information, Magellan Rx Management will make a request for the necessary clinical information in writing. The provider then has 10 days to submit the requested, necessary clinical information to obtain the MNAR determination.

Appeals

Q33. How do I dispute a MNAR adverse decision?
A33. Information on how to appeal an adverse decision will be provided within the determination letter issued by Magellan Rx Management. Generally, a provider may dispute an adverse decision that was based on medical necessity by following the instructions below.

- For non-Medicare members, providers should call Magellan Rx Management at 1-800-424-4508.
- For Medicare members, the appeal must be submitted in writing to:
  Magellan Rx Management
  Attn: Appeals Department
  PO Box 1459
  Maryland Heights, MO 63043
  Appeal Fax: 1-888-656-6805

Q34. Who can I contact for more information about an appeal I already submitted?
A34. For an appeal involving a medical judgment or MNAR, call Magellan Rx Management at 1-800-424-4508. For claims appeals not involving medical judgment of an MNAR, call Horizon BCBSNJ’s Physician Services at 1-800-624-1110.