

## Complementary and Alternative Medicine and “In Lieu Of” Benefits

February 11, 2020

Neighborhood Health Plan of Rhode Island (Neighborhood) recognizes the potential to improve member health outcomes with complementary and alternative medicine (CAM).

Neighborhood has created this document to help providers with any questions they may have regarding CAM and “In lieu of” services. In addition, enclosed with this notice is a grid for guidance on massage, chiropractic, and acupuncture services for CAM and “In lieu of” services by Neighborhood line of business.

### Frequently Asked Questions

**Q:** *What is CAM?*

**A:** Complementary and alternative medicine (CAM) services are benefits defined as treatment from a chiropractor and/or acupuncturist. The use of CAM services must be determined by Neighborhood to be medically necessary and require authorization (which have predetermined benefit limits). CAM services include chiropractic and acupuncture services (**massage therapy is not a covered service under the CAM benefit**).

**Q:** *What is “In Lieu of”?*

**A:** “In Lieu of” services are not covered benefits. “In lieu of” services are alternative services that may be offered to members instead of other treatment. A member’s primary care provider would be required to seek authorization from Neighborhood for an “In lieu of” service as an alternative to other treatment (e.g., prior to an alternative such as surgical intervention or pain treatment plan, a provider must receive authorization from Neighborhood for an “in lieu of” service).

**Q:** *Do CAM and/or “In Lieu of” services require prior authorization?*

**A:** Yes. All CAM and “In Lieu of” services require prior authorization from Neighborhood.

**Q:** *How do I request a prior authorization for CAM and/or “In Lieu of” services?*

**A:** For CAM services, chiropractors and acupuncturists can request prior authorization directly from Neighborhood or the member’s PCP can also request authorization. Providers should use the “General Authorization Request” form or eForm for CAM services ([nhpri.org/Providers/ProviderResources/Forms](http://nhpri.org/Providers/ProviderResources/Forms)).

For “In Lieu of” services, authorization must be requested directly from the member’s PCP using the “In Lieu of Service” authorization form. Chiropractors, acupuncturists, and massage therapists cannot directly request authorization. For INTEGRITY members only, either the PCP or member can initiate the request for prior authorization. INTEGRITY members seeking to initiate the authorization for “In Lieu of” services can do so by contacting their Neighborhood case manager.

Providers must confirm authorization has been approved prior to treating members by calling Neighborhood at 1-800-963-1001.

**Q:** *What services may be covered as CAM and/or “In Lieu of” service?*

**A:** See the enclosed grids regarding CAM and “In Lieu of” services. For specific clinical criteria, the following Neighborhood Clinical Medical Policies (CMPs) can be found on the nhpri.org website, under Providers/Policies and Guidelines/Clinical Medical Policies:

- Acupuncture
- Chiropractic Care Services
- In Lieu Of Services

**Q:** *How do I submit a claim for CAM and/or “In Lieu of” services rendered?*

**A:** All providers rendering authorized services should remit for payment via the CMS 1500 claims form. The CMS 1500 is the official standard health insurance claim form, used by professional physicians and other providers, that is required by CMS and Neighborhood when submitting bills or claims for reimbursement of health services for Commercial, INTEGRITY, or Medicaid lines of business.

**Q:** *Are Neighborhood members still eligible for “Ease the Pain” services?*

**A:** Neighborhood’s Ease the Pain program sunset as of December 31, 2019. Members with services that were authorized on or before December 31, 2019 will be honored until March 31, 2020 if benefit limits have not been met.