

PA Health & Wellness Musculoskeletal Care Management (MSK) Program Quick Reference Guide for Physicians/Surgeons

Effective: March 1, 2024

PA Health & Wellness is committed to continuous improvement of quality services for our members. With that in mind, PA Health & Wellness has entered into an expanded partnership with Evolent Health, formally National Imaging Associates, Inc. (NIA)¹, to implement a Musculoskeletal Care Management (MSK) Program. This program includes prior authorization for non-emergent MSK procedures: inpatient and outpatient hip, knee, shoulder, lumbar and cervical spine surgeries. This decision is consistent with industry-wide efforts to ensure clinically appropriate quality of care and to manage the increasing utilization of these services.

The following types of services are included in the MSK program for all PA Health & Wellness Exchange members. Providers may begin contacting Evolent Health on March 1, 2024, to obtain prior authorization for procedures scheduled on or after March 1, 2024.

- Inpatient and outpatient hip surgeries
- Inpatient and outpatient knee surgeries
- Inpatient and outpatient shoulder surgeries
- Inpatient and outpatient lumbar and cervical spine surgeries

Prior Authorization Implementation

As a provider of MSK services that require prior authorization, it is essential that you develop a process to ensure that the appropriate authorization number(s) has been obtained.

It is the responsibility of the ordering physician/surgeon and rendering facility to ensure that prior authorization was obtained, when necessary. Payment will be denied for procedures performed without a prior authorization, including the MSK surgery hospital admission, and the member cannot be balance-billed for such procedures.

Procedures Requiring Prior Authorization*

Outpatient and Inpatient Hip Surgeries:

- Revision/Conversion Hip Arthroplasty
- Total Hip Arthroplasty/Resurfacing
- Femoroacetabular Impingement (FAI) Hip Surgery (includes CAM/pincer & labral repair)
- Hip Surgery – Other (includes synovectomy, loose body removal, debridement, diagnostic hip arthroscopy, and extra-articular arthroscopy)

*A separate prior authorization number is required for each procedure ordered.

Outpatient and Inpatient Knee Surgeries:**

- Revision Knee Arthroplasty
- Total Knee Arthroplasty (TKA)
- Partial-Unicompartmental Knee Arthroplasty (UKA)
- Knee Manipulation under Anesthesia (MUA)

**Surgeon must request surgery authorization for each joint, even if bilateral joint surgery is to be performed on the same date.

¹Effective 1/20/2023, National Imaging Associates, Inc. is now a subsidiary of Evolent Health. Evolent Health and its affiliates and subsidiaries collectively referred to as "Evolent."

- Knee Ligament Reconstruction/Repair
- Knee Meniscectomy/Meniscal Repair/Meniscal Transplant
- Knee Surgery – Other (includes synovectomy, loose body removal, diagnostic knee arthroscopy, debridement with or without chondroplasty, lateral release/patellar realignment, articular cartilage restoration)

Outpatient and Inpatient Shoulder Surgeries:**

- Revision Shoulder Arthroplasty
- Total/Reverse Arthroplasty or Resurfacing
- Partial Shoulder Arthroplasty/Hemiarthroplasty
- Shoulder Rotator Cuff Repair
- Shoulder Labral Repair
- Frozen Shoulder Repair/Adhesive Capsulitis
- Shoulder Surgery – Other (includes debridement, manipulation, decompression, tenotomy, tenodesis, synovectomy, claviclectomy, diagnostic shoulder arthroscopy)

Outpatient and Inpatient Spine Surgeries:

- Lumbar Microdiscectomy
- Lumbar Decompression (Laminotomy, Laminectomy, Facetomy & Foraminotomy)
- Lumbar Spine Fusion (Arthrodesis) With or Without Decompression – Single & Multiple Levels
- Cervical Anterior Decompression with Fusion – Single & Multiple Levels
- Cervical Posterior Decompression with Fusion – Single & Multiple Levels
- Cervical Posterior Decompression (without fusion)
- Cervical Artificial Disc Replacement – Single & Two Levels
- Cervical Anterior Decompression (without fusion)
- Sacroiliac Joint Fusion

