

Network Provider Standards

** Provider standards applicable to your contract*

As part of the healthcare network, we have designed a comprehensive set of standards to ensure patients have confidence they will receive the best service available. Please REVIEW all requirements listed within this document prior to applying/reapplying to the network.

- Specialties Covered: Chiropractic, Acupuncturist, Massage Therapy & Nutritional Counseling
- Please contact if you have questions at Credentiaing@evicore.com.

Requirements:

- Completion of provider credentialing application. CAQH will be accepted in lieu of
 - State mandated application, if applicable for their state.
- Each provider must possess a current license that is in good standing in the state practicing, if applicable.
 - For Massage Therapy, if the state doesn't have a Massage Therapy Licensure, one of the following must be obtained:
 - Passage of the National Certification Board of Therapeutic Massage and Bodywork (NCBTMB).
 - Current unrestricted membership in the American Massage Therapy Association (AMTA).
 - Current unrestricted membership in the Associated Bodywork and Massage Professionals Association. (ABMP).
 - Current unrestricted membership in the American Medical Massage Association (AMMA).
 - Nutritional Counseling applicant must have an active state license or statutory certification in the state practicing.
- Education must be Primary Source Verified by the State Licensing board or provided during the credentialing process.
- Board Certification will be verified if you identify your board status on the application. If applicable for specialty.
- Must have successfully completed the National Certification Commission for Acupuncture and Oriental Medicine's (NCCAOM) program if your state doesn't require a licensure for acupuncturist.
- Provider performing **both** Chiropractic and Acupuncture must abide by Chiropractic requirements and hold a board certification issued by a licensing board or (NCCAOM) for Acupuncture.
- Each provider must participate with Medicare programs and be in good standing.
 - Exception to this requirement are Acupuncturist and Massage Therapist.
- Each provider is recommended to participate in Medicaid programs and be in good standing.
- You must carry a minimum of one Million/three million claims made or occurrence professional liability insurance.
- Providers must have at least 1 private room for patient care.
- Providers must keep a record on each patient's progress, objective findings, treatment procedures and follow-up plan.

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- Provide disclosure of any disciplinary issues or reportable actions to the NPDB or State medical board in the past 5 years.
- Provider must have the ability to speak and write in English.
- You must provide a minimum of 20 patient contact hours per week for Chiropractic services.
 - Fulcrum's network participants are exempt from the contact hours requirement.
- Acupuncture, Massage Therapy and Nutritional Counseling must provide a minimum of 10 patient contact hours per week.
- Must provide documentation if work history contains a 6 month or more gap in the past 5 years.
- Be in good mental and physical health.
- Provider is required to own a phone and fax number for Fulcrum's network.
- Provider must have an active Individual NPI #.
- Providers in CA must provide after hour coverage.
- Chiropractors and Acupuncturist must perform differential diagnosis.
- Providers must have acceptable facility arrangements as listed below:
 - Commercially zoned building-fully acceptable
 - If Providers home, gym, health spa or salon chosen-requires additional information.
 - Providers home must have separate entrance from living quarters or obtainable entrance without walking through living quarters.
 - Gym/Spa/Salon must not charge a fee for access and must have a dedicated room for services.
 - If treating patients in the patient's home, all other requirements must be met.
 - Mobile units are not allowed for Chiropractors or Acupuncturist.
 - If applying for Fulcrum's network, lack of a physical office is not allowed.

Chiropractic Additional Standards:

- Chiropractors in the state of CA must use a radiologist or a licensed X-ray technician to take all X-rays.
- Performing X-rays on every patient is not allowed.
- Chiropractors must retake or reshoot marginal X-ray films that do not meet a quality standard which allows for a diagnostic impression to be made. This means the film must meet a quality standard that allows the reader to successfully rule out fractures, dislocations, soft tissue injuries and organic pathology. The cost to retake or reshoot such films will be at the expense of the Chiropractor not the patient, eviCore Healthcare, its subsidiaries or clients.
- Chiropractic offices must have additional staff if more than 29 patients are seen in a 40 hour week.
- Chiropractors are not permitted to specifically treat non-neuromusculoskeletal conditions and treatment of such conditions is not a covered service.
- Chiropractors are required to evaluate all possible causes of a patient's complaint in addition to subluxation.
 - Only investigating subluxation is not allowed.
- Chiropractors must instruct patients of therapeutic exercises for neuromusculoskeletal conditions.

Fulcrum Specific Standards

- Chiropractors using the Activator Treatment Technique one hundred percentage of the time are must be capable of providing a manual adjustment if requested by a patient or if deemed medically necessary.

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- Chiropractors using Axial Decompression must agree to the following:
 - Reimbursement will be the same as the traction/therapy fee schedule
 - Chiropractors cannot require a minimum number of visits
 - Chiropractors cannot require the member to sign a separate contract
 - Chiropractors cannot balance bill as outlined in their contract
 - The delivery of traction must accompany a chiropractic adjustment and the documentation must support the need for traction to be considered a covered benefit.

Nutritional Counseling Additional Standards:

- Nutritional Counseling applicants must meet one of the following:
 - Be certified through the Commission on Dietetic Registration (CDR) as one of the following:
 - Registered Dietitian (RD)
 - Currently holds Certificate of Nutrition Specialty (CNS)