Spine Pain Management
Quick Reference Guide for Providers

June 2015

Florida Blue's Spine Care Management Program will be managed on behalf of Florida Blue and Florida Blue HMO (Health Options, Inc.) by National Imaging Associates, Inc. (“NIA”), an affiliate of Magellan Health. This program includes prior authorization for two components of non-emergent spine care: Outpatient interventional spine pain management services and inpatient and outpatient lumbar and cervical spine surgeries. As of July 1, 2015, all requests for prior authorizations for spine care services should be directed to NIA online at www.RadMD.com or telephonically at (866) 326-6302.

Prior Authorization Implementation Recommendations
As a provider of spine pain management services that require prior authorization, it is essential that you develop a process to ensure that the appropriate authorization number(s) has been obtained.

A member should not request prior authorization directly from NIA. It is the responsibility of the provider to request the authorization. If NIA receives a call from a member regarding authorization, NIA will take the information, pend the request and contact the provider immediately for clinical information and review of the surgery.

Procedures Requiring Prior Authorization
Outpatient and Inpatient Spine Surgery Services:

- 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
- Cervical Posterior Decompression with Fusion –Single & Multiple Levels
- Cervical Posterior Decompression (without fusion)
- Cervical Artificial Disc Replacement
- Cervical Anterior Decompression (without fusion)

Outpatient Intervventional Pain Management Services*:

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

*A separate prior authorization number is required for each procedure.
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Please refer to NIA Magellan’s website www.RadMD.com to obtain the NIA Magellan Billable CPT® Codes Claim Resolution/Utilization Review Matrix for all of the CPT-4 codes that NIA Magellan authorizes on behalf of Florida Blue.

Prior Authorization Recommendations
To ensure that authorization numbers have been obtained, the following recommendations should be considered.

Interventional Pain:
- Interventional pain management procedures performed in the emergency room or on an inpatient basis do not require prior authorization through NIA Magellan.
- All outpatient interventional pain management services require a prior authorization through NIA Magellan for each procedure performed.
- It is the responsibility of the ordering physician to obtain authorization for all interventional spine pain management procedures outlined above. Failure to do so may result in non-payment of your claim.
- Authorizations are valid for 90 days from the date of request/final determination.

Outpatient and Inpatient Spine Surgeries:
- Emergency spine surgery (admitted via the emergency room) does not require prior authorization through NIA Magellan.
- Non-emergent outpatient and inpatient lumbar and cervical spine surgery services require prior authorization through NIA Magellan.
- The provider must obtain prior authorization with NIA Magellan prior to performing the above procedures.
- NIA Magellan’s medical necessity review and determination is for the authorization of the provider’s professional services and type of surgery being performed. NIA Magellan will provide Florida Blue with the surgery type requested and authorization determination.
- Authorizations are valid for 90 days for outpatient services and 5 days for inpatient services from the date of request/final determination.

Checking Authorizations
You can check the status of your patients’ authorizations quickly and easily by going to the NIA Magellan website, www.RadMD.com. After obtaining a secure password sign-in, select the My Exam Requests tab to view all outstanding authorizations.

Submitting Claims
Claims will continue to be processed by Florida Blue.
Providers are encouraged to submit claims electronically through Availity®.

Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity’s website at Availity.com.

You can send paper claims for the procedures above to the following address:

Florida Blue
P.O. Box 1798
Jacksonville, FL 32231-0014

Frequently Asked Questions

Where can I find NIA Magellan’s Guidelines for applicable spine procedures?

Guidelines can be found on NIA Magellan’s website at www.RadMD.com.

What does the NIA Magellan authorization number look like?

The NIA Magellan authorization number consists of 8 or 9 alpha/numeric characters (e.g., 1234X567). In some cases, the ordering physician may receive an NIA Magellan tracking number (not the same as an authorization number) if the physician’s authorization request is not approved at the time of initial contact. Physicians can use either number to track the status of their request on the RadMD website or through our Interactive Voice Response telephone system at (866) 326-6302.

Who can I contact at NIA Magellan for questions, complaints, or appeals?

Please use the following NIA Magellan contacts according to the type of issue:

- To educate your staff on NIA Magellan procedures and to assist you with any provider issues or concerns, contact your NIA Magellan Provider Relations Manager.
- For preauthorization and claims payment complaints/appeals, follow the instructions on your authorization denial letter or Explanation of Benefit (EOB)/Explanation of Payment (EOP) notification.

How will referring/ordering physicians know who NIA Magellan is?

Florida Blue sends orientation materials to referring/ordering providers. Florida Blue and NIA Magellan are also coordinating additional outreach and orientation activities.

Will the member ID card include NIA Magellan Information?

No.