



FIDELIS CARE®



Fidelis Care Musculoskeletal Care Management (MSK) Program Quick Reference Guide for Physicians/Surgeons

January 1, 2024

Fidelis Care has 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 Fidelis Care members with Medicare, Medicaid, Dual Advantage, Essential, CHP, and Qualified health plans. Providers may begin contacting NIA on January 1, 2024, to obtain prior authorization for procedures scheduled on or after January 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)

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

- Hip Surgery – Other (includes synovectomy, loose body removal, debridement, diagnostic hip arthroscopy, and extra-articular arthroscopy)

Outpatient and Inpatient Knee Surgeries:**

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.”

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

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

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:

- 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)
- Lumbar Microdiscectomy
- Lumbar Decompression (Laminotomy, Laminectomy, Facetomy & Foraminotomy)
- Lumbar Spine Fusion (Arthrodesis) With or Without Decompression – Single & Multiple Levels
- Sacroiliac Joint Fusion

NIA will manage the MSK program through existing contractual relationships with Fidelis Care. 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 (Medicaid, Essential, CHP, and Qualified Health) 1-800-424-4952 or (Medicare and Dual Advantage plans) 1-800-424-5390.

Please refer to NIA's website <https://www.RadMD.com> to obtain the Fidelis Care / NIA Billable CPT® Codes Claim Resolution/Utilization Review Matrix for the CPT-4 codes that NIA authorizes on behalf of Fidelis Care.

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:** 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 Fidelis Care 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 NIA website, www.RadMD.com. After sign-in, select the **My Exam Requests** tab to view authorization requests and verify status.

Submitting Claims

- Please continue to submit claims to Fidelis Care as you currently do today.
- We strongly encourage electronic claims submission. Payor ID Number is **11315**.

Quick Contacts

- Website:
<https://www.RadMD.com>
- Toll Free Phone Numbers:
 - **1-800-424-4952** (Medicaid, Essential, CHP, and Qualified Health Plans)
 - **1-800-424-5390** (Medicare and Dual Advantage Plans)

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 <https://www.RadMD.com>.

Is prior authorization necessary if Fidelis Care is not the member's primary insurance?

Yes.

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 Seth Cohen at 410-953-2418 or Seth.Cohen@evolent.com.
- 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?

Fidelis Care and NIA share training and education materials with physicians and surgeons prior to the implementation. Fidelis Care and NIA also coordinate outreach and orientation for providers.

What will the member ID card look like? Will it have both NIA and Fidelis Care information on the card? Or will there be two cards?

The Fidelis Care member ID card does not have NIA identifying information on it.