

# Musculoskeletal Centers of Excellence (COE) Program

## Overview + FAQ



Have you heard about Priority Health's Musculoskeletal (MSK) Centers of Excellence (COE)? It's an innovative program designed to guide you toward the highest quality providers for musculoskeletal surgeries within the Priority Health network.

### Why this matters

Navigating musculoskeletal surgical care can be challenging. Priority Health is dedicated to providing a best-in-class care experience to help ensure you receive better care, cost-savings and an all-around streamlined surgical journey. Our MSK COE program does this by highlighting physician groups who achieve high quality outpatient surgical outcomes.



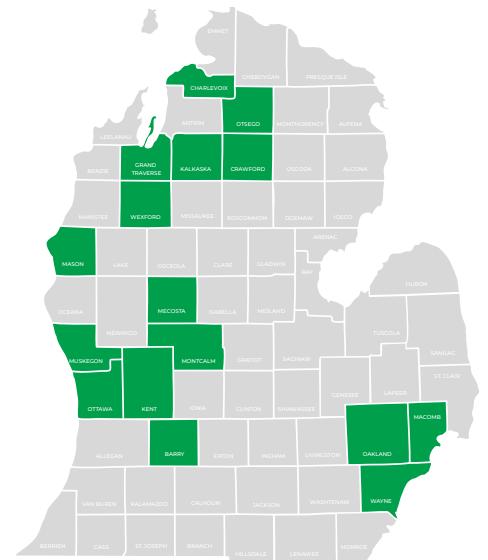
### Member frequently asked questions

#### Q: How do I know if I am eligible?

**A:** You'll receive a proactive email after applicable MRI/imaging claims to educate you on your COE benefits and next steps. MSK COE information will also be present in your plan documents.

#### Q: What orthopedic groups will be included in the MSK COE program?

- A:**
- Corewell Health Orthopedics
  - Great Lakes Orthopaedic Center
  - Michigan Orthopaedic Surgeons
  - Munson Healthcare Orthopedic Institute
  - Orthopaedic Associates of Michigan
  - Orthopaedic Associates of Muskegon
  - Shoreline Orthopaedics



Physician groups are located in the shaded counties

**Q: What is included in the low cost-share surgery?**

**A:** Outpatient professional, hospital, and facility fees for COE eligible surgeries are \$0 (except on PriorityHSA plans which are subject to deductible). Anesthesia fees and pre/post-operative services are not included and are subject to deductible and plan coinsurance.

**Q: How do I find and schedule a surgery through the MSK COE program?**

**A:** You can use our Find-A-Doc tool to locate providers who are part of the MSK COE. On the tool's landing page, you'll see an MSK COE tile. Clicking on this tile will take you to a list of participating providers. Additionally, you can filter your search results by selecting COE/MSK in the sidebar.

**Q: Do I have to use one of the listed orthopedic groups for my MSK surgery?**

**A:** No. You do not have to go to one of the orthopedic groups in the COE program. However, we do encourage you to utilize these providers to help lower your costs and ensure you're receiving treatment with the highest surgical standards.

**Q: Is there a limit on how many MSK surgeries I may have through the COEs?**

**A:** No. There is no limit to the number of surgeries a member can have, but you will need prior authorization ahead of your surgery.

**Q: What surgeries are eligible for the lower cost-share?**

- A:**
- Total hip replacement
  - Total knee replacement
  - Lumbar Fusion
  - Lumbar Laminectomy
  - Cervical Fusion
  - Cervical Laminectomy

**Q: Will Priority Health identify members who may be at-risk for or in need of MSK surgical care?**

**A:** Yes. We use predictive analytics to identify eligible members who may benefit from the MSK COE program. We also reach out to educate and inform them on their benefit.

**Q: How does the MSK COE travel reimbursement work?**

**A:** Travel costs can be a barrier to members seeking high-quality, lower cost care. Priority Health wants to help alleviate this and empower you to seek care with the best provider for your needs, regardless of geography.

**If you are eligible, this benefit covers IRS eligible travel expenses up to \$1,000 for Covered Services provided by a Priority Health Centers of Excellence Provider when you travel more than 50 miles from your home.**

- Prior authorization is required<sup>1</sup>
- Reimbursement is limited to reasonable expenses for transportation, meals, and lodging<sup>2</sup>
- Amounts reimbursed for travel expenses do not apply to Non-HDHP<sup>3</sup> Member's Deductible or Out-of-Pocket Limit
- You must save your receipts for expense itemization and reimbursement

Learn more about eligible expenses, what you need to do and where to find our Claim reimbursement form by logging into your member account at [member.priorityhealth.com](http://member.priorityhealth.com) and under the **Member** menu, clicking **Getting Care** and going to **Musculoskeletal Centers of Excellence**.

<sup>1</sup> Travel benefit is only available to eligible members.

<sup>2</sup> Alcohol and tobacco expenses are excluded from coverage.

<sup>3</sup> Eligible travel expense reimbursements will track towards the PriorityHSA deductible, pursuant to IRS rules governing Health Savings Plans.



If you're interested in learning more about Priority Health's Musculoskeletal Centers of Excellence program, visit [here](#) or scan the QR code.

