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This chapter contains information about our network and utilization management program for chiropractic services provided to designated members.

#### CHIROPRACTIC PROGRAM OVERVIEW

EmblemHealth has partnered with Palladian Muscular Skeletal Health (Palladian), a specialty network and utilization management organization, to arrange chiropractic services for our members in the benefit plans listed below. Through this partnership, Palladian is responsible for the administration of prior approvals, claims payment, credentialing, recredentialing and appeals for denial determinations, as described in this chapter.

- GHI HMO
- GHI HMO Point of Service
- GHI HMO Senior Supplement (Commercial)
- GHI PPO
- HIP Access I and HIP Access II
- HIP Prime (HMO)
- HIP Prime (POS)
- EmblemHealth Medicare HMO
- EmblemHealth Medicare PPO
- Vytra HMO

Members and eligible dependents covered by these plans are allowed unlimited visits to a network chiropractor, based on medical necessity and the meeting of prior approval and referral requirements (according to the member's benefit).

All members excluded from the Chiropractic Program are medically managed in the same way as they are for all other services and are subject to consistent utilization review and utilization management standards and protocols.

### PRIOR APPROVALS AND REFERRALS

#### **HIP and Vytra HMO Plans**

The initial visit to a chiropractor does not require prior approval. Chiropractors must obtain prior approval from Palladian for the member's second treatment, and each continued treatment thereafter, by completing and submitting the medical necessity review forms online by signing in to **www.palladianhealth.com** or by faxing them to **1-716-712-2802** for HIP members or to **1-716-712-2803** for Vytra members.

#### **GHI HMO Plans**

The practitioner providing care or the ordering specialist must provide members with a referral for them to obtain chiropractic services. This initial referral is valid for the first six visits to the participating chiropractor. Within three business days of the initial evaluation, the referred chiropractor must complete and submit the Referral Certification Form online or via fax.



To complete and submit the form for the first six visits and any additional visits thereafter, referred chiropractors may complete and submit the Referral Certification Form online after logging into www.palladianhealth.com. They may also fax the completed form (found at the end of this chapter) to 1-716-712-2817. Palladian will then register the visits.

#### **GHI PPO Plans**

Members may access chiropractic care without a referral or prior approval for no less than the first eight visits, depending on the member's benefit. Chiropractors must obtain prior approval from Palladian for each continued treatment thereafter by submitting the medical necessity review forms online by logging onto www.palladianhealth.com or by faxing them to 1-716-712-2817.

**NOTE**: Failure to submit required forms for additional authorization may result in an administrative denial.

## SUBMITTING REQUESTS FOR MEDICAL REVIEW

Medical necessity determinations for future care are based on the completion of three concise clinical intake forms:

- The Chiropractic Treatment Form completed by the participating therapist
- The Chiropractic Intake Form completed by the patient
- The Chiropractic Outcomes Form completed by the patient; or the Pediatric Outcomes Form - completed by the parent or guardian of patients under the age of 18

These forms are on www.emblemhealth.com and on www.palladianhealth.com. The practitioner is responsible for submitting all forms to Palladian for review. Practitioners may submit the completed forms electronically by logging onto www.palladianhealth.com or they may fax them to Palladian at 1-716-809-8324.

Following are examples of the forms required for different scenarios:

- For every new patient and when there is a change in the primary diagnosis, the following three forms need to be submitted within five business days of the initial evaluation.
  - Chiropractic Treatment Form completed by the therapist
  - Chiropractic Intake Form completed by the patient
  - Chiropractic Outcomes Form completed by the patient
- For any additional follow-up care after the initial authorization, the following two forms need to be submitted within five business days of the "Requested Start Date."
  - Chiropractic Treatment Form completed by the therapist
  - Chiropractic Outcomes Form completed by the patient

All requests for additional care may be submitted to www.palladianhealth.com.

## **APPFALS**

For Commercial members, appeals for denial determinations made by Palladian must be



#### submitted to:

Palladian Muscular Skeletal Health Attn: UM Department 2732 Transit Road West Seneca, NY 14224

For Medicare members, appeals for denial determinations made by Palladian must be submitted to:

**EmblemHealth** Grievance and Appeals Department P.O. Box 2807 New York. NY 10116-2807

#### **CUSTOMER SERVICE**

Eligible members may call the following numbers for customer service and more information:

• HIP: 1-877-774-7693

• GHI PPO: 1-212-501-4444 (in New York City) or 1-315-432-0826 (in all other areas)

• Medicare PPO: 1-866-557-7300 • GHI HMO: **1-866-284-2901** • Vytra: 1-866-883-0643

#### CREDENTIALING

Palladian is responsible for the credentialing and recredentialing of participating chiropractors for GHI HMO and HIP. EmblemHealth EPO/PPO and GHI PPO providers contract directly with the plan. Please refer to the chart below:

BENEFIT PLAN	PALLADIAN	EMBLEMHEALTH
GHI HMO	Yes	
HIP	Yes	
Vytra	Yes	
EmblemHealth EPO/PPO		Yes
GHI PPO (Commercial)		Yes
Medicare Choice PPO		Yes

## **CLAIMS**



Claims must be submitted in the following manner:

BENEFIT PLAN	ADDRESS	FORM REQUIRED
HIP and Vytra HMO	Palladian Muscular Skeletal Health P.O. Box 368 Lancaster, NY 14086-0368 For electronic claims submission, Palladian's Payor ID is 37268.	CMS-1500
GHI HMO	Palladian Muscular Skeletal Health P.O. Box 307 Lancaster, NY 14086 For electronic claims submission, Palladian's Payor ID is 37268.	CMS-1500
GHI PPO (Commercial)	GHI Claims P.O. Box 2832 New York, NY 10116	CMS-1500
Medicare Choice PPO	EmblemHealth Medicare PPO P.O. Box 2830 New York, NY 10116-2830	CMS-1500

## **FORMS**

See the following pages for our Chiropractic Program forms:

- Chiropractic Intake Form
- Chiropractic Outcomes Form
- Chiropractic Pediatric Outcomes Form
- Chiropractic Treatment Form

DC Patient Intake Form (version 1.1)  Draft  Draft  DC Patient Intake Form (version 1.1)  www.palladianhealth.com/members	adian					
Last name First name						
PLEASE COMPLETELY FILL IN THE ONE CIRCLE THAT BEST DESCRIBES YOUR ANSWE	R. (Examp	le: ● )				
1. Why are you here today? If there are many reasons, please choose only the most important	-					
O Neck O Shoulder O Hip O Heada						
O Upper/ O Elbow O Knee O Other mid back O Wrist O Ankle						
O Lower back O Hand O Foot						
2. When did this problem first begin?						
	O More than 1 year ago					
Has this problem  3 resulted from a work injury (i.e. workers' compensation insurance claim)?	No O	Yes O				
4 resulted from a motor vehicle accident (i.e. no fault insurance claim)?	0	0				
5 recently been evaluated by a medical doctor?	0	0				
Since this problem began, have you noticed	No	Yes				
6 so much weakness in both your arms that you are unable to lift them?	0	0				
7 so much weakness in both your legs that you are unable to walk without help?	0	0				
8 difficulty controlling your bowel or bladder, or have you been unable to urinate?	0	0				
9 pain in your chest, shortness of breath, or coughing up blood?	0	0				
10 that one leg felt more warm, more swollen, more red, or more tender than the other?	0	0				
Have you recently  11 had blurred vision, double vision, dizziness, or fainting?	No O	Yes O				
12 had any type of infection, fever, or chills?	0	0				
13 had any type of surgery, surgical procedure, or medical procedure?	0	0				
14 lost a lot of weight without really trying to (i.e. without being on a diet)?	0	0				
15 had any type of accident, fall, or trauma?	0	0				
Have you ever  16 been diagnosed with cancer?	No O	Yes O				
17 been diagnosed with osteoporosis (i.e. weak, soft, or brittle bones)?	0	0				
18 been diagnosed with a weakened immune system?	0	0				
19 used any injected drugs (i.e. non-prescription drugs)?	0	0				
20 used steroids such as prednisone for more than 4 weeks?	0	0				
Is this problem something that	_	Yes				
21 you've had before?	0	0				
22 generally gets worse (i.e. more severe or frequent) with movement, activity, or exercise?	0	0				
23 generally gets better (i.e. less severe or frequent) with rest?	0	0				
24 was recently examined with diagnostic imaging tests such as x-rays, MRI scan, or CT scan?	0	0				
25 is also being treated by a health professional other than a chiropractor?	0	0				
Service Date: / / / / / / / / / / / / / / / / / / /	F5	Draft				

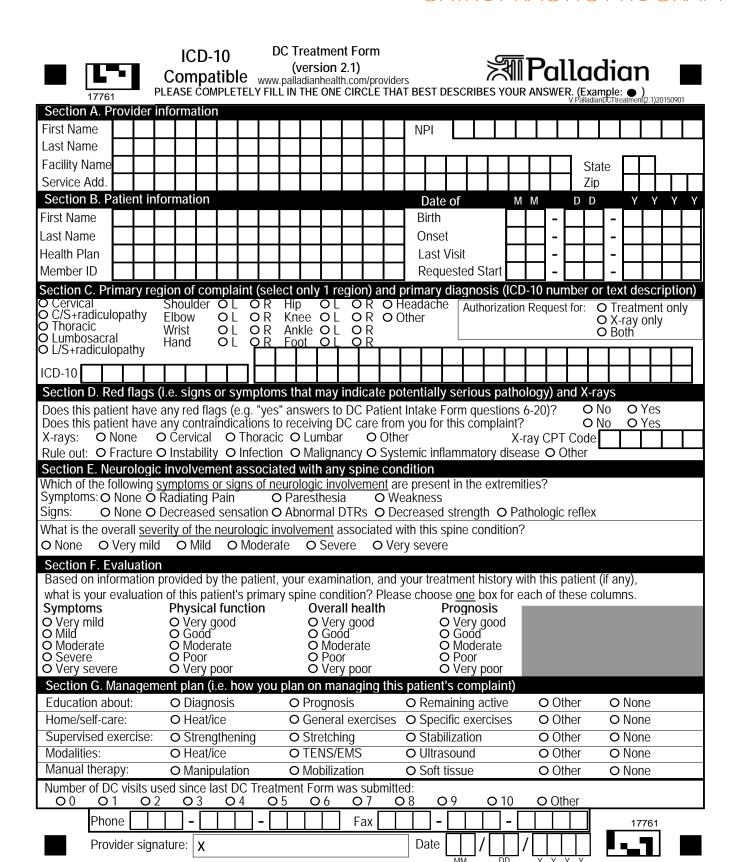


4580	DC Patient Outcomes Form (version 1.1)  www.palladianhealth.com/members  PLEASE COMPLETELY FILL IN THE ONE CIRCLE THAT BEST DESCRIBES YOUR ANSWER. (Example: • )																								
Last Name																t Nam									
1. In general, would you say your health is														Ex	celler O	nt Ve	ery go O	od	Go C			Fair O		P001 <b>O</b>	ſ
Does your	The following questions are about activities you might do during a typical day.  Does your health now limit you in these activities? If so, how much?  2. Moderate activities, such as moving a table,  Pushing a vacuum cleaner, howling, or playing gelf																								
pushing a vacuum cleaner, bowling, or playing golf OOOOOO																									
3. Climbing several flights of stairs O O O													or												
	During the past week, how much of the time have you had any of the following problems with your work or other regular daily activities as a result of your physical health?																								
4. Accomp	lishe	ed les	ss th	an y	ou w	oulc	l like							the	l of time D		ost of e time O		Some the tii O		the	tle of time O		None he tir O	
5. Were lin															)		0		0			0		0	
During the regular da																							or oth	ner	
6. Accomp	lishe	ed les	ss th	an y	ou v	vould	d like							the	l of time O		ost of e time O		Some the tii		the	tle of time O		None the tir	
7. Did work	c or (	other	acti	ivitie	s les	s ca	refully	than	usı	ual				(	)		0		0			0		0	
8. During the normal v															at all O	A lit	le bit O	Mo	odera O	tely		e a bi O	t E	xtrem O	nely
These que For each o																									
How much					-	-	ast w	<u>eek</u>						the	l of time		ost of e time		Some the tii		the	ttle of time		Vone the tii	
<ol> <li>9. Have yo</li> <li>10. Did you</li> </ol>						ful?									) )		<u> </u>		0			<u> </u>		0	
11. Have you						nd de	epress	ed?							) )		0		0			0		0	
12. During the physical social ac	he <u>p</u> hea	ast w Ith o	<u>veek</u> r em	, hov	w mu nal p	uch d roble	of the ems in	time h nterfer	red	with	r 1 you	ır		Al the	l of time		ost of e time		Some the ti		A li the	ttle of time		None the tii	
How would		•								_	m c	n a s	scale			not s		) to		vors			ble)?		
	,				e 0		1	2		3		4	5		6	7	8		9	10		orst/			le
13. Right no	W				С	)	0	0		0		0	0		0	0	0		0	С					
14. On aver					С		0	0		0		0	0		0	0	0		0	С	_				
15. At its be					C		0	0		0		0	0		0	0	0		0	0					
<b>16</b> . At its wo	orst				C		0	$\frac{\circ}{1}$	1	0	, Т	<u> </u>	0	$\overline{}$	<u> </u>	2	0		0	С			4500	4	
					ser\	ıce	Date:	L	M	/	L	D 1	/	Ļ			Ļ					F	4580	<b>-</b>	



