

Interventional Spine Pain Management (IPM) Program Quick Reference Guide

HMSA partnered with Evolent (formerly Magellan Hawai'i) to manage an Interventional Spine Pain Management (IPM) Program. This program includes prior authorization for non-emergent outpatient IPM services for HMSA members. 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

As a provider of IPM services that require prior authorization, it is essential you develop a process to ensure that the appropriate authorization number(s) has been obtained.

It is the responsibility of the ordering physician to ensure that prior authorization was obtained, when necessary. Payment will be denied for procedures performed without a prior authorization, and the member cannot be balanced billed for such procedures.

Procedures Requiring Prior Authorization:*

Outpatient IPM Procedures Requiring Prior Authorization Include:

- Spinal Epidural Injections
- Paravertebral Facet Joint Injections or Blocks
- Paravertebral Facet Joint Denervation (Radiofrequency (RF) Neurolysis)
- Sacroiliac Joint Injections

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

Evolent manages non-emergent outpatient interventional spine pain management services through the existing contractual relationships with HMSA. If an urgent/emergent clinical situation exists outside of a hospital emergency room, please contact Evolent immediately with the appropriate clinical information for an expedited review.

The number to call to obtain a prior authorization is 1-866-306-9729.

Please refer to Evolent's website www.RadMD.com to obtain the HMSA Utilization Review Matrix for all of the CPT-4 codes that Evolent authorizes on behalf of HMSA.

Prior Authorization Information

Please note the following program details:

Interventional Pain:

- Interventional pain management procedures performed in the emergency room or on an inpatient basis do not require prior authorization through Evolent.
- All outpatient interventional pain management services require prior authorization through Evolent for each procedure performed.
- It is the responsibility of the ordering physician to obtain authorization for all interventional pain management procedures outlined.
- Authorizations are valid for 90 days from the date of service/request. Anticipated date of service is required when submitting a request.

Checking Authorizations

You can check on the status of members' authorizations quickly and easily by going to the Evolent Hawai'i website, 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 HMSA. Please send your claims for MSK procedures to the following address:

HMSA
Claims
P.O. Box 44500
Honolulu, HI 96804-44500

Quick Contacts

- Website: www.RadMD.com
- Toll Free Phone Numbers:
- 1-866-306-9729

Providers are encouraged to use EDI claims submission.

HMSA's payor ID number is 990040115.

Frequently Asked Questions

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

Where can I find Evolent's Guidelines for these IPM procedures?

Guidelines can be found on Evolent's website at www.RadMD.com. Please search for HMSA.

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

- Yes, prior authorization is required if HMSA is the secondary plan to another non-HMSA plan.
 - Exception: If Medicare Part B is the primary insurer, then NO authorization is needed.



What does the Evolent authorization number look like?

The Evolent authorization number consists of alpha/numeric characters. In some cases, the ordering physician may instead receive an Evolent tracking number which is (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 Evolent for questions, complaints, and appeals, etc.?

Please use the following Evolent contacts by type of issue:

- To train your staff on Evolent procedures and to assist you with any provider issues or concerns, contact your Evolent 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.

What will the member ID card look like? Will it have both Evolent Hawai'i and HMSA information on the card? Or will there be two cards?

The HMSA member ID card will not have Evolent identifying information on it.