

Supporting your orthopedic practice and your patients

Carelon recognizes the key role that you and other medical practices play in the delivery of care for patients with musculoskeletal conditions and chronic pain. Developed in collaboration with your patients' health plans, our Musculoskeletal Program helps support quality care that is consistent with evidence-based medicine. That's good news for your practice and the patients you serve.

Our process

Carelon is here to assist in your efforts to deliver the best quality and affordable care for your patients. The clinical information you submit is reviewed against Carelon clinical guidelines and health plan specific medical policies to ensure alignment with current best practices. Providers benefit by having a central location to obtain authorizations required by your patients' health plans.

Our program reviews inpatient and outpatient non-emergency treatment and procedures including, but not limited to:

Spine surgery – cervical, thoracic, lumbar, sacral, and sacroiliac joint fusion

- Automated percutaneous and endoscopic discectomy
- Bone grafts
- Bone growth stimulators
- Cervical/lumbar spinal fusions
- Cervical/lumbar spinal laminectomy
- Cervical/lumbar spinal discectomy
- Cervical/lumbar spinal disc arthroplasty (replacement)
- Sacroiliac joint fusion
- Spinal deformity (scoliosis/kyphosis)
- Vertebroplasty/kyphoplasty

Joint surgery - including all associated revision surgeries

- Hip arthroplasty
- Knee arthroplasty
- Shoulder arthroplasty
- Hip arthroscopy
- Knee arthroscopy
- Shoulder arthroscopy
- Treatment of osteochondral defects
- Meniscal allograft transplantation

Small joint surgery - including all associated revision surgeries

- Ankle arthroplasty
- Correction of Hallux Valgus
- Hammertoe repair

Interventional pain management

- Epidural adhesiolysis
- Epidural injections (interlaminar/caudal and transforaminal)

- Facet joint injections/medial branch blocks
- Facet joint radiofrequency nerve ablation
- Implanted spinal cord stimulators
- Regional sympathetic blocks
- Sacroiliac joint injections
- Thermal intradiscal procedures

Level of care

Carelon level of care guidelines determine the appropriate level of care necessary to safely and effectively perform the intended musculoskeletal surgical procedure. Settings include:

- Observation outpatient surgical
- Acute inpatient surgical
- Outpatient surgical (excluding observation)
- Ambulatory surgical center
- Office (only available for interventional pain management procedures)

Note: Review requirements and modalities may vary by health plan. Please verify with the patient's health plan if you have any questions.

How to participate

The Musculoskeletal Program is administered by Carelon on behalf of your patients' health plans. Carelon collaborates with you to improve health care quality and manage costs for some of today's complex tests and treatments.

Registration

The first step in participating is to register as a user on the Carelon **ProviderPortal**SM, an online application. The **ProviderPortal** allows you to initiate a review for your patients who are covered by participating health plans. We call this the "order request" process.

Each member of your staff who enters review requests will need to register.

Powered by our pioneering **ProviderPortal** technology, your requests are processed in real time, with most requests approved at intake.

For requests that require additional consideration, our team of nurses and physicians are available to consult with your practice.

The **ProviderPortal** allows you to:

- Submit a new order request
- Update an existing one
- Retrieve your order summary

Getting your practice ready

Our dedicated musculoskeletal provider website offers you all the tools and information you need to get started. To access, go [here](#).



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MC1016-0920