



Health Net and Wellcare By Health Net Musculoskeletal Care Management (MSK) Program Quick Reference Guide for Physicians/Surgeons

Effective February 1, 2024

Health Net Health Plan of Oregon, Inc. (Health Net) and Wellcare By Health Net (Wellcare) have entered into an agreement with 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 Health Net (Commercial) and Wellcare (Medicare Advantage) members. Providers may begin contacting NIA on February 1, 2024, to obtain prior authorization for procedures scheduled on or after February 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

**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. and subsidiaries collectively referred to as “Evolent.”

- Total Knee Arthroplasty (TKA)
- Partial-Unicompartmental Knee Arthroplasty (UKA)
- Knee Manipulation under Anesthesia (MUA)
- Knee Ligament Reconstruction/Repair
- Knee Meniscectomy/Menisal Repair/Menisal 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

NIA will manage the MSK program through existing contractual relationships with Health Net and Wellcare. If an urgent/emergent clinical situation exists outside of a hospital emergency room, please contact NIA immediately with the appropriate clinical information for an expedited review. The number to call to initiate a prior authorization request is 1-800-424-4811 for Health Net (Commercial) and 1-800-424-4813 for Wellcare (Medicare Advantage).

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

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 NIA.
- Non-emergent outpatient and inpatient hip, knee, shoulder, and spine surgery services require prior authorization through NIA.
- **Note:** Any The ordering physician must obtain prior authorization with NIA prior to performing the surgery/procedure. Facility admissions do not require a separate prior authorization. However, the facility should ensure that an NIA prior authorization has been obtained prior to scheduling the surgery/procedure.
- NIA's medical necessity review and determination is for the authorization of the surgeon's professional services and type of surgery being performed. NIA will provide Health Net Oregon with the surgery type requested and authorization determination.
- Authorizations are valid 90 days from the date of request for outpatient and 90 days for inpatient for the Health Net (Commercial) members. For Wellcare (Medicare Advantage) it is 90 days from the date of request for outpatient and 60 days for inpatient.

Checking Authorizations

You can check on the status of authorization requests quickly and easily by going to the NIA 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 Health Net and Wellcare. Please send your claims for MSK procedures to the following address:

Health Net:
Health Net Commercial Claims
P. O. Box 9040
Farmington, MO 63640-9040

Wellcare:
Wellcare Medicare Claims
P. O. Box 9030
Farmington, MO 63640-9030

Quick Contacts

- Website: www.RadMD.com
- Toll Free Phone Numbers:
- Health Net Oregon: 1-800-424-4811
- Medicare Advantage: 1-800-424-4813

Providers are encouraged to use EDI claims submission.

For Health Net Oregon (Commercial) the payor ID number is 95567 and for Wellcare (Medicare Advantage) it is 68069.

Frequently Asked Questions

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

Where can I find NIA's Guidelines for MSK procedures?

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

Is prior authorization necessary if Health Net or Wellcare is not the member's primary insurance?

No.

What does the NIA authorization number look like?

The NIA authorization number consists of alpha/numeric characters (e.g., 1234X567). In some cases, the ordering provider may instead receive an NIA 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 NIA for questions, complaints, and appeals, etc.?

Please use the following NIA contacts by type of issue:

- To educate your staff on NIA procedures and to assist you with any provider issues or concerns, contact your NIA 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 NIA is?

Health Net, Wellcare and NIA share training and education materials with physicians and surgeons prior to the implementation. Health Net, Wellcare and NIA also coordinate outreach and orientation for providers.

What will the member ID card look like? Will it have both NIA and Health Net or Wellcare information on the card? Or will there be two cards?

The Health Net and Wellcare member ID cards do not have NIA identifying information on them.