

## **FOR INTERNAL USE ONLY – NOT FOR EXTERNAL DISTRIBUTION**

Today Provider Communications distributed the following notification:

- [Reminder: Documentation Requirements for Pain Management Prior Authorizations](#)

Below we've compiled a list of FAQs for the notification.

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### **Reminder: Documentation Requirements for Pain Management Prior Authorizations**

#### **Q: What is the purpose of this notification?**

**A:** Neighborhood is reminding providers of the required documentation when seeking prior authorization for pain management procedures, specifically pain injections.

#### **Q: Do providers need to provide any additional information?**

**A:** Yes, in addition to submitting the required documentation, providers must also specify the number of visits required to complete the requested number of injections.

#### **Q: What are the pain management categories that require documentation?**

**A:** The complete list of categories can be found in the [May 22, 2024, notification](#).

#### **Q: What criteria does Neighborhood use regarding prior authorizations?**

**A:** Neighborhood follows criteria found on the [Policies and Guidelines page](#) of our website. The page also features the [InterQual Transparency Tool](#) to help providers determine both medical necessity and the type of supporting documentation required to submit for prior authorization.

#### **Q: Is this notification part of a medical cost action (MCA) initiative?**

**A:** Yes, this an MCA-related notification.