

# Carolina Complete Health Musculoskeletal (MSK) Program

Provider Training

# How We Will Spend Our Time Together

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01 | Program Scope

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02 | Authorization Process

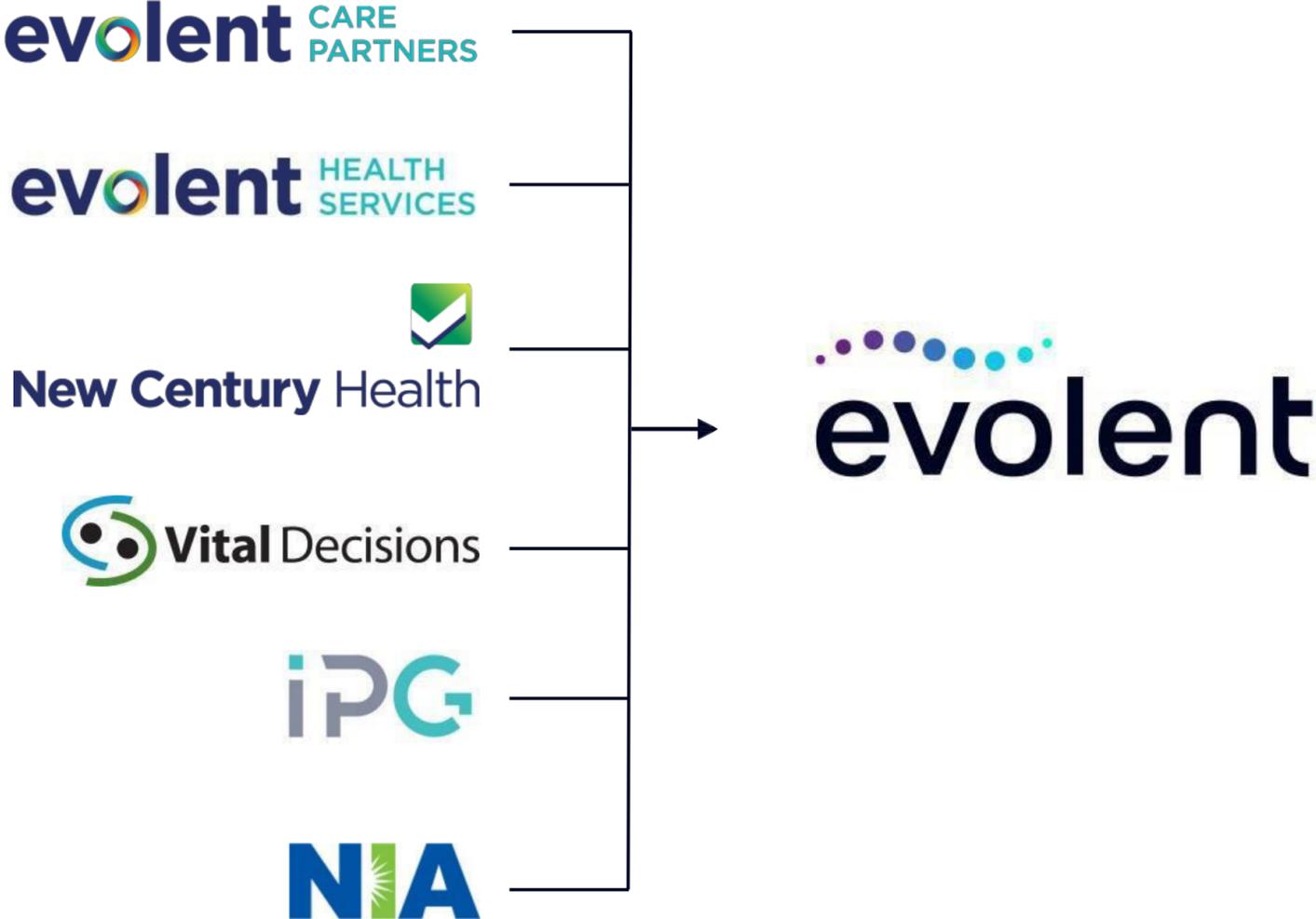
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03 | Provider Tools and Contact Information

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# Evolent

Connecting Our Brands is About Connecting Care



# MSK Prior Authorization Program



Carolina Complete Health Plan implemented a prior authorization program through Evolent for the management of medical specialty services including musculoskeletal (MSK) surgery services.



