



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

October 1, 2024

Maryland Physicians Care has entered into an agreement with Evolent (formerly National Imaging Associates, Inc.) to implement a Musculoskeletal Care Management (MSK) Surgery Program. This program includes prior authorization for non-emergent 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 Maryland Physicians Care members. Providers may begin contacting Evolent on October 1, 2024, to obtain prior authorization for procedures scheduled on or after October 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

Authorizations issued prior to October 1, 2024, will be honored without requiring a new prior authorization from Evolent.

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.

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

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)

Outpatient and Inpatient Knee Surgeries:**

- 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:

- 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

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 initiate a prior authorization request is 1-800-424-4836.

Quick Contacts

- Website: RadMD.com
- Toll Free Phone Number: 1-800-424-4836

Please refer to Evolent's website RadMD.com to obtain the Maryland Physicians Care / Evolent Billable CPT® Codes Claim Resolution/Utilization Review Matrix for all of the CPT-4 codes that Evolent authorizes on behalf of Maryland Physicians 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 Evolent.
- Non-emergent outpatient and inpatient hip, knee, shoulder, and spine surgery services require prior authorization through Evolent.

Note: The Maryland Physicians Care Site of Service policy is applicable to this program.

Note: Authorizations for facility admissions will not require a separate authorization for the surgery date however, the facility should ensure that an Evolent prior authorization has been obtained prior to scheduling the surgery.

Note: Facilities must continue to follow Maryland Physicians Care formal notification process for continued care after the surgery date and will continue to be subject to concurrent review by Maryland Physicians Care.

- Evolent's medical necessity review and determination is for the authorization of the surgeon's professional services, type of surgery and site of service being requested.
- Authorizations are valid for 60 days from the date of request.

Checking Authorizations

You can check on the status of authorization requests quickly and easily by going to the Evolent website, 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 Maryland Physicians Care. Please send your claims for MSK procedures to the following address:

Maryland Physicians Care
P.O. Box 21099
Eagan, MN 55121
ATTN: Claims Department

Providers are encouraged to use EDI claims submission.
Maryland Physicians Care payor ID number is 76498

Frequently Asked Questions

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

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

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

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

No.

What does the Evolent authorization number look like?

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

Please use the following Evolent contacts by type of issue:

- To educate 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.

How do referring/ordering physicians know who Evolent is?

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

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

The Maryland Physicians Care member ID card does not have Evolent identifying information on it.