



Musculoskeletal Management (MSK) Program Frequently Asked Questions (FAQ's) For Physicians

Question	Answer
GENERAL	
Why does Harvard Pilgrim have an MSK Program?	<p>The MSK program is designed to improve quality and manage the utilization of non-emergent surgeries, occurring in outpatient and inpatient settings. Factors include:</p> <ul style="list-style-type: none"> • Musculoskeletal surgeries are a leading cost of health care spending trends. • Variations in patient care exist across all areas of surgery (care prior to surgery, type of surgery, surgical techniques and tools, and post-op care). • Diagnostic imaging advancements have increased diagnoses and surgical intervention aligning with these diagnoses rather than patient symptoms. • Medical device companies market directly to consumers. • Surgeries are occurring too soon, leading to the need for additional or revision surgeries.
What MSK procedures require prior authorization?	<p>Harvard Pilgrim requires prior authorization through NIA for the procedures listed below. NIA does not manage prior authorization for emergency MSK surgery cases that are admitted through the emergency room or for MSK surgery procedures outside of those procedures listed.</p> <p>Outpatient and Inpatient Spine Surgery Services:</p> <ul style="list-style-type: none"> • Lumbar Microdiscectomy • Lumbar Decompression (Laminotomy, Laminectomy, Facetectomy & Foraminotomy) • Lumbar Spine Fusion (Arthrodesis) With or Without Decompression – Single & Multiple Levels • Cervical Anterior Decompression with Fusion – Single & Multiple Levels (<i>Effective January 1, 2019</i>) • Cervical Posterior Decompression with Fusion – Single & Multiple Levels (<i>Effective January 1, 2019</i>)

- Cervical Posterior Decompression without fusion (**Effective January 1, 2019**)
- Cervical Artificial Disc Replacement (**Currently requires prior authorization**)
- Cervical Anterior Decompression without fusion (**Effective January 1, 2019**)

Outpatient and Inpatient Hip Surgery Services:

- Revision/Conversion Hip Arthroplasty
- Total Hip Arthroplasty/Resurfacing
- Femoroacetabular Impingement (FAI) Hip Surgery (includes CAM/pincher & labral repair)
- Hip Surgery – Other (includes synovectomy, loose body removal, debridement, diagnostic hip arthroscopy, and extra-articular arthroscopy)

Outpatient and Inpatient Knee Surgery Services:

- 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)

Outpatient and Inpatient Shoulder Surgery Services:

- 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 Interventional Spine Pain Management Services*:

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

	<p>*A separate prior authorization number is required for each procedure ordered.</p> <p>Please keep in mind that the surgeon must request surgery authorization for each joint, even if bilateral joint surgery is to be performed on the same date.</p>
Why did Harvard Pilgrim select NIA to manage its MSK program?	Harvard Pilgrim selected NIA because of its clinically driven program to effectively manage quality and patient safety, while ensuring appropriate utilization of resources.
Which Harvard Pilgrim members are affected?	This program applies for Harvard Pilgrim commercial and Medicare Advantage members.
PROGRAM EXPANSION — CERVICAL SPINE	
What is the implementation date?	Most of the MSK program is already implemented. Effective Jan. 1, 2019, the program will be expanded to include the cervical decompression surgeries (anterior and posterior; with or without fusion).
When can I begin contacting NIA for cervical surgeries being added to the program in January 2019?	NIA's call center and RadMD will be available for cervical spine surgery prior authorization requests beginning December 18, 2018.
Is prior authorization required for patients who are already scheduled for these cervical spine surgeries?	Yes. All non-emergent cervical spine surgeries to be performed after the effective date January 1, 2019 require prior authorization.
PRIOR AUTHORIZATION	
Who can order a musculoskeletal surgery?	Musculoskeletal surgeries requiring medical necessity review are expected to be ordered by: <ul style="list-style-type: none"> • Orthopedic Surgeons • Neurosurgeons
Are pain management procedures included in this program?	Yes. All non-emergent outpatient Interventional Pain Management (IPM) procedures require prior authorization through NIA. Please refer to IPM Frequently Asked Questions.
Who will be reviewing the surgery requests and medical information provided?	As a part of the NIA clinical review process, actively practicing, orthopedic surgeon specialists (hip, knee and shoulder) or neurosurgeons (spine) will conduct the medical necessity reviews and determinations of musculoskeletal surgery cases.
How does the ordering physician obtain a	Ordering Physicians may request prior authorization via the NIA website or by calling the NIA toll-free number 1-800-642-7543.