## Program start date

April 1, 2026



**Procedures:** Hip, knee, shoulder, lumbar and cervical spine surgeries

- 19 – Outpatient off-campus
- 21 – Inpatient hospital (Elective professional services only)
- 22 – Outpatient on-campus
- 24 – Ambulatory surgery center



Medicaid

# Program Scope Overview: Scope of Service (SOS)



<b>Program</b>	<b>Musculoskeletal Surgery (MSK)</b>
<b>Service Area</b>	<b>North Carolina</b>
<b>Lines of Business (LOB)</b>	<b>Carolina Complete Health Medicaid</b>
<b>Effective Date</b>	<b>Effective April 1, 2026</b>
<b>Evolut Interventional Pain Management (IPM) Scope</b>	<p><b>Places of Service:</b>                      19 - Outpatient hospital off-campus                      21 - Inpatient hospital (elective professional services only)                      22 - Outpatient on-campus                      24 - Ambulatory surgical center</p> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>Lumbar and cervical spine surgery</li> <li>Hip, knee and shoulder surgery</li> </ul> <p><b>Authorization Required for:</b>                      All planned/elective procedures listed, ordered by all provider specialties performed in the covered places of service.</p> <p><i>Evolut is delegated approvals and adverse determinations (denials).</i></p>
<b>Authorization Process and Provider Support</b>	<p>Ordering provider's office must submit prior authorization requests to Evolut.</p> <ul style="list-style-type: none"> <li>Via the Evolut <a href="#">RadMD</a> provider portal at <a href="https://evolent.com/provider-portal">evolent.com/provider-portal</a></li> <li>Telephonic intake, physician discussions and authorization status inquiries:                             <ul style="list-style-type: none"> <li>1.800.424.4889</li> </ul> </li> <li>Contact information for the Evolut Provider Engagement Manager can be located on <a href="#">RADMD</a> on the "Carolina Complete Health" page within the Provider Resources section.</li> </ul> <p style="text-align: center;"><b>Hours of Operation</b>                      Monday – Friday, 8:00 a.m. – 8:00 p.m. ET</p> <p style="text-align: center;"><b>RadMD Support</b>  <a href="mailto:RadMDSupport@Evolut.com">RadMDSupport@Evolut.com</a>   1.800.327.0641</p>
<b>Turnaround Time (TAT)</b>	Standard: 7 calendar days Expedited: 72 calendar hours

April 2026

<b>Expedited Requests</b>	The Evolut website RadMD.com cannot be used for medically urgent or expedited prior authorization requests during business hours. Expedited requests must be submitted by calling the Evolut call center.
<b>Retrospective Authorizations</b>	Retrospective requests are in scope <u>for</u> Evolut within 3 business days from the date of service.
<b>Post Adverse Determination</b>	<ul style="list-style-type: none"> <li>Re-reviews are available within 5 business days from the initial denial date prior to submitting an appeal to the health plan.</li> <li>Peer-to-Peer discussions are available for consultation purposes or to clarify existing documentation by calling Evolut's call center at 1.800.424.4889.</li> </ul>
<b>Authorization Validity Period</b>	Authorizations are valid for 60 calendar days from the date of service.
<b>Claims and Appeals</b>	<ul style="list-style-type: none"> <li>Providers should continue to submit their claims to the Health Plan, including Evolut's authorization number.</li> <li>Evolut is not delegated appeals. Directions to submit an appeal to the health plan are included in the denial notification.</li> </ul>
<b>Evolut Resources</b>	Resources available within <a href="#">RADMD</a> and located on the "Carolina Complete Health" page within the Provider Resources section: <ul style="list-style-type: none"> <li>Evolut Scope of Service, CPT Utilization Matrix, Evolut Clinical Guidelines, Tip Sheets and Checklists</li> </ul>
<b>Exclusions</b>	<ul style="list-style-type: none"> <li>All places of service not specifically listed in defined scope</li> <li>Claims management/provider contracting</li> <li>CPT codes, places of treatment, and lines of business outside defined scope</li> <li>Emergency/non-elective services</li> </ul>

April 2026

# MSK Surgery Points: Lumbar/Cervical Spine Surgery

- For spinal surgeries, only one authorization request per surgery. For example, a lumbar fusion authorization includes decompression, instrumentation, etc.
- ACDF and posterior cervical fusion require authorization for each procedure. These requests can be entered at the same time and will be reviewed concurrently.
- **Program Exclusions:** Surgeries addressing the following are not included in the MSK program: trauma, amputation, fracture, active infection, pediatric conditions, congenital malformation, palsy/plegia, tumor, cyst, cancer, joint dislocation, hardware and foreign body removal
- Reconstructive spinal deformity surgery (CPT codes 22800-22819) is not within Evolent's review scope.

