

## Spine Pain Management Quick Reference Guide for Ordering Physicians/Surgeons

**Effective December 1, 2015**

Tufts Health Public Plans has entered into an agreement with NIA Magellan<sup>1</sup>, to implement a spine pain management program for their *Tufts Health Together* and *Tufts Health Direct* Plans. This program includes prior authorization for two components of non-emergent spine care: outpatient interventional spine pain management services; and inpatient and outpatient 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.

### **Prior Authorization Implementation Recommendations**

As a provider of spine pain management services that require prior authorization, it is essential that you develop a process to ensure that the appropriate authorization number(s) have 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 spine surgery hospital admission and professional charges, and the member cannot be balance-billed for such procedures.

### **Procedures Requiring Prior Authorization**

#### **Outpatient and Inpatient Spine Surgery Services:**

- Lumbar Microdiscectomy
- Lumbar Decompression (Laminotomy, Laminectomy, Facetectomy & 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
- Cervical Anterior Decompression (without fusion)

#### **Outpatient Interventional Pain Management Services\*:**

- Spinal Epidural Injections
- Paravertebral Facet Joint Injections or Blocks

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

<sup>1</sup> NIA Magellan refers to National Imaging Associates, Inc.

- Paravertebral Facet Joint Denervation (Radiofrequency (RF) Neurolysis)

NIA Magellan will manage non-emergent outpatient interventional spine pain management services, and inpatient and outpatient lumbar & cervical spine surgeries through the existing contractual relationships with Tufts Health Public Plans. If an urgent clinical situation exists outside of a hospital emergency room, please contact NIA Magellan immediately with the appropriate clinical information for an expedited review. The number to call to obtain a prior authorization is 1-800-207-4209.

Please refer to NIA Magellan's website [www.RadMD.com](http://www.RadMD.com) to obtain the Tufts Health Public Plans/NIA Magellan Billable CPT® Codes Claim Resolution/Utilization Review Matrix for all of the CPT-4 codes that NIA Magellan authorizes on behalf of Tufts Health Public Plans.

### **Prior Authorization Recommendations**

To ensure that authorization numbers have been obtained, the following recommendations should be considered.

### **Interventional Pain:**

- Interventional pain management procedures performed in the emergency room or on an inpatient basis do not require prior authorization through NIA Magellan.
- All outpatient interventional pain management services require a prior authorization through NIA Magellan for each procedure performed.
- It is the responsibility of the ordering physician to obtain authorization for all interventional spine pain management procedures outlined above. Failure to do so may result in non-payment of your claim.
- Authorizations are valid for 60 days from the date of service.

### **Outpatient and Inpatient Spine Surgeries:**

- Emergency spine surgery (admitted via the Emergency Room) does not require prior authorization through NIA Magellan.
- Non-emergent outpatient and inpatient lumbar & cervical spine surgery services require prior authorization through NIA Magellan.
- The ordering physician/surgeon must obtain prior authorization with NIA Magellan prior to performing the above procedures and prior to contacting Tufts Health Public Plans with the inpatient admissions notification for the facility or hospital admission.
- Any Tufts Health Public Plans inpatient admission notification requirements for the facility or hospital admission must be obtained separately and only initiated after the surgery has met NIA Magellan's medical necessity criteria.
- NIA Magellan's medical necessity review and determination is for the authorization of the surgeon's professional services and type of surgery being performed. NIA Magellan will provide the Tufts Health Public Plans with the surgery type requested and authorization determination.
- Facilities must continue to follow *Tufts Health Public Plans* pre-certification processes for hospital admissions and elective surgery.
- Authorizations are valid for 60 days from the date of service.

## Checking Authorizations

You can check on the status of patients' authorizations quickly and easily by going to the NIA Magellan website, [www.RadMD.com](http://www.RadMD.com) . After obtaining a secure password sign-in to select, the **My Exam Requests** tab to *view all* outstanding authorizations.

## Submitting Claims

Claims will continue to go directly to Tufts Health Public Plans. Please send your claims for the procedures to the following address:

Tufts Health Public Plans  
Attn: Claims Department  
P.O. Box 8115  
Park Ridge, IL 60068-8115

Providers are encouraged to use EDI claims submission.

Tufts Health Public Plans payor ID number is 04332.

## Frequently Asked Questions

In this section NIA Magellan addresses commonly asked questions received from providers.

**Where can I find NIA Magellan's Guidelines for these spine procedures?**

Guidelines can be found on NIA Magellan's website at [www.RadMD.com](http://www.RadMD.com).

**Is prior authorization necessary if Tufts Health Public Plans is not the member's primary insurance?**

Yes

**What does the NIA Magellan authorization number look like?**

The NIA Magellan authorization number consists of 8 or 9 alpha/numeric characters (e.g., 1234X567). In some cases, the ordering physician may instead receive an NIA Magellan tracking number (not the same as an authorization number) if the physician's authorization request is not approved at the time of initial contact. Physicians can use either number to track the status of their request on the RadMD Web site or via our Interactive Voice Response telephone system.

**Who can I contact at NIA Magellan for questions, complaints, and appeals, etc.?**

Please use the following NIA Magellan contacts by type of issue:

### Quick Contacts

- Website: [www.RadMD.com](http://www.RadMD.com)
- Toll Free Phone Number: 1-800-207-4209

- To educate your staff on NIA Magellan procedures and to assist you with any provider issues or concerns, contact your NIA Magellan 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 will referring/ordering physicians know who NIA Magellan is?**

Tufts Health Public Plans sends orientation materials to referring/ordering providers. Tufts Health Public Plans and NIA Magellan are also coordinating additional outreach and orientation activities.

**What will the member ID card look like? Will it have both NIA Magellan and Tufts Health Public Plans information on the card? Or will there be two cards?**

The Tufts Health Public Plans member ID card will not have NIA Magellan identifying information on it. There will not be two cards