

New Utilization Management Process for Muscular/Skeletal Program Effective January 1, 2021

We regularly review and make changes to our Utilization Management (UM) programs to ensure our members receive the right care at the right time and in the right place. Effective January 1, 2021, we are changing the preservice review process for our Muscular/Skeletal UM program for our Medicare Advantage members. Starting January 1, you will submit your preservice reviews directly to Florida Blue for determination.

Preservice reviews for this UM program are required for:

- Pain management services related to spinal treatment
- Spinal surgeries
- Hip and knee surgeries

What You Need to Know

The only change to our Muscular/Skeletal UM program is **where** you will send your review request. The medical necessity criteria for these services have not changed. You have two options for requesting a preservice review:

- 1) Submit your request through Availity^{®1}. There you can verify eligibility and benefits, enter the procedure code and complete the request form for an authorization. This is our preferred and most efficient method of submitting a preservice review request.
- 2) Call 800-955-5692 press 1 for Medicare, then 4 for Utilization Management.

Note: Magellan NIA will no longer review these requests after December 31, 2020.

Preservice reviews ensure our members are not burdened by unexpected claim denials or out-of-pocket costs after a service is performed. They are designed to improve quality of care, align clinical needs to appropriate services and avoid unnecessary, non-emergency surgeries performed in an inpatient or outpatient setting.

Detailed information on our Muscular/Skeletal UM Program is available in the Utilization Management Table by Medicare Product and Network [section](#) of our *Manual for Physicians and Providers* (floridablue.com> [providers](#)> [tools & resources](#)> [provider-manual](#)). Updates for 2021 will be available in December.

For more information, call our Provider Contact Center at 800-727-2227.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com. Florida Blue and Florida Blue Medicare are Independent Licensees of the Blue Cross and Blue Shield Association.