Integrating & Growing an Intracept® Program: Best Practices Checklist

Upfront Billing/Coding/Portal Confirmation:

- ☐ Identify biller/coder

  Facility: ___________________________ Contact information: ____________________________

  Physician: __________________________ Contact information: ____________________________

- ☐ Explore current contracts with SoS to ensure viability of Intracept® program with Relievant RBM
- ☐ Identify a portal coordinator with practice familiarity and experience. Who? _________________________

Team Alignment/Buy In and Onboarding Timeline:

☐ Physician	☐ APP (NP/PA)	☐ MA/Scribe	☐ Portal Coordinator
☐ Surgical Scheduler	☐ Front Desk	☐ Call Center	☐ Coder/Biller

Ensure each team member understands:

- ☐ The procedure and patient indications
- ☐ Procedure goals and fit in care pathway
- ☐ Procedure impact to patients and the overall practice
- ☐ Respective program roles and responsibilities
- ☐ Patient Access Program and Approval timeline (can take 30-120 days)

Discuss Onboarding and Integration Timeline. Ideal Training Date: _________________________

- ☐ 1st Case Date & Number of Patients: ________________ 2nd Case Date & Number of Patients: ________________

Operationalize Patient Identification:

Screen new and existing patients

- ☐ Consider having patient fill out 'Intracept Patient Intake Form' to support medical necessity

Review MRI Images

- ☐ Does Physician/APP currently review MRI images: **YES** or **NO**
  - ☐ If yes, who? ____
  - ☐ Does MD/APP know how to identify Modic changes: **YES** or **NO**
  - ☐ If NO, schedule MRI review sessions, Date(s): _____________________________________
- ☐ Add "evaluate for Modic changes" on new MRI orders
- ☐ Identify Radiology groups for educational opportunities: ____
- ☐ MRI addenda responsibility: ____

Physician utilizes Peer-to-Peer resources

- ☐ Teleconsult- Date/Faculty: _______________________ ☐ DocMatter Community

APP program engagement

- ☐ Attend training or Peer-to-Peer program
- ☐ Distribute APP playbook
- ☐ Join APP DocMatter Community
- ☐ Participate in APP Webinars

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Patient Discussion:

Review the 4 Key Components of a Successful Patient Consult

- ☐ Show patient their Modic and explain anterior column pain *(Reason to Believe)*
- ☐ Highlight Intracept Procedure durability *(Treatment Credibility)*
- ☐ Review the process and sign authorization form *(Set Expectations)*
  - ☐ Insurance process typically takes 30-120 days
  - ☐ Who obtains signed patient authorization form? ________________________________
  - ☐ Where are forms kept? ____________________________________
- ☐ Share supportive information (patient brochure, Intracept.com, etc) *(Move forward)*

Leverage key resources: Talk track flip book, video book, patient consult tear pad

Strong Patient Documentation:

- ☐ Discuss importance of good documentation
- ☐ Review medical necessity checklist- includes sample office note
- ☐ Confirm patient meets procedure indications- utilize M54.51 Vertebrogenic Low Back Pain code
- ☐ Ensure ability to create Intracept template in EMR

Program Reviews:

- ☐ Schedule program review every 90 days - coordinate full practice team with Relievant team (TM, RBM, MKTG)

Maintain Team & Patient Communication:

- ☐ Reimbursement
  - ