Chiropractic Care

For covered services under this benefit, Optima Health contracts with American Specialty Health (ASH) to provide chiropractic services in the Plan’s service area.

Pre-authorization is required by ASH for all chiropractic care services.

How to receive covered services

- Call an ASH participating provider and schedule an appointment. You do not need a referral.
- The ASH chiropractic provider is responsible for getting authorization from ASH before you receive care except for initial examination and Emergency Services.
- If you have questions about what is covered or how to find an ASH provider, please call ASH toll-free at 1-800-678-9133, Monday through Friday 5 a.m. to 6 p.m. ET.

Covered services include examination, re-examination, manipulation, conjunctive therapy, radiology, chiropractic appliances, and laboratory tests related to the delivery of chiropractic services subject to the following:

- An initial exam is performed by the participating provider to determine the nature of the member’s problem and, if covered services are needed, a treatment plan is prepared. One initial exam is provided for each new patient. A copayment is required when services are rendered.
- A re-examination may be performed by the participating provider to assess the need to continue, extend, or change a treatment plan approved by ASH. A re-evaluation may be performed during a subsequent office visit or separately. If performed separately, a copayment is required.
- Subsequent office visits may involve an adjustment, a brief re-examination, and other services. A copayment is required for each visit to the office.
- Adjunctive therapy may involve modalities such as ultrasound, hot packs, cold packs, electrical muscle stimulation and other therapies.
- X-rays and clinical laboratory tests are payable in full when referred by a participating chiropractor and authorized by ASH. Radiological consultations are a covered benefit when authorized by ASH as Medically Necessary services and provided by a licensed chiropractic radiologist, medical radiologist, radiology group or hospital which has contracted with ASH to provide those services.
- Chiropractic appliances are covered up to a maximum benefit of one (1) appliance per year when prescribed by a participating chiropractor and authorized by ASH.

The following are excluded from coverage:

- any services or treatments not authorized by ASH, except for initial exam and emergency services
- any services or treatments not delivered by participating chiropractors for the delivery of chiropractic care to members, except for emergency services
- services for exams and/or treatments for conditions other than those related to neuromusculoskeletal disorders from participating chiropractors
- hypnotherapy, behavior training, sleep therapy, and weight programs
Chiropractic Care, continued

- Thermograph
- services, lab tests, X-rays and other treatments not documented as clinically necessary as appropriate or classified as experimental or investigational and/or as being in the research stage
- services and/or treatments that are not documented as medically necessary services
- Magnetic Resonance Imaging (MRI), CT scans, bone scans, nuclear radiology and any diagnostic radiology other than covered plain film studies
- transportation costs including local ambulance charges
- education programs, non-medical self-care or self-help or any self-help physical exercise training or any related diagnostic testing
- any services or treatments for pre-employment physicals or vocational rehabilitation
- air conditioners, air purifiers, therapeutic mattresses, supplies or any other similar devices or appliances; all chiropractic appliances or durable medical equipment, except as described as covered in this document
- drugs or medicines including a non-legend or proprietary medicine or medication not requiring a prescription order
- services provided by a chiropractor practicing outside the service area, except for emergency services
- hospitalization, anesthesia, manipulation under anesthesia and other related services
- all auxiliary aids and services, including but not limited to, interpreters, transcription services, written materials, telecommunications devices, telephone handset amplifiers, television decoders and telephones compatible with hearing aids
- adjunctive therapy not associated with spinal, muscle or joint manipulation
- vitamins, minerals, or other similar products

Additional Information

Current members with questions regarding benefits may call Member Services at the number on the back of their member ID card or visit optimhealth.com to view Plan documents and find network physicians.

If you are considering enrolling for the first time and have questions, please contact the group’s Benefits Administrator.

A telecommunications device for the hearing impaired can be accessed by dialing 1-800-828-1140 or 711.