

ILWU-PMA BENEFIT PLANS /

International Longshore & Warehouse Union —
Pacific Maritime Association www.benefitplans.org

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ILWU-PMA Pension Plan
ILWU-PMA Welfare Plan

ILWU-PMA Watchmen Pension Plan

October 18, 2023

To: ILWU Longshore, Ship Clerk, Walking Boss/Foreman, and Watchmen Locals
From: Mario Perez, Director of Benefit Plans
Subject: ILWU-PMA Welfare Plan – Medical Review of Chiropractic Claims

Please see the attached notice regarding the medical necessity review of chiropractic claims.

cc: Area Welfare Directors

A copy of this memo can be downloaded at www.benefitplans.org.

October 2023

**Important Notice
Regarding ILWU-PMA Welfare Plan Chiropractic Claims Medical Review**

To: Participants Enrolled in the ILWU-PMA Coastwise Indemnity Plan (CIP) and HMO Plans (Kaiser)

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

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

When a claim for your chiropractic treatment requires medical necessity review, you will receive an Explanation of Benefits (EOB) that indicates this with the code "ICMCHREV". Your chiropractic provider will also receive notice and a request to provide additional information and medical records for the medical necessity review. The required medical information, along with your claim number and member information should be submitted via fax 503-386-3330, secure email to ILWUPMAChiro@innovativecare.com, or via mail to ICM, P.O. 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 treatment was 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.

Failure to submit medical records will result in denial of the claim.

ICM will also be providing voluntary pre-certification for chiropractic benefits. If you or your provider 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.**

If you have questions regarding your chiropractic benefits, please contact the ILWU-PMA Benefit Plans Office at 415-673-8500.