

## **Important** **Changes Are Coming for Our Musculoskeletal Care Management Program**

We frequently review our processes and programs to implement enhancements that better support our members' needs. As a result of a recent review, we will be making changes to our commercial Musculoskeletal Care Management program. This program is currently administered by Magellan Healthcare. On **July 1, 2022**, Florida Blue will start managing the program along with Olive – a health care automation platform.

### **Olive Technology**

Starting July 1, 2022, Florida Blue will use Olive to process your pre-service review requests and deliver a seamless provider experience.

Olive's artificial intelligence automatically reviews clinical forms and documents to provide immediate approvals when possible. Its technology allows for faster, more efficient processing of pre-service review requests. Any requests that pend for medical review will be completed by the Florida Blue Clinical Team.

### **What This Means for You**

- Effective July 1, 2022, Magellan Healthcare will no longer manage pre-service review requests for our commercial Musculoskeletal Care Management program. You will no longer contact Magellan or go to RadMD.com for these services.
- Starting July 1, when logging in to [availity.com](https://availity.com) to request a pre-service review, click on the **Olive** name under **Applications** in the Florida Blue Payer Space to start – or check on the status of – an authorization review request. If you do not follow this process for musculoskeletal services from Florida Blue on or after July 1, claims may be denied if medical necessity criteria are not met.
- If you already leverage Olive technology through your electronic health records (EHR) system, you will be able to submit requests and clinical documents directly through Olive at no additional cost. To learn about EHR-integration with Olive, including options for getting started, please visit Olive at [oliveai.com](https://oliveai.com).
- You will be able to appeal pre-service and post-service review decisions through Florida Blue's standard appeal processes.
- You may continue to use Magellan Healthcare for pre-service review of musculoskeletal procedures following current standard processes until July 1, 2022.

This change **will apply to all** Florida Blue health plans, except:

- Florida Blue Medicare Advantage HMO and PPO health plans
- Florida Blue Federal Employee Program®

### **Procedures Included in our Musculoskeletal Care Management Program**

Certain non-urgent interventional spine management services and spine surgeries are included in this program.

For more information, including a detailed list of musculoskeletal services that are part of the program, please refer to the [Manual for Physicians and Providers](#) at [floridablue.com/providers](http://floridablue.com/providers).