# List of Procedure Codes Requiring Prior Authorization



Utilization Review Matrix 2026  
Centene NC – Carolina Complete Health  
Medicaid Members

## Spine Surgery

Evolut manages all codes listed on the Utilization Review Matrix

- Copies are available on RadMD.com
- Includes CPT codes and their allowable billable groups
- For codes not managed by Evolut refer to the health plan's policies for procedures

LUMBAR SPINE SURGERY PROCEDURES				
Procedure Name	Primary CPT Code	Allowable Billed Groupings	Additional Covered Procedures/Codes	Ancillary Procedures/Codes
<small>Authorization is provided at the <u>procedure</u> level. There are multiple CPT codes that can be associated with each procedure. These are assumed to be part of the primary request and, when completed in combination, do not require a separate authorization.</small>				
Lumbar Microdiscectomy	63030	62380, 63030, +63035		
Lumbar Decompression	63047	63005, 63012, 63017, 63042, +63044, 63047, +63048, 63055, +63057	Microdiscectomy: 62380, 630	
Lumbar Fusion - Single Level	22612	22533, 22558, 22612, 22630, 22633, +63052, +63053	Microdiscectomy: 62380, 630 Decompressions: 63005, 63011, +63044, 63047, +63048, 63051	

CERVICAL SPINE SURGERY PROCEDURES				
Procedure Name	Primary CPT Code	Allowable Billed Groupings	Additional Covered Procedures/Codes	Ancillary Procedures/Codes
<small>Authorization is provided at the <u>procedure</u> level. There are multiple CPT codes that can be associated with each procedure. These are assumed to be part of the primary request and, when completed in combination, do not require a separate authorization.</small>				
Cervical Anterior Decompression (without fusion)	63075	63075, +63076		Vertebral Corpectomy: 63081, +63082, 63300, 63304, +63308 Instrumentation: +22859
Cervical ACDF - Anterior Cervical Decompression with Fusion - Single Level	22551	22548, 22551, 22554	Decompression: 63075, +63076 Removal of Artificial Disc: 22864	Vertebral Corpectomy: 63081, +63082, 63300, 63304, +63308 Instrumentation: +22845, 22853, 22854
Cervical ACDF - Anterior Cervical Decompression with Fusion - Multiple Levels	22552	+22552, +22585	Decompression: 63075, +63076 Single-Level ACDF: 22548, 22551, 22554 Removal of Artificial Disc: 22864	Vertebral Corpectomy: 63081, +63082, 63300, 63304, +63308 Instrumentation: +22845, +22846, 22853, 22854 Bone Grafts: 20930, +20931, +20936, +20937, +20938 Bone Marrow Aspiration: 20939



Utilization Review Matrix 2026  
Centene NC – Carolina Complete Health  
Medicaid Members

## Joint Surgery

Authorizations will be approved with an "Authorized CPT Code"

- Select codes from the "Allowable Billed Groupings" and "Ancillary Procedure/Codes" that best matches the procedure performed when submitting claims

HIP SURGERY PROCEDURES				
Procedure Name	Primary CPT Code	Allowable Billed Groupings	Additional Covered Procedures/Codes	Ancillary Procedures/Codes
<small>Authorization is provided at the <u>procedure</u> level. There are multiple CPT codes that can be associated with each procedure. These are assumed to be part of the primary request and, when completed in combination, do not require a separate authorization.</small>				
Revision/Conversion Hip Arthroplasty	27134	27132, 27134, 27137, 27138		
Total Hip Arthroplasty/Resurfacing	27130	27130, S2118		
Femoracetabular Impingement (FAI) Hip Surgery	29914	29914, 29915, 29916	Loose Body Removal: 29861 Chondroplasty: 29862 Synovectomy: 29863	
Hip Surgery – Other	29863	29860, 29861, 29862, 29863		

