

Updated Notice: Reviews transitioning to Carelon Medical Benefits Management

Effective May 13, 2024

Please note: This notice corrects the effective dates that were specified in previous versions of this notice.

As of May 13, 2024, Carelon Medical Benefits Management will begin handling the reviews of medical oncology and musculoskeletal services for UniCare members insured under the Group Insurance Commission of Massachusetts (GIC). Carelon Medical Benefits Management is a specialty health benefits company that works with leading insurers to improve healthcare 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 relationship with Carelon Medical Benefits Management enables UniCare to ensure that care aligns with established evidence-based medicine. Carelon will follow clinical hierarchy established by UniCare for medical necessity determination. When existing guidance does not provide sufficient clinical detail, Carelon will determine medical necessity using an objective, evidence-based process.

Prior authorization requests will be accepted as of May 1, 2024 for medical oncology and musculoskeletal services that take place on or after May 13, 2024. Providers are strongly encouraged to verify that prior authorization has been obtained before scheduling and performing any service.

Pre-service review requirements

Medical oncology services

Contact Carelon Medical Benefits Management to obtain pre-service review for the following non-emergency medical oncology services:

- Injected and Infused Cancer Drugs, including chemotherapies, biological therapies, and supportive agents

Musculoskeletal services

Contact Carelon Medical Benefits Management to obtain pre-service review for the following non-emergency musculoskeletal services:

- **Spine surgery** – Cervical, thoracic, lumbar, and sacral
 - 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**

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

■ **Interventional pain management**

- 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

■ **Small joint surgery** (including all associated revision surgeries)

- Ankle Arthroplasty
- Correction of Hallux Valgus
- Hammertoe repair

How to submit a request for review

As of May 1, 2024, providers can begin submitting requests for review or verify order numbers using one of the following methods:

- **Online** – The Carelon Medical Benefits Management provider portal is available 24/7, fully interactive, and processes requests in real-time using clinical criteria. To register, go to www.providerportal.com.
- **By Phone** – Call Carelon Medical Benefits Management toll-free at 866-766-0247 Monday through Friday between 8 a.m. and 5 p.m. (ET).

Resources for your practice

The websites below will help you learn more and access helpful information and tools such as order entry checklists, clinical guidelines, and FAQs. Go to:

- Musculoskeletal: <https://providers.carelonmedicalbenefitsmanagement.com/musculoskeletal/>
- Medical oncology: <https://providers.carelonmedicalbenefitsmanagement.com/medoncology-ccqp/>

Musculoskeletal review webinars

Prior to the May 1, 2024, Carelon Medical Benefits Management will offer webinar and Q&A Only sessions so providers and office staff can learn more. We strongly encourage you and your practice to participate, even if you are already familiar with Carelon Medical Benefits Management and its provider portal. These sessions will cover such topics as:

- How the program and preauthorization request process work
- Which members and services will require preauthorization
- Demonstration of the provider portal and how to enter order requests
- Share additional resources
- Q & A with our Solution Operations Leaders

Please register to attend at least one training opportunity. The solution-specific training content will be available to you upon completion of registration and prior to attending a webinar session. Reviewing the material ahead of the training will allow your facility to bring relevant questions to be addressed during the training.

In the weeks leading up to the program go-live, a recording of each solution training will be made available on the Carelon Medical Benefits Management provider portal for all registered users.

Provider training full	Wednesday, April 3, 2024	12PM (EST) - 1 hour	Carelon Musculoskeletal Provider Training for UniCare - April 3rd 2024 @ 12PM (EST)
Provider training full	Wednesday, April 17, 2024	12PM (EST) - 1 hour	Carelon Musculoskeletal Provider Training for UniCare - April 17th 2024 @ 12PM (EST)
Provider Q&A session	Wednesday, April 24, 2024	12PM (EST) - 1 hour	Carelon Musculoskeletal Provider Training for UniCare - April 24th 2024 @ 12PM (EST)
Provider Q&A session	Wednesday, May 8, 2024	12PM (EST) - 1 hour	Carelon Musculoskeletal Provider Training for UniCare – May 8th 2024 @ 12PM (EST)
Provider Q&A session	Wednesday, May 22, 2024	12PM (EST) - 1 hour	Carelon Musculoskeletal Provider Training for UniCare - May 22nd 2024 @ 12PM (EST)

For more information

- Carelon Medical Benefits Management – Visit www.Carelon.com.
- UniCare Provider Relations – Call 800-480-7587 or email UniCareProviderRelations@anthem.com.