



Provider Notice

January 23, 2025

Musculoskeletal Surgery and Interventional Pain Management Authorization Changes

CountyCare has partnered with Evolent (formerly National Imaging Associates, Inc.), to implement [new prior authorization programs](#). Evolent's Musculoskeletal (MSK) Surgery and Interventional Pain Management (IPM) Solutions programs are intended to help providers effectively deliver quality patient care.

Effective March 1, 2025, MSK surgeries and IPM procedures will require prior authorization through Evolent prior to being rendered in an inpatient or outpatient setting (MSK) or outpatient facility/office setting (IPM). These prior authorization management programs apply to your **CountyCare Medicaid members of all ages**.

Evolent uses clinical criteria based on nationally recognized guidelines to promote evidence-based practices. Providers may begin contacting Evolent on March 1, 2025, to seek prior authorization for procedures scheduled on or after March 1, 2025.

These programs apply to all specialties for the following non-emergent inpatient and outpatient MSK surgeries:

Lumbar Spine

- Lumbar Microdiscectomy
- Lumbar Decompression (Laminotomy, Laminectomy, Facetectomy & Foraminotomy)
- Lumbar Spine Fusion (Arthrodesis) With or Without Decompression – Single & Multiple Levels

Cervical Spine

- Cervical Anterior Decompression with Fusion –Single & Multiple Levels
- Cervical Posterior Decompression with Fusion –Single & Multiple Levels
- Cervical Posterior Decompression (without fusion)
- Cervical Artificial Disc Replacement
- Cervical Anterior Decompression (without fusion)

The Evolent program will apply to all specialties for the following outpatient IPM procedures:

- Spinal Epidural Injections
- Paravertebral Facet Joint Injections or Blocks
- Paravertebral Facet Joint Denervation (Radiofrequency (RF) Neurolysis)
- Sacroiliac Joint Injections

Prior authorization requests can be submitted to Evolent:

- Via Evolent provider portal at [RadMD.com](https://www.radmd.com)
- Via telephone at **1-800-424-1732**. Staff is available Monday - Friday from 7:00 a.m. to 7:00 p.m. CST.

[RadMD](#) offers providers the ability to:

- Request prior authorization and verify authorization status.
- Upload required clinical documentation and view submitted files.
- Access clinical guidelines, checklists and additional provider resources and tools.
- Identify the dedicated Evolent Provider Solutions Manager to use as a direct point-of-contact for any issues or questions.

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CountyCare approvals issued before March 1, 2025, are effective until the authorization end date. Upon expiration, authorization requests must be submitted to Evolent. For services/treatment that did not require an authorization prior to March 1, 2025, an authorization may be required from Evolent for service/treatment dates on and after March 1, 2025.

Any CountyCare prior authorization requirements for the facility or hospital admission (MSK Surgery) must be obtained separately and only initiated after the service has met Evolent's medical necessity criteria.

CountyCare is proud to be your healthcare partner. If you frequently request MSK and/or IPM services and are new to this process, please register for a training session.



Tuesday, February 11, 2025

8:00am CST

<https://zoom.us/join/97339608753>

Meeting ID: 973 3960 8753



Thursday, February 13, 2025

12:00pm CST

<https://zoom.us/join/96907160931>

Meeting ID: 969 0716 0931



Thursday, March 6, 2025

8:00am CST

<https://zoom.us/join/92622089671>

Meeting ID: 926 2208 9671

Upon registration you will receive a confirmation email from Evolent for the webinar session you selected.

To take part in the session via telephone, please use the numbers below and the specific meeting ID:

Phone #: +1 305 224 1968 US

Phone #: +1 929 205 6099 US

CountyCare approved training/education materials are available after logging into [RadMD.com](https://www.radmd.com). To get started, go to [RadMD.com](https://www.radmd.com), click the "New User" button, select "Physician's office that orders procedures" and submit a RadMD "Application for a New Account". Once the application has been processed and a password link delivered by Evolent via e-mail, you will then be invited to create a new password.

If you have questions, please contact CountyCare Provider Services at 1-**312-864-8200**. If you have questions about Evolent MSK or IPM programs, please email RadMDSupport@Evolent.com or call 1-800-327-0641.

We look forward to offering you this program and hope it will enhance your experience with authorizations.

Contact Us

Please contact CountyCare Provider Services at **312-864-8200, Option 6**. You can also use our Interactive Voice Response (IVR) system to verify eligibility.

Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact your assigned



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Provider Relations (PR) Representative or if you do not know your assigned PR Representative, please contact CountyCareProviderServices@cookcountyhhs.org.