

## Zenith Health Care Network (ZHCN)

Certain health care services require preauthorization. The network utilization review agent will utilize screening criteria consistent with the most current edition of the *Official Disability Guidelines* (ODG) as the primary treatment guideline and has adopted the most current edition of *ACOEM Occupational Medicine Practice Guidelines* as the secondary treatment guideline.

The ZHCN utilization review agent will notify the employee, employee representative and the requesting network provider of a determination made in response to a request for preauthorization in accordance with statutory guidelines.

### **If Zenith has pre-certified a treatment plan and authorized services in writing, no additional pre-authorization is necessary for the pre-certified services**

The ZHCN Utilization Review agent is handled by a third party facility selected by Zenith. For Preauthorization requests visit the ZHCN website at [www.thezenith.com/zhcn](http://www.thezenith.com/zhcn) to obtain current contact information.

The following non-emergency health care services require preauthorization:

- \*Inpatient hospital admissions including the principal scheduled procedure(s) and length of stay;
- \*All outpatient surgical or ambulatory surgical services including all epidural steroid injections, facet injections, trigger point injections, sacroiliac joint injections, prolotherapy injections, radiological cryotherapy, and manipulations under anesthesia, and including the specific site or facility where the service will be performed;
- \*Spinal surgery;
- All psychological or psychiatric testing and psychotherapy, repeat interview, and biofeedback except for an initial psychological or psychiatric evaluation;
- \*All external and implantable bone growth stimulators;
- \*All chemonucleolysis, vertebral axial decompressions (Vax-D), radio frequency thermocoagulation of facet joints (RFTC), and IDET procedures;
- All myelograms, discograms, venograms, surface electromyograms, EMGs, and nerve conduction studies. *Contact Zenith Insurance Company at 800-841-3987 to schedule any and all preauthorized or pre-certified MRI, CT, general radiology services, and neurological studies (EMG/nerve conduction studies). Zenith will coordinate scheduling with an appropriate network or non-network health care provider.*
- Unless otherwise specified, repeat individual diagnostic study with a fee established in the current TDI Division of Workers Compensation fee guideline of greater than \$350.00 or documentation of procedure. ("Diagnostic study" is defined as any test used to help establish or exclude the presence of disease/injury in symptomatic persons; the test can help determine the diagnosis, screen for specific diseases/injury, guide the management of an established disease/injury and help formulate a prognosis.); *Contact Zenith Insurance Company at 800-841-3987 to schedule any and all preauthorized or pre-certified MRI, CT, general radiology services, and neurological studies (EMG/nerve conduction studies). Zenith will coordinate scheduling with an appropriate network or non-network health care provider.*
- All work hardening and work conditioning services (regardless of whether or not the facility has program accreditation by the Commission on Accreditation of Rehabilitation Facilities). (A comprehensive occupational rehabilitation program or a general occupational rehabilitation program constitute work hardening or work conditioning.);
- Rehabilitation programs including outpatient medical rehabilitation, chronic pain management/interdisciplinary pain rehabilitation;
- All durable medical equipment (DME) in excess of \$500.00 per item (either purchase or expected cumulative rental), all neuromuscular stimulators, all inferential units, all neuromuscular stimulators and all transcutaneous electrical nerve stimulators (TENS) units;
- All nursing home, convalescent, residential, and all home health care services and treatments;
- Chemical dependence, weight loss programs, and gym memberships;

- Any investigational or experimental service or device for which there is early, developing, scientific or clinical evidence demonstrating the potential efficacy of the treatment, service, or device but that is not yet accepted by the Centers for Medicare & Medicaid Services (CMS); and
- All physical therapy, occupational therapy, chiropractic therapy, and chiropractic manipulations except the first six physical therapy, or occupational therapy, or chiropractic therapy, or chiropractic manipulations occurring within the first two weeks following the date of injury or following a preauthorized or pre-certified inpatient or outpatient surgery approved by Zenith or ZHCN;
- If Zenith has pre-certified a treatment plan then any treatment not covered by that treatment plan must be preauthorized. If there is no Zenith pre-certified treatment plan then any treatment outside the range of treatments recommended by the adopted treatment guidelines must be preauthorized; and
- Any treatment for body parts or medical conditions that have been disputed by Zenith as being part of the compensable injury must be preauthorized.

*\*Zenith Insurance Company will select the appropriate network or non-network facility for the performance of any and all preauthorized or pre-certified inpatient or outpatient services prior to the performance of the health care service.*

**Treatments and services for an “emergency” do not require preauthorization.** *“Emergency” is defined as the sudden onset of a medical condition manifested by acute symptoms of sufficient severity, including extreme pain, that the absence of immediate medical attention could reasonably be expected to result in (a) placing the patient’s health or bodily functions in serious jeopardy or (b) serious dysfunction of any body organ or part.*