Evolut Health will manage the MSK program through existing contractual relationships with PA Health & Wellness. If an urgent/emergent clinical situation exists outside of a hospital emergency room, please contact Evolut Health immediately with the appropriate clinical information for an expedited review. The number to call to initiate a prior authorization request is 1-800-424-4921 – PA Health and Wellness (Community Health Choices) 1-866-642-9705 – Wellcare by Allwell (MAPD/D-SNP/PPO) 1-866-500-7750 – Ambetter from PA Health and Wellness (Exchange).

Please refer to Evolut Health 's website www.RadMD.com to obtain the PA Health & Wellness / Evolut Health Billable CPT® Codes Claim Resolution/Utilization Review Matrix for the CPT-4 codes that Evolut Health authorizes on behalf of PA Health & Wellness.

Prior Authorization Information

To ensure that authorization numbers have been obtained, please adhere to the following guidelines.

Outpatient and Inpatient MSK Surgeries:

- Emergency musculoskeletal surgery (admitted via the Emergency Room) do not require prior authorization through Evolut Health.
- Non-emergent outpatient and inpatient hip, knee, shoulder, and spine surgery services require prior authorization through Evolut Health.

- **Note:** Facility admissions do not require a separate prior authorization. However, the facility should ensure that an Evolent Health authorization has been obtained prior to scheduling the surgery.
- Evolent Health medical necessity review and determination is for the authorization of the surgeon's professional services and type of surgery being performed. Evolent Health will provide PA Health & Wellness with the surgery type requested and authorization determination.
- Authorizations are valid for 90 days from the date of request.

Checking Authorizations

You can check on the status of authorization requests quickly and easily by going to the Evolent Health website, www.RadMD.com. After sign-in, select the **My Exam Requests** tab to view authorization requests and verify status.

Submitting Claims

Claims continue to go directly to PA Health & Wellness. Please send your claims for MSK procedures to the following address:

PA Health & Wellness
 Attn: Claims
 P.O. Box 5070
 Farmington, MO 63640

Providers are encouraged to use EDI claims submission.

PA Health & Wellness payor ID number is 68069.

Quick Contacts
<ul style="list-style-type: none"> ▪ Website: www.RadMD.com ▪ Toll Free Phone Numbers: Exchange: 1-866-500-7750

Frequently Asked Questions

In this section Evolent Health addresses commonly asked questions received from providers.

Where can I find Evolent Health's Guidelines for MSK procedures?

Guidelines can be found on Evolent Health's website at www.RadMD.com.

Is prior authorization necessary if PA Health & Wellness is not the member's primary insurance?

No.

What does the Evolent Health authorization number look like?

The Evolent Health authorization number consists of alpha/numeric characters (e.g., 1234X567). In some cases, the ordering provider may instead receive an Evolent Health tracking number (not the same as an authorization number) if the physician's authorization request is not approved at the time of initial contact. Providers can use either number to track the status of their request on the RadMD website or via our Interactive Voice Response telephone system.

Who can I contact at Evolent Health for questions, complaints, and appeals, etc.?

Please use the following Evolent Health contacts by type of issue:

- To educate your staff on Evolent Health procedures and to assist you with any provider issues or concerns, contact your Evolent Health Area Provider Relations Manager.

- Preauthorization and claims payment complaints/appeals: Follow the instructions on your non-authorization letter or Explanation of Benefit (EOB)/Explanation of Payment (EOP) notification.

How do referring/ordering physicians know who Evolent Health is?

PA Health & Wellness and Evolent Health share training and education materials with physicians and surgeons prior to the implementation. PA Health & Wellness and Evolent Health also coordinate outreach and orientation for providers.

What will the member ID card look like? Will it have both Evolent Health and PA Health & Wellness information on the card? Or will there be two cards?

The PA Health & Wellness member ID card does not have Evolent Health identifying information on it.