KNEE SURGERY PROCEDURES				
Procedure Name	Primary CPT Code	Allowable Billed Groupings	Additional Covered Procedures/Codes	Ancillary Procedures/Codes
<small>Authorization is provided at the <u>procedure</u> level. There are multiple CPT codes that can be associated with each procedure. These are assumed to be part of the primary request and, when completed in combination, do not require a separate authorization.</small>				
Revision Knee Arthroplasty	27487	27486, 27487		

SHOULDER SURGERY PROCEDURES				
Procedure Name	Primary CPT Code	Allowable Billed Groupings	Additional Covered Procedures/Codes	Ancillary Procedures/Codes
<small>Authorization is provided at the <u>procedure</u> level. There are multiple CPT codes that can be associated with each procedure. These are assumed to be part of the primary request and, when completed in combination, do not require a separate authorization.</small>				
Revision Shoulder Arthroplasty	23474	23473, 23474		
Total/Reverse Shoulder Arthroplasty or Resurfacing	23472	23472		
Partial Shoulder Arthroplasty/Hemiarthroplasty	23470	23470		
Frozen Shoulder Repair/Adhesive Capsulitis	29825	29825		Manipulation under Anesthesia: 23700

# Clinical Guidelines

- Evolent Clinical Guidelines
- Evolent's guidelines are developed by practicing clinicians through literature reviews using evidence-based research.
- All guidelines have been reviewed and approved by the Health Plan and Evolent's medical leadership
- Guidelines are available on RadMD.com

## **Resources and Tools**

**Shared Access**

**Clinical Guidelines**

**Request access to Tax ID**

# Prior Authorization Process



# Documentation Requirements

- Clinical documentation is required when the request pends for review
- Documents can be submitted via upload on RadMD (faster) or fax using an Evolent Coversheet

Conservative treatment history forms can be located in the Resources page of RadMD



## Clinical Documentation to Include:

- Clinical notes including symptoms and their duration
- Physical exam findings applicable to the requested services
- Conservative treatment completed for six weeks within the most recent six months on the targeted body part (e.g., physical therapy, chiropractic or physician directed home exercise program)
  - Can be included in physician's notes, official therapy notes, or the Evolent conservative treatment history form
  - If contraindicated, please document
- Results and/or reports of preliminary procedures already completed (e.g., X-rays, CTs, lab work, ultrasound, scoped procedures)
- Clinical rationale/reason for the requested study
- For patients with previously approved procedures:
  - Rationale for the follow-up procedure and results of the prior injection or procedure
  - If not performed, please withdraw the prior request or document the reason it was not performed
- Reports of previous procedures
- Specialist reports/evaluation

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**Conservative Treatment History Form (Hip/Knee/Shoulder)**

Conservative treatment provides significant clinical value to patients who are experiencing joint issues. As such, proper documentation of recent efforts at conservative care is crucial to establishing the need for further treatment or surgery.

**IMPORTANT: Please type or print CLEARLY. Once completed and attested, upload this document via RadMD. Processing may be delayed if information submitted is illegible or incomplete.**

Today's Date: \_\_\_\_\_ Tracking Number: \_\_\_\_\_ Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

**Clinical Questions:**

How long has the patient had these symptoms? \_\_\_\_\_

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**Conservative Treatment History Form (Back/Neck)**

Conservative treatment provides significant clinical value to patients who are experiencing neck or back issues. As such, proper documentation of recent efforts at conservative care is crucial to establishing the need for further treatment or surgery.

**IMPORTANT: Please type or print CLEARLY. Once completed and attested, upload this document via RadMD. Processing may be delayed if information submitted is illegible or incomplete.**

Today's Date: \_\_\_\_\_ Tracking Number: \_\_\_\_\_ Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

**Clinical Questions:**

How long has the patient had these symptoms? \_\_\_\_\_

# RadMD Access Types

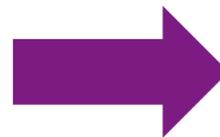
## Ordering Access

**Application Type:** Physician's office that orders procedures

**Ideal User:** Physician's team submitting and managing authorization requests

### Functionality:

- Need to setup shared access or use alternative method to view requests submitted by other users
- Most options to submit and manage authorizations



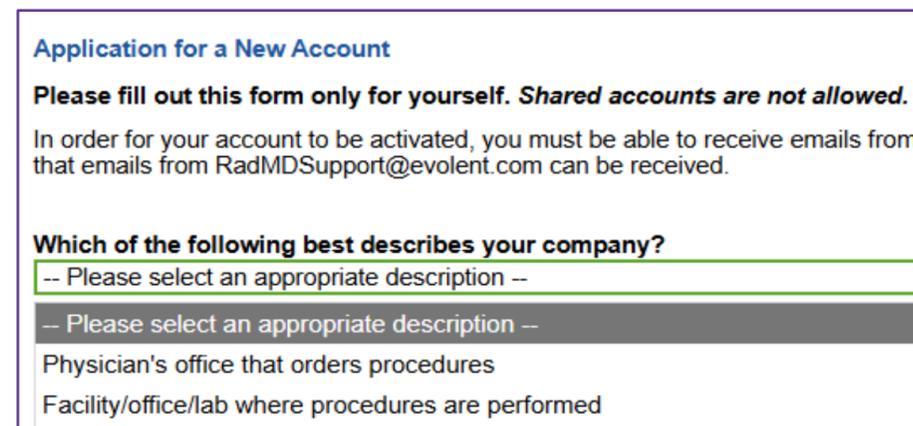
## Rendering Access

**Application Type:** Facility/office where procedures are performed

**Ideal User:** Facility staff or administrators wanting to ensure the member has an approved authorization for associated facility

### Functionality:

- Allows users to see authorizations for pre-approved tax IDs
- Limited ability to manage the authorization



# Shared Access

Evolent offers a **Shared Access** feature on our [RadMD.com](https://www.radmd.com) website. Shared Access allows ordering provider users to view authorization requests initiated by other RadMD users within their practice.

Shared Access can be enabled for any period of time **up until a maximum of 90 days**. Shared Access must be refreshed every 90 days.

**Tip:** If a practice staff member will be unavailable or out of office, access can be shared with other users in the practice. Doing so will allow them to view and manage the authorization requests initiated online via [RadMD.com](https://www.radmd.com) by the user that will be out of office.

The screenshot shows the Evolent website's 'Provider Resources' page. The Evolent logo is at the top left. The page is divided into two main columns. The left column is titled 'Request' and lists various medical services: Exam or Specialty Procedure (with sub-item: Non-Cardiac Advanced Imaging, Sleep Assessment), Cardiovascular Services, Physical Medicine (with sub-item: Initiate a Subsequent Request), Radiation Treatment Plan, Pain Management (with sub-item: or Minimally Invasive Procedure), Spine Surgery or Orthopedic Surgery, and Genetic Testing. The right column is titled 'Resources and Tools' and lists: Shared Access (highlighted with a red arrow), Clinical Guidelines, and Request access to Tax ID. Below this is a 'News and Updates' section with a 'Hot Topic(s):' heading.

The screenshot shows the 'Shared Access' form on the Evolent website. The Evolent logo is at the top. Below the title 'Shared Access', there is a link 'How does this work? [Show]'. A blue bar labeled 'Share Requests' is followed by two input fields: 'RadMD Username:' and 'End Date:'. The 'End Date:' field has a calendar icon and three radio button options: '[7d]', '[30d]', and '[90d max]'. At the bottom of the form is a 'Send Share Offer' button.

# When to Contact Evolent

Initiating or checking the status of an authorization request	<ul style="list-style-type: none"><li>• RadMD.com</li><li>• 1.800.424.4889</li></ul>
Initiating a peer-to-peer consultation	<ul style="list-style-type: none"><li>• 1.800.424.4889</li></ul>
Provider service line (General questions and technical RadMD issues)	<ul style="list-style-type: none"><li>• <a href="mailto:RadMDSupport@evolent.com">RadMDSupport@evolent.com</a></li><li>• 1.800.327.0641</li></ul>
Provider education requests or questions specific to Evolent	PracticeSuccess@evolent.com



# THANK YOU!

EVOLENT DOES NOT ALLOW ANY THIRD PARTIES TO USE EVOLENT OR EVOLENT CLIENT DATA FOR ANY PURPOSE OTHER THAN PROVIDING SERVICES ON BEHALF OF EVOLENT OR EVOLENT CLIENTS.

Evolent is an independent company providing MSK and IPM solution programs for Blue Cross and Blue Shield of Nebraska, an independent licensee of the Blue Cross Blue Shield Association.