



April 10, 2014

{First Name} {Last Name}
{Title}
{Company Name}
{Addr 1}
{Addr 2}
{Town}, {State} {Zip Code}

RE: Spine Management and Prior Authorization

Dear Provider:

Starting on July 1, 2014, Harvard Pilgrim will require prior authorization on selected spinal surgeries and injections and wanted to provide you with advance notice. Harvard Pilgrim has chosen National Imaging Associates, Inc. (NIA) to provide utilization management for outpatient interventional spine pain management procedures and inpatient and outpatient lumbar surgeries for members enrolled in our HMO, POS, PPO, and Access America products. In addition to overseeing these efforts, Harvard Pilgrim will continue to be responsible for claims adjudication and medical policies.

Prior authorization policy

Under the program — which is applicable to members residing in Massachusetts, New Hampshire, Maine, Connecticut, and Rhode Island* — prior authorization will be required for the following:

- Non-emergent inpatient and outpatient spine surgeries: lumbar microdiscectomy; lumbar decompression (laminotomy, laminectomy, facetectomy, and foraminotomy); and lumbar spine fusion (arthrodesis)
- Non-emergent outpatient interventional spine pain management services: spinal epidural injections; paravertebral facet joint injections or blocks; paravertebral facet joint denervation [Radiofrequency (RF) Neurolysis]

Ordering physicians will be responsible for obtaining prior authorization for all of the procedures and spine surgeries listed above.

Other key provisions

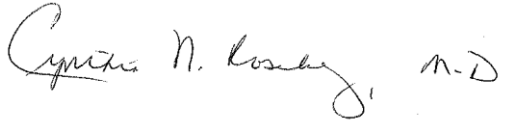
Please keep in mind the following, as well:

- NIA will begin to receive prior authorization requests on June 23, 2014.
- Harvard Pilgrim does not require prior authorization for emergency spine surgery cases that are admitted through an emergency room or spine surgeries outside the scope of those listed above.
- To ensure payment of the claim, providers rendering the services listed above should verify that the necessary authorization has been obtained, prior to performing the procedure. Beginning July 1, 2014, Harvard Pilgrim will not reimburse for these procedures without prior authorization.

For more detailed information about the spine program, please refer to the “Spine Management and Prior Authorization” link on Harvard Pilgrim’s provider website (www.harvardpilgrim.org/providers > Medical Resources for Providers). In addition, the April 15 issue of our online provider newsletter, *Network Matters*, will include an article on this program, as well as links to detailed FAQs.

We appreciate your support and assistance in assuring that Harvard Pilgrim members receive pain management services delivered in a high quality, clinically appropriate fashion. If you have any questions, please contact Joel Rubinstein, M.D., Medical Director, at 617-509-9340.

Sincerely,

A handwritten signature in cursive script that reads "Cynthia N. Rosenberg, M.D." The signature is written in black ink on a white background.

Cynthia N. Rosenberg, M.D.
Senior Medical Director

**Pending regulatory approval in Rhode Island*