

Background

Physical Medicine services (including chiropractic care) are an important part of the overall treatment of your patients. To support quality while helping your patients maximize benefits under their plans, Blue Cross Blue and Shield of Illinois (BCBSIL) has contracted with OrthoNet to provide utilization management for outpatient chiropractic, physical and occupational therapy services.

Covered Members

Effective Jan. 1, 2017 – For the group numbers listed below.

City of Chicago Group Numbers

189421, 189422, P68263, P68265, P68266

Indian Prairie

P20174, P40339

Benefits and Claims

BCBSIL will continue to:

- Manage member benefits
- Handle member and provider inquiries
- Accept and adjudicate your claims through existing claim submission channels
- Respond to clinical appeals
- Reimburse you for covered services according to the terms of your PPO agreement
- Review services delivered by out-of-network providers for medical necessity

All claim and benefit related questions should be directed to BCBSIL.

The physical medicine utilization management program is not a substitute for the independent medical judgment of a health care provider. Health care providers are instructed to use their own best medical judgment based upon all available information and the condition of the patient in determining a course of treatment. Regardless of any benefit determination, the final decision regarding any treatment or service is between the patient and the health care provider.

Please note that the fact that a guideline is available for any given treatment, or that a service has been preauthorized, is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the back of the member's ID card.

Contact Information

OrthoNet Clinical Inquiries and Provider Services:

1-888-875-9480

Chiropractic Preauthorization Fax Number:

1-888-875-9503

OrthoNet Website: www.orthonet-online.com

BCBSIL Provider Relations:

To find contact information for your assigned Provider Network Consultant, please visit the Education and Reference Center section of the BCBSIL website at

www.bcbsil.com/provider

How To Request Chiropractic Visits

1. Download a master copy of the BCBSIL Chiropractic Request Form (CRF) from the OrthoNet website:
www.orthonet-online.com
2. Make copies of the CRF.
 - Make sure your copier glass is clean before making copies.
 - Be certain the master CRF is straight in the copier.
 - The 4 black boxes in the corners must appear on all of your copies.
3. The CRF is the cover sheet for each patient's fax transmission. You may send materials on several patients during one fax transmission – however, please be sure each patient's materials are preceded by a separate CRF to avoid delays.
4. Complete the top section of the CRF with your information. Please be sure the information is clear and clean with one character per box.
5. Please enter the number of pages for each patient on the top right side of the form (marked, # of Pages Faxed:). This will help your office reduce redialing and/or sending separate faxes for each patient.
6. Please PRINT and make your entries clear and legible. (See Exhibits for sample)
7. Please complete *all* of the requested fields and information on the Chiropractic Request Form.
8. Use a medium point, blue or black ink pen and fill the circled choices completely (like this → ●).
Not like this: → ∅ ⊖ ⊗ ⊙ ⊚
9. **You do not need to submit treatment notes or medical records with the CRF unless OrthoNet contacts you and requests them.**
10. Please use OrthoNet's 24-hour dedicated, toll-free fax number for submission: 1-888-875-9503
This dedicated fax number is part of OrthoNet's document management system which expedites the delivery of your requests.
11. Upon completion of the review, OrthoNet will fax an authorization determination directly to the chiropractic provider of record. It is OrthoNet's goal to respond to all requests within 2 business days.

How To Request Additional Chiropractic Visits

OrthoNet authorizes benefits for chiropractic visits in accordance with definition of medical necessity as set forth in the applicable benefit plan. Whenever possible, OrthoNet recommends exhausting all authorized visits prior to requesting additional visits. When additional visits are needed, please complete and submit a follow-up Chiropractic Request Form with updated clinical findings and fax it OrthoNet at 1-888-875-9503 for review. Remember, you need not submit treatment notes or records unless requested. Upon completion of the review, OrthoNet will fax an authorization determination directly to the chiropractic provider of record.