



Decision Support for Epidural Steroid Injections (ESI) FAQ

Why is decision support for Epidural Steroid Injections (ESI) being implemented?

The primary goal in implementing decision support for Epidural Steroid Injections (ESI) is to provide all clinicians with a shared decision making tool to assess treatment options that support long-term functional improvement prior to ordering an injection. The decision support tool supports HealthPartners coverage criteria policy.

Who needs to complete decision support?

Starting in July 2015, any ordering and or rendering clinician is required to complete decision support with documentation through either a web-based tool or build your own solution tool. This new decision support initiative provides access to guideline based information at the point of care that supports physician's decisions when ordering an ESI for patients with chronic low back pain.

Which members will need to have a decision support number attached to their claim?

Decision support for an ESI is required for all Commercial and Medicaid products. Providers do not need to complete decision support for any members on Medicare, MN Senior Health Options (MSHO) or Workers Compensation products.

Do out-of-network providers need to complete decision support?

We encourage all out-of-network providers to review and follow the HealthPartners criteria for Epidural Steroid injections. We encourage out-of-network providers to use the decision support tool through Medicalis. If the decision support number is not on the patient's claim, the claim may deny to member liability.

Do Cigna providers need to complete decision support?

Cigna providers will be asked to follow our policy on epidural steroid injections. While not required, we would encourage all Cigna providers to utilize the free tool through Medicalis before ordering an injection.

Does the decision support number ever expire?

When you receive your decision support number, you will also receive a date range for its validity. You may locate this information in the green approval summary box at the end of your decision support session.

Where do I attach the Decision Support Number (DSN) on the claim?

The DSN needs to be placed in the same segment as a regular prior authorization number. For 837 transactions, this means loop 2300 or 2400, segment REF/G1, and element 02.

What will happen if I am part of the preferred network?

HealthPartners requires contracted providers (including providers part of HealthPartners Preferred Injection Network) to ensure decision support is used prior to submitting a claim for an ESI.

Do I need to prior authorize the epidural steroid injection?

The use of the decision support tool will replace the need for prior authorization.



How many ESIs will the member be able to obtain?

While decision support eliminates the need for prior authorization HealthPartners will still support our coverage criteria policy indicating not more than 4 injections within a consecutive year.

Which spine region requires ESI decision support?

Decision support will only apply to lumbar epidural steroid injections. It does not apply to cervical or sacral injections.

Do I have to use a specific vendor to complete decision support?

HealthPartners has provided a web-based solution via Medicalis (same platform as HTDI) at no cost to the provider. Additionally, providers are welcome to explore EMR-integrated and Build-Your-Own tool options.

How do I register for an account with Medicalis?

Providers may register with Medicalis via email (support@medicalis.com) or via phone (1-877-579-5454). The Medicalis support team is available Monday-Friday, 8:00 a.m. to 4:00 p.m. CST.

How do I find my plan specific provider ID?

Medicalis Support is able to provide this information for you. You may contact Medicalis via email (support@medicalis.com) or via phone (1-877-579-5454). The Medicalis support team is available Monday-Friday, 8:00 a.m. to 4:00 p.m. CST.

Can I build my own decision support tool?

Yes, providers may build their own decision support tool. However, be aware that you need to provide a written attestation that your tool meets certain criteria. If this option is of interest to you, please email ESI@HealthPartners.com.

Instead of building my own decision support tool, is it possible to integrate the Medicalis Consult Portal decision support content with my Electronic Medical Records (EMR) system?

Yes, Medicalis is able to work with providers to integrate decision support into an existing EMR. This requires a separate contract with Medicalis. Expenses incurred with EMR integration are the responsibility of the provider.

Once I start to use the Consult Portal, what type of support will my clinic have?

For questions on decision support content and program requirements, you may email ESI@HealthPartners.com for assistance. For technical questions, each clinic will have a designated representative (assigned during Consult Portal registration) that can reach out to Medicalis for a resolution.

Will a claim deny if I do not complete decision support?

Each claim for an ESI for lumbar pain must include a Decision Support Number (DSN) in order to process for payment.

How will use of the decision support tool be monitored?

HealthPartners will audit use of the decision support tool and compliance with the recommendation. Failure to use the decision support tool may result in a reinstatement of the prior authorization requirement.



How is decision support being communicated to providers?

HealthPartners will provide ongoing communication through Fast Facts in the coming months. You can also find information with regards to Decision Support, Medicalis and build your own tool at the following link: <https://www.healthpartners.com/provider-public/epidural-steroid-injection/>

How long does it take to complete a decision support session?

On average, decision support will take approximately take 3-4 minutes to complete.