

November 2018

## Transition of Musculoskeletal Programs

Effective January 1, 2019, Healthy Blue is transitioning its Musculoskeletal Programs from OrthoNet LLC to AIM Specialty Health® (AIM). AIM currently administers other programs for Healthy Blue, and we are excited to expand this relationship. AIM works with leading insurers to improve health care quality and manage costs for today’s most complex and prevalent tests and treatments helping to promote care that is appropriate, safe and affordable.

This transition enables Healthy Blue to expand and optimize the Musculoskeletal Programs, further ensuring that care aligns with established evidence-based medicine. Where the existing guidance provides insufficient clinical detail, AIM will make a determination of medical necessity using an objective, evidence based process. Detailed prior authorization (PA) requirements are available to contracted providers by accessing the provider self-service tool at <https://www.availity.com>. Contracted and noncontracted providers may call Provider Services for general assistance and PA requirements. The clinical guidelines that have been adopted by Healthy Blue to review for medical necessity are located at <http://aimspecialtyhealth.com/CG-Musculoskeletal.html>.

### Preservice review requirements

Beginning December 17, 2018, providers will be able to contact AIM for PA on services to take place on or after January 1, 2019. For services scheduled on or after January 1, 2019, providers must contact AIM to obtain PA for the services listed below. Providers are strongly encouraged to verify that PA has been obtained before scheduling and performing services.

### The Musculoskeletal Program

This program conducts PA medical necessity reviews of spine surgeries, joint surgeries and interventional pain management procedures. Effective January 1, 2019, the following services require PA from AIM:

<b>Spine surgery — cervical, thoracic, lumbar, and sacral</b>	
<ul style="list-style-type: none"> <li>• Bone grafts</li> <li>• Bone growth stimulators</li> <li>• Cervical/lumbar foraminotomies</li> <li>• Cervical/lumbar spinal fusions</li> <li>• Cervical/lumbar spinal laminectomy</li> </ul>	<ul style="list-style-type: none"> <li>• Cervical/lumbar spinal discectomy</li> <li>• Cervical/lumbar spinal disc arthroplasty (replacement)</li> <li>• Spinal deformity (scoliosis/kyphosis)</li> <li>• Vertebroplasty/kyphoplasty</li> </ul>
<b>Joint surgery (including all associated revision surgeries)</b>	
<ul style="list-style-type: none"> <li>• Hip arthroscopy</li> <li>• Knee arthroscopy</li> <li>• Meniscal allograft transplantation</li> <li>• Shoulder arthroscopy</li> </ul>	<ul style="list-style-type: none"> <li>• Total hip replacement</li> <li>• Total knee replacement</li> <li>• Total shoulder replacement</li> <li>• Treatment of osteochondral defects</li> </ul>

Services will be reviewed against AIM clinical guidelines.

<https://providers.healthybluelouisiana.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

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Surgeries and interventional pain management procedures performed as part of an inpatient admission are included. The level of care guidelines that will be in effect at the start of the program launch are available for you to reference (<http://www.aimspecialtyhealth.com/marketing/guidelines/185>).

### **Member engagement**

The Musculoskeletal Program includes a member engagement initiative designed to educate your patients about the surgeries and treatments your practice recommends for them prior to the scheduled procedure. Our member engagement initiative supports your efforts to reinforce important information about the surgeries and treatments you recommend. This initiative is designed to reduce anxiety, drive adherence to care plans, motivate preventive action and improve appropriate use of care. Members are contacted by email or phone and are provided a link to review educational multimedia programs based on the order requests you submit to AIM for the procedures and treatments noted. As they view these resources, members have an opportunity to note and submit questions and concerns. Member input is then sent to your practice giving you the opportunity to follow up and provide any additional education and information required.

### **Members included in the new program**

All members in your area are included except for the following groups:

- Chisholm class members

### **How to place a review request**

- Get fast, convenient online service via the AIM *ProviderPortal*<sup>SM</sup>. *ProviderPortal* is available 24/7 to process requests in real-time using clinical criteria. Go to <http://aimspecialtyhealth.com/goweb.html> to register. Registration opens December 15, 2018.
- Call AIM toll free at **1-800-714-0040**, Monday through Friday 7 a.m. to 7 p.m. CST.

### **Additional information**

Our provider website (<https://providers.healthybluelca.com>) helps you learn more and provides access to useful information and tools such as order entry checklists, clinical guidelines and FAQs. For resources to help your practice get started with the Musculoskeletal Program, visit <http://aimprovider.com/msk>.

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

We value your participation in our network and look forward to working with you to help improve the health of our members.