



Dear client,

the information below are excerpts from www.evicore.com clinical guidelines for Acupuncture. Your insurance plan uses EviCore as an intermediary between us and them and their job is to do prior authorizations for Acupuncture services according to their guidelines. We wanted to share these guidelines with you as we are bound by them. We will do our best to get the most visits authorized for your condition!

Medically Necessary Acupuncture Services :

To be considered reasonable and necessary the following conditions must each be met:

.... Services are for the treatment of a covered injury, illness or disease.

....Treatments are expected to result in significant, measurable, progressive improvement in a reasonable and generally predictable period of time. The improvement potential must be significant in relation to the extent and duration of the therapy required.

COVERED SERVICES :

Therapeutic care generally occurs within a reasonable period of time and is guided by evidence based practice of acupuncture.

Corrective or Rehabilitative Care **Corrective or rehabilitative care** is the stage of ongoing care beyond the sub-acute phase. It may also refer to treatment of conditions that are chronic in nature and do not occur in conjunction with an acute or subacute phase.

The therapeutic goals of this phase are reduction and management of symptoms with a goal of maximizing function over time. Means and methods include progression of exercise, continued patient education, and transition to self-management. Intensity of care is guided by functional status, focusing on home management, supplemented by acupuncture.

EXCLUSIONS:

Palliative Care (Not medically necessary acupuncture service) Palliative care is typically given to alleviate symptoms and does not provide corrective benefit to the condition treated. A patient receiving palliative care, in most instances, demonstrates varying lapses between treatments.....

Maintenance Care (Not medically necessary acupuncture service) Maintenance care is defined as services required to maintain the member's current condition or to prevent or slow deterioration of the member's condition.

Preventive Care (Not medically necessary acupuncture service) Preventive care includes management of the asymptomatic patient.

Other Acupuncture Coverage Exclusions:

Services related to preventive, maintenance, palliative or wellness care, menstrual cramps, addiction, including smoking cessation, the treatment of infertility, ankle sprain, carpal tunnel syndrome, dysmenorrhea, fibromyalgia, hyperemesis gravidarum, nausea in pregnancy, treatment primarily for purposes of weight control and more....



What to do if your request for prior Authorization for Acupuncture has been denied?

1. Carola Stepper, LAc, RN retired, the Clinical Director of Cascade Acupuncture Center will make the determination if we may have a chance in your case to appeal this decision. This usually takes two levels of appeals, one to Evicore, which we expect to be denied, then the second level appeal directly to your health insurance plan. This process takes a few weeks. It also involves you filling out a clinical questionnaire to give the reviewers a broader view of your health concerns and current and past treatments. We are only able to file an appeal, if you are willing to fill out this questionnaire. Please let us know and Carola will email it to you.
2. You can be seen 45 days (= six weeks) after your last treatment and we can submit for a new prior authorization for the SAME condition we have been treating you so far.
3. We can submit a new prior authorization request for a NEW condition or an EXACERBATION of your current condition anytime after a denied prior authorization, we do not need to wait for 45 days.
4. You have the option to call your own health care plan and voice your concerns / dissatisfaction with the denial of your Acupuncture prior authorization.

What to do while you are waiting for options 1 or 2 above?

We suggest continuing weekly Acupuncture treatments, to keep the progress you have gained. Unfortunately this would not be covered by your health insurance. You have a few options:

1. Our regular, individualized treatments are \$83 for one, or it is cheaper if you buy a package with additional FREE treatments (for example 4 + 1 FREE for \$332 for 5, so one is \$66.40)
2. Our regular, individualized treatments are \$83 for one and we offer discounts based on income: One person who has less than \$25K AGI or two people who have less than 30K AGI can purchase 3 + 1 FREE, so \$249 for 4, so \$62.25 for one.
3. Our regular, individualized treatments are only \$45 each for one person with \$15K or less AGI or two people with \$20K AGI or for persons who do not file taxes.
4. You may use our inexpensive Happy Hour Acupuncture Treatments, however they are not treating any pain, they are focus treatments to boost energy and overall happiness. One is \$27.50, or buy 4 for \$110, get one free, so each treatment is only \$22.
5. We understand, unfortunately for some of our clients the choice will be to suspend treatments while they are waiting for option 1 or 2 above.

We sincerely hope that in the midst of those unfortunate circumstances you don't forget the results you have achieved with Acupuncture care!