37283			liatric Outo (version 1 ladianhealth.c	9)((	₹∏F	Pall	adi	an						
Last Name						First	Name							
PLEASE COMPL	ETELY FILL	IN THE O	<u>NE</u> CIRCLI	E THAT	BEST	DESCR	RIBES 1	OUR A	ANSW	ER. (E	xample	: • )		
1. In general, would	d you say you	ır child's	health is											
Excellent O	Very good	b	Good			Fair O			Poor	r				
During the past we 2. Doing things that			n limited ir			lowing	activit	ies du		EALTH	l proble	ms?		
Yes, limited a lot O	Yes, limited O		Yes, limited O			, not lir O	nited							
3. Bending, lifting,	or stooping?													
Yes, limited a lot O	Yes, limited O	some	Yes, limited O	d a little	No	o, not lii O	mited							
4. During the <u>past</u> could do becaus	<u>week,</u> has you se of PHYSICA	ur child b AL health	een limited problems	d in the ?	KIND o	f scho	olwork	or act	ivities	with f	riends l	ne/she		
Yes, limited a lot O	Yes, limited O		Yes, limited		No	o, not lir O	mited							
5. During the <u>past</u> could do becaus						f scho	olwork	or act	ivities	with f	riends l	ne/she		
Yes, limited a lot O	Yes, limited O		Yes, limited	•		o, not li O	mited							
6. During the past	week, how m	uch bodil	y pain or d	liscomfo	ort has	your c	hild ha	id?						
None O	Very mild O		Mild O		N	loderat O	е		Severe	е	V	Very Severe O		
7. During the past	week, how sa	tisfied do	you think	your ch	nild has	s felt al	oout hi	s/her f	riends	hips?				
Very	Somewha	at	Neither sa	tisfied		omewh			Very	<i>a</i> .				
satisfied O	satisfied O		nor dissat	istiea	d	issatisf O	ied	d	issatisi O	fied	-			
8. During the past	week, how sa	tisfied do	you think	your ch	nild has	s felt al	oout hi	s/her li	ife ove	rall?				
Very satisfied	Somewha satisfied		Neither sa nor dissat		S d	omewh issatisf	nat ied	d	Very lissatis	fied	п			
9. During the past		uch of the		ou thin	k vour	child a	cted ho	nthered	d or un	set?				
All of the time	Most of the O		Some of the		,	e of the			e of the		-			
10. Compared to oth		our child		ieneral v	would v		v his/he	er beha		S:				
Excellent O	Very good		Good	,		Fair O	,		Poor O					
How would you rate No	e the severity t severe 0	of your c	hild's mair 2 3	n health 4	proble 5	m on a	scale 7	from 0 8	to 10′ 9	? 10	Worst	imagina	able	
11. Right now	0	0	0 0	0	0	0	0	0	0	0				
12. On average	0	0	0 0	0	0	0	0	0	0	0				
13. At its best	0	0	0 0	0	0	0	0	0	0	0				
14. At its worst	0	0	0 0	0	0	0	0	0	0	0		070		
	S	ervice Da	ate:	/ [	D D	] / [	y y	Y				37283		





Note: By completing and signing this form, the provider indicates that they:

1. provided all services, and 2. are a participating provider, and 3. provided all services in a credentialed practice.

