

ILWU-PMA Pension Plan
ILWU-PMA Welfare Plan

ILWU-PMA Watchmen Pension Plan

Important Notice

Regarding ILWU-PMA Welfare Plan Chiropractic Claims Medical Review

To: Chiropractic Providers Treating ILWU-PMA Welfare Plan Participants

Subject: ILWU-PMA Welfare Plan - Medical Review of Chiropractic Claims

Effective August 31, 2023, medical necessity reviews of chiropractic claims for the ILWU-PMA Welfare Plan will be provided by Innovative Care Management (ICM), applying evidence-based guidelines consistent with ILWU-PMA Welfare Plan Terms.

When a claim for chiropractic treatment requires medical necessity review, you will receive an Explanation of Payment (EOP) that indicates this with the code "ICMCHIREV" and a request to submit additional information, including medical records.

When additional information and medical records are requested, the information must be provided by fax to 503-386-3330, secure email to ILWUPMAChiro@innovativecare.com, or via mail to ICM, PO Box 22386, Portland, OR 97269.

Necessary medical records may include a description of the member's problem or symptoms, the results of any test or other procedures that are related to this claim, any relevant family history, the initial treatment date for this condition, the most recent re-evaluation date, how the requested service will be used to provide medical care to the member, prior management medications with dose and duration, and any other clinical information that is appropriate to substantiate medical necessity for the treatment(s) provided.

Please also be sure to include with the medical records information sufficient to identify the member and the claim for which the submission is being made. The patient's name (first and last) should be included in the submission along with the patient's date of birth, claim number, member's Participant ID, and date(s) of service.

Failure to submit medical records will result in denial of the claim. Do NOT submit medical records prior to receiving an Explanation of Payment (EOP) with the ICMCHREV remark code as not all claims will require medical necessity review.

ICM will also be providing voluntary pre-certification for chiropractic benefits. If you would like to determine whether a procedure or treatment is covered under the terms of the plan, or if an alternative service is recommended, contact ICM at 866-275-1014, Monday through Friday, 7:00 AM to 5:00 PM Pacific time. **This program is voluntary and not mandatory.**