<p>prior authorization from NIA?</p>	
<p>What information will NIA require in order to receive prior authorization?</p>	<p>To expedite the process, please have the following information ready at the time of your prior authorization request: (*denotes required information)</p> <ul style="list-style-type: none"> • Name and office phone number of ordering physician* • Member name and ID number* • Requested surgery type* • Name of facility where the surgery will be performed* • Anticipated date of surgery* • Details justifying the surgical procedure*: <ul style="list-style-type: none"> ○ Clinical Diagnosis* ○ Date of onset of pain or symptoms /Length of time patient has had episode of pain* ○ Physician exam findings (including findings applicable to the requested services) ○ Diagnostic imaging results ○ Non-operative treatment modalities completed, date, duration of pain relief, and results (e.g., physical therapy, epidural injections, chiropractic or osteopathic manipulation, hot pads, massage, ice packs and medication) <p>Please be prepared to provide the following information, if requested:</p> <ul style="list-style-type: none"> • Clinical notes outlining type and onset of symptoms • Length of time with pain/symptoms • Non-operative care modalities to treat pain and amount of pain relief • Physical exam findings • Diagnostic imaging results • Specialist reports/evaluation
<p>Does the ordering physician need a separate request for all spine procedures being performed during the same surgery on the same date of service?</p>	<p>No. NIA will provide a list of surgery categories to choose from and the Harvard Pilgrim surgeon <u>must</u> select the most complex and invasive surgery being performed as the primary surgery.</p> <p>Example: Lumbar Fusion</p> <ul style="list-style-type: none"> • If the Harvard Pilgrim surgeon is planning a single level Lumbar Spine Fusion with decompression, the surgeon will select the single level fusion procedure. The surgeon <u>does not need</u> to request a separate authorization for the decompression procedure being performed as part of the Lumbar Fusion Surgery. This is included in the Lumbar Fusion request. <p>Example: Laminectomy</p>

	<ul style="list-style-type: none"> • If the Harvard Pilgrim surgeon is planning a Laminectomy with a Microdiscectomy, the surgeon will select the Lumbar decompression procedure/ The surgeon <u>does not need to</u> request a separate authorization for the Microdiscectomy procedure. • If the Harvard Pilgrim surgeon is only performing a Microdiscectomy (CPT 63030 or 63035), the surgeon should select the Microdiscectomy only procedure.
Will the ordering physician need to enter each CPT procedure code being performed for a hip, knee, shoulder or spine surgery?	No. NIA will provide a list of surgery categories to choose from and the ordering physician must select the primary surgery (most invasive) being performed. There will be a summary of which CPT codes fall under each procedure category.
Are instrumentation (medical device), bone grafts, and bone marrow aspiration included as part of the lumbar or cervical fusion authorizations?	Yes. The instrumentation (medical device), bone grafts, and bone marrow aspiration procedures commonly performed in conjunction with musculoskeletal surgeries are included in the authorization; however, the amount of instrumentation must align with the procedure authorized.
What is the response time for authorization requests?	Generally, we respond with a determination within 2 business days after receiving the request if all necessary clinical documentation was provided. The review process can take longer if additional clinical information is needed to make a determination.
What will the NIA authorization number look like?	The NIA authorization number will consist of 8 or 9 alpha-numeric characters. In some cases, the ordering surgeon may instead receive an NIA tracking number (not the same as an authorization number) if the surgeon's authorization request is not approved at the time of initial contact. Ordering physicians will be able to use either number to track the status of their request online or through an Interactive Voice Response (IVR) telephone system.
What happens next if my request through RadMD pends?	You will receive a tracking number, and NIA will contact you to complete the process.
Can RadMD be used to request retrospective or expedited authorization request?	No, those requests will need to be called into NIA's Call Center at 1-800-642-7543.
How long is the prior authorization number valid?	The authorization number is valid for 4 days from the scheduled date of service for inpatient surgery, 1 day from the date of service for outpatient surgery, and 30 days from the date of service for injections.

Is prior authorization necessary for an MSK surgery if Harvard Pilgrim is NOT the member's primary insurance?	Yes.
Is payment guaranteed if the ordering physician obtains a prior authorization number?	No, an authorization number is not a guarantee of payment. NIA's medical necessity review and determination is for the authorization of the surgeon's professional services and type of surgery being performed. Authorizations are based on medical necessity and are contingent upon eligibility and benefits. Benefits may be subject to limitations and/or qualifications and will be determined when the claim is received for processing.
Does NIA allow retro-authorizations?	Claims for the MSK procedures listed above that have not been properly authorized will not be reimbursed. Physicians performing hip, knee, shoulder or spine surgeries should not schedule or perform these surgeries without prior authorization.
Can an ordering physician check authorization status online?	Yes. Ordering physicians can check the status of member authorization quickly and easily by going to the Web site at www.RadMD.com .
What if I disagree with NIA's determination?	You may appeal the decision through Harvard Pilgrim. Providers should follow the instructions on their non-authorization letter or Explanation of Payment (EOP) notification.
SCHEDULING PROCEDURES	
Should I obtain an authorization before scheduling the procedure?	While we will ask where the surgery is being performed and the anticipated date of service, you should obtain prior authorization before scheduling the patient and the facility or hospital admission.
CLAIMS RELATED	
Where do I send claims for these services?	Continue to send claims directly to Harvard Pilgrim as you do today.
How can claims status be checked?	Continue to check claims status with Harvard Pilgrim — electronically at <i>HPHConnect</i> or by calling Harvard Pilgrim's commercial provider service center at 800-708-4414 or Medicare Advantage provider service center at 888-609-0692
Who should I contact to appeal a claims payment denial?	Please follow Harvard Pilgrim's typical claims appeal process. For more information, see the claims appeals section of the Harvard Pilgrim commercial <i>Provider Manual</i> or the Medicare Advantage Provider Manual .
MISCELLANEOUS	
How is medical necessity defined?	NIA defines medical necessity as services that: <ul style="list-style-type: none"> • Meet generally accepted standards of medical practice; are appropriate for the symptoms, consistent with diagnosis, and

	<p>otherwise in accordance with sufficient evidence and professionally recognized standards;</p> <ul style="list-style-type: none"> • Are appropriate to the illness or injury for which they are performed (type of service and expected outcome); • Are appropriate to the intensity of service and level of setting; • Provide unique, essential, and appropriate information when used for diagnostic purposes; • Are the lowest cost alternative that effectively addresses and treats the medical problem; and rendered for the treatment or diagnosis of an injury or illness; and • Are not furnished primarily for the convenience of the member, the attending physician, or other surgeon.
<p>Where can I find NIA's clinical guidelines?</p>	<p>NIA's Clinical Guidelines can be found at www.RadMD.com (in a PDF file format to allow you to print them for future reference). NIA's clinical guidelines have been developed from practice experiences, literature reviews, specialty criteria sets, and empirical data.</p>
<p>Will the member's ID card change?</p>	<p>The member's Harvard Pilgrim ID card will not change and will not display any NIA identifying information.</p>
<p>CONTACT INFORMATION</p>	
<p>Who can I contact to educate staff on NIA procedures and assist with provider issues and concerns related to this program?</p>	<p>Contact your NIA area Provider Relations Manager, April J. Sabino, at 1-410-953-1078 or ajsabino@magellanhealth.com.</p>