

Chiropractic Authorization Requests Frequently Asked Questions

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Why do I need to submit clinical documentation when requesting prior authorization?

- HMSA allows eight unmanaged chiropractic visits for members each calendar year.
- If care beyond eight visits is needed, clinical documentation must demonstrate and support the medical necessity of the extra visits. Submit documentation with your request through [RadMD.com](https://www.radmd.com) or call 1-866-306-9729.

When should I request prior authorization for my patient?

- Request an authorization when the patient has used eight unmanaged visits.
- Requests should be submitted within 10 business days of the start date of service.

What start date should I choose?

- The start date should be the initial date of service after the eight unmanaged visits.

What if my patient needs care beyond what's approved?

- Subsequent authorizations are necessary if care will extend beyond previous approvals. Submit new clinical documentation, exam findings, and outcome measures.
- Subsequent authorizations for the same episode of care should have the same start date as the initial request.

What do I need to include with an authorization request?

- Submit clinical documentation beginning with the initial evaluation through the most-recent examination.
 - Initial evaluation
 - Subjective findings.
 - Objective findings.
 - Diagnosis(es).
 - Treatment plan (including frequency, duration, interventions planned, and goals that are specific, measurable, and time-oriented, as well as targeting identified functional deficits).
 - Standardized outcome assessment(s) at clinician's discretion.
 - Daily notes
 - Subjective findings, including changes since the last visit.
 - Objective findings, including changes since the last visit.
 - Diagnosis(es).
 - Treatment plan.

- Re-evaluation
 - Subjective findings: Include measurable progress in pain and function with eight unmanaged visits.
 - Objective findings: Include measurable examination findings that demonstrate measurable progress.
 - Current diagnosis(es).
- Updated treatment plan (including frequency, duration, interventions planned, and updated goals that are specific, measurable, and time-oriented, as well as targeting identified functional deficits).
- Current standardized outcome assessment(s) at clinician's discretion.

Where can I find more information on Evolent guidelines and requirements?

- Visit RadMD.com. In the Resources drop-down menu, click Clinical Guidelines & Other Resources.

I work in a chiropractic clinic with multiple providers at multiple locations. How can I view all the authorizations for our organization?

- Your clinic should request "ordering provider access."
- This will allow your office to request authorizations on RadMD.com on behalf of the provider; upload documents; and view approved, pending, and in-review authorizations for your organization.

What's the turnaround time for chiropractic authorizations?

- Generally, the turnaround time is two to three business days once sufficient clinical information is received.
- Evolent has an adequate number of trained staff to expedite authorizations to facilitate patient care.

Is prior authorization required if HMSA is secondary to another carrier or coverage?

- Yes, prior authorization is required if HMSA is the secondary plan to another non-HMSA plan.
- If the patient has more than one HMSA plan, then only ONE prior authorization is needed under their primary plan.

Exception:

- If Medicare Part B is the primary insurer, NO prior authorization is needed.

Contact Information

Who can I contact if we need RadMD support?

- Email RadMDSupport@Evolent.com or call 1-800-327-0641.
- RadMD.com is available 24/7, except when maintenance is performed every third Thursday of the month from 6-9 p.m. Hawaii time.

Who can I contact at Evolent for more information?

- Email: HMSAProviderConcerns@evolent.com

Who can I contact at HMSA if I have questions or concerns?

- Call HMSA Provider Services at 808-948-6330 or 1-800-790-4672.
- Access the HMSA portal at hainplus.hmsa.com.

