



Spine Surgery Frequently Asked Questions

Question	Answer
GENERAL	
<p>Why did HMSA implement a pain management program focused on spine surgery?</p>	<p>To improve quality and manage the utilization of non-emergent spine surgery procedures, occurring in outpatient and inpatient settings, for our members. <u>The following spine surgery procedures require prior authorization* through Magellan:</u></p> <ul style="list-style-type: none"> ▪ Lumbar Microdiscectomy ▪ Lumbar Decompression (Laminotomy, Laminectomy, Facetectomy & Foraminotomy): ▪ Single and Multiple Level Lumbar Spine Fusion (Arthrodesis) With or Without Decompression at one or more levels <p>*Magellan does not manage prior authorization for emergency spine surgery cases that are admitted through the emergency room or for spine surgery procedures outside of those procedures listed above.</p>
<p>Why did HMSA select Magellan to manage its pain management program for spine surgeries?</p>	<p>Magellan was selected to partner with HMSA because of our clinically driven program designed to effectively manage quality, patient safety and ensure appropriate utilization of resources for HMSA membership. In addition, HMSA has an established relationship where Magellan manages advanced imaging benefits for HMSA plans.</p>

<p>Which HMSA members are covered under this relationship and what networks will be used?</p>	<p>Magellan has been managing non-emergent outpatient interventional pain management spine procedures for all lines of business (HMO, PPO, QUEST and Akamai Advantage) as of January 1, 2014 through HMSA’s provider network.</p>
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PRIOR AUTHORIZATION

<p>What surgeries require precertification prior to the procedure being performed?</p>	<p>The following procedures performed in inpatient and outpatient settings require prior authorization through Magellan:</p> <table border="1" data-bbox="662 611 1432 1037"> <tr> <td data-bbox="662 611 1062 684"> <p>Lumbar Fusion—Single Level</p> </td> <td data-bbox="1062 611 1432 684"> <p>22533, 22558, 22612, 22630, 22633</p> </td> </tr> <tr> <td data-bbox="662 684 1062 827"> <p>Lumbar Fusion—Multiple Levels</p> </td> <td data-bbox="1062 684 1432 827"> <p>22533, +22534, 22558, +22585, 22612, +22614, 22630, +22632, 22633, +22634</p> </td> </tr> <tr> <td data-bbox="662 827 1062 970"> <p>Lumbar Decompression</p> </td> <td data-bbox="1062 827 1432 970"> <p>63030, +63035, 63005, 63012, 63017, 63042, +63044, 63047, +63048, 63056, +63057</p> </td> </tr> <tr> <td data-bbox="662 970 1062 1037"> <p>Lumbar Microdiscectomy Only</p> </td> <td data-bbox="1062 970 1432 1037"> <p>63030, +63035</p> </td> </tr> </table>	<p>Lumbar Fusion—Single Level</p>	<p>22533, 22558, 22612, 22630, 22633</p>	<p>Lumbar Fusion—Multiple Levels</p>	<p>22533, +22534, 22558, +22585, 22612, +22614, 22630, +22632, 22633, +22634</p>	<p>Lumbar Decompression</p>	<p>63030, +63035, 63005, 63012, 63017, 63042, +63044, 63047, +63048, 63056, +63057</p>	<p>Lumbar Microdiscectomy Only</p>	<p>63030, +63035</p>
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<p>Does reconstructive spinal deformity surgery [CPT codes 22800-22819] and associated instrumentation require pre-certification?</p>	<p>Please note that CPT codes 22800-22819 used for reconstructive spinal deformity surgery and the associated instrumentation do not require Magellan/HMSA’s pre-certification. Magellan will monitor the use of these CPT codes, but pre-certification is not currently required. As long as the deformity surgery coded does not include CPT codes on Magellan/HMSA’s pre-certification list, the case will process in HMSA claims accordingly.</p>
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<p>When is precertification required?</p>	<p>Precertification is required through Magellan for outpatient and inpatient non-emergent spine surgeries.</p>
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<p>Is precertification required for patients who already have a spine surgery scheduled?</p>	<p>Yes. Any non-emergent spine surgery performed on or after January 1, 2014 requires precertification</p>
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<p>Who can order a lumbar spine surgery procedure?</p>	<p>The majority of the spine surgeries are expected to be ordered by one of the following specialties:</p> <ul style="list-style-type: none"> • Neurosurgeons • Orthopedic Spine Surgeons
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<p>Are inpatient pain management procedures included in this program?</p>	<p>Yes. All non-emergent inpatient spine surgeries outlined above are required to be pre-certified by Magellan.</p>
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<p>Who will be reviewing the spine surgery requests and medical information provided?</p>	<p>Practicing neurosurgeons and/or orthopedic spine surgeons will conduct the medical necessity reviews and determinations.</p>
<p>Does the Magellan’s precertification process change the requirements for facility-related prior authorization?</p>	<p>No. Magellan’s medical necessity review and determination is for the authorization of the surgeon’s professional services and type of surgery being performed. Precertification is not required to be obtained by the facility, However, the facility should ensure that precertification has been obtained prior to scheduling the procedure.</p>
<p>How does the ordering physician obtain a precertification from Magellan?</p>	<p>Ordering physicians can request precertification via the Magellan website www.RadMD.com or by calling the Magellan toll-free number 1-866-306-9729.</p>
<p>What information will Magellan require in order to process a precertification request?</p>	<p>To expedite the process, please have the following information ready before logging on to the web site or calling the Magellan Call Center (*denotes required information) for precertification of non-emergent inpatient and outpatient spine surgeries:</p> <ul style="list-style-type: none"> • Name and office phone number of ordering physician* • Member name and ID number* • Requested surgery type* • Name of facility where the surgery will be performed* • Anticipated date of surgery* • Details justifying the surgical procedure*: <ul style="list-style-type: none"> ○ Clinical Diagnosis ○ Date of onset of back pain or symptoms ○ Length of time patient has had episode of pain ○ Physician exam findings (including findings applicable to the requested services) ○ Diagnostic imaging results ○ Non-operative treatment modalities completed, date, duration of pain relief, and results (e.g., physical therapy, epidural injections, chiropractic or osteopathic manipulation, hot pads, massage, ice packs and medication) <p>Please be prepared to provide the following information, if requested:</p> <ul style="list-style-type: none"> • Clinical notes outlining type and onset of symptoms • Length of time with pain/symptoms • Non-operative care modalities to treat pain and amount of pain relief • Physical exam findings • Diagnostic Imaging results • Specialist reports/evaluation

<p>Does the ordering physician need a separate request for all spine procedures being performed during the same surgery on the same date of service?</p>	<p>No. Magellan will provide a list of surgery categories to choose from and the surgeon must select the most complex and invasive surgery being performed as the primary surgery.</p> <p>Fusion Example: If the surgeon is planning a single level lumbar spine fusion with decompression, the surgeon will select the single level fusion procedure. The surgeon does not need to request a separate authorization for the decompression procedure being performed as part of the fusion surgery. This is included in the fusion request.</p> <p>Other Examples:</p> <ul style="list-style-type: none"> • If the surgeon is planning a laminectomy with a microdiscectomy, the surgeon will select the lumbar decompression procedure. The surgeon does not need to request a separate authorization for the microdiscectomy procedure. • If the surgeon is only performing a microdiscectomy (CPT 63030 or 63035), the surgeon should select the microdiscectomy only procedure.
<p>Will the ordering physician need to enter each CPT procedure code being performed?</p>	<p>No. Magellan will provide a list of surgery categories to choose from and the ordering physician must select the primary surgery (most invasive) being performed. There will be a summary of which CPT codes fall under each procedure category.</p>
<p>Are instrumentation (medical device), bone grafts, and bone marrow aspiration included as part of the lumbar fusion authorizations?</p>	<p>Yes. The instrumentation (medical device), bone grafts, and bone marrow aspiration procedures commonly performed in conjunction with a single or multiple level lumbar spine fusion are included in the fusion surgery authorization. The amount of instrumentation must align with the authorization.</p>
<p>What kind of response time can the ordering physician expect for prior authorization?</p>	<p>Having the following information available prior to calling Magellan at 1-866-306-9729 or online through www.RadMD.com will result in the most efficient turn around time of a medical necessity decision.</p> <ul style="list-style-type: none"> • Clinical diagnosis • Date of onset of back pain or symptoms /Length of time patient has had episode of pain • Physician exam findings (including findings applicable to the requested services) • Diagnostic imaging results

	<ul style="list-style-type: none"> • Non-operative treatment modalities completed, date, duration of pain relief, and results (e.g., physical therapy, epidural injections, chiropractic or osteopathic manipulation, hot pads, massage, ice packs and medication) <p>Generally, a determination can be made within 2-5 business days after receipt of request and <u>complete clinical documentation</u>. Requests for surgeries require specialty review, which may add an additional 2-3 business days before a determination is made.</p> <p>The review process will take longer if additional clinical information is required to make a determination.</p>
<p>What will the Magellan authorization number look like?</p>	<p>The Magellan authorization number consists of 8 or 9 alpha-numeric characters. In some cases, the ordering surgeon may instead receive a Magellan tracking number (not the same as an authorization number) if the surgeon’s authorization request is not approved at the time of initial contact. Ordering physicians will be able to use either number to track the status of their request online or through an Interactive Voice Response (IVR) telephone system.</p>
<p>If requesting authorization through RadMD and the request pends, what happens next?</p>	<p>You will receive a tracking number and Magellan will contact you to complete the process.</p>
<p>Can RadMD be used to request retrospective or expedited authorization requests?</p>	<p>No, those requests must be called into Magellan’s Call Center for processing at 1-866-306-9729.</p>
<p>How long is the precertification number valid?</p>	<p>Authorizations are valid for 90 days from the date of final determination.</p>
<p>What happens if the patient is covered by two health plans (HMSA and a non-HMSA)? What happens when the non-HMSA plan is primary and HMSA is secondary?</p>	<p>Authorization is still required if HMSA is the secondary insurer. However, if HMSA is secondary to original Medicare, precertification is not required.</p>
<p>Is precertification necessary if HMSA Health Plan is not the member’s primary insurance?</p>	<p>Yes, authorization is required if HMSA is the secondary insurer if the member is covered by two group health insurance plans or a non-Medicare plan.</p>
<p>If an ordering physician obtains an authorization number does that guarantee payment?</p>	<p>An authorization number is not a guarantee of payment. Authorizations are based on medical necessity and are contingent upon eligibility and benefits. Benefits may be subject to limitations and/or qualifications and will be determined when the claim is received for processing.</p>

	Magellan’s medical necessity review and determination is for the authorization of the surgeon’s professional services and type of surgery being performed.
Does Magellan/HMSA allow retro-authorizations?	It is important that key physicians and office staff be trained on the prior authorization requirements. Claims for spine surgery, as outlined above, that have <u>not</u> been properly authorized will <u>not</u> be reimbursed. Physicians performing spine surgery <u>should not</u> schedule or perform surgery without prior authorization.
Can an ordering physician verify an authorization number online?	Yes. Ordering physicians can check the status of member authorization quickly and easily by going to the Web site at www.RadMD.com .
Will the Magellan authorization number be displayed on the HMSA Web site?	No.
SCHEDULING PROCEDURES	
Do ordering physicians have to obtain an authorization before they call to schedule an appointment?	It is recommended that the physician obtain prior authorization prior to scheduling the procedure. Magellan asks where the surgery is being performed and the anticipated date of service.
WHICH PHYSICIANS ARE AFFECTED?	
Which physicians are impacted by the pain spine management program?	Neurosurgeons and Orthopedic Spine Surgeons are the key physicians impacted by this program. All procedures performed in any setting are included in this program: <ul style="list-style-type: none"> • Hospital (Inpatient & Outpatient Settings) • Ambulatory Surgical Centers
CLAIMS RELATED	
Where do providers/ send their claims?	HMSA providers should continue to send claims directly to HMSA. Providers are encouraged to use EDI claims submission.
How can claims status be checked?	Providers can check claims status on the HMSA web site at https://hhin.hmsa.com/ .
Who should the provider contact if they want to appeal a precertification or claim payment denial?	Providers should follow the appeal instructions given on their denial letter or Explanation of Benefits (EOB) notification. Providers may also request a peer-to-peer consultation with a Magellan reviewer for a denied precertification request.
MISCELLANEOUS	
Where can an ordering physician find Magellan’s	Magellan’s Clinical Guidelines can be found on the Web site at www.RadMD.com or via HMSA’s Provider Portal.

<p>Guidelines for Clinical Use of Pain Spine Management Procedures?</p>	<p>They are presented in a PDF file format that can easily be printed for future reference. Magellan’s clinical guidelines have been developed from practice experiences, literature reviews, specialty criteria sets and empirical data.</p>
<p>What will the Member ID card look like? Will the ID card have both Magellan and HMSA information on it? Or will there be two cards?</p>	<p>The HMSA Member ID card will not change and will not contain any Magellan identifying information on it.</p>
<p>CONTACT INFORMATION</p>	
<p>Who can a surgeon contact at Magellan for more information?</p>	<p>Contact your Magellan area provider relations: Laurie Kim, 626-5704 on Oahu or 1 (800) 450-7281, ext. 65704, toll-free on the Neighbor Islands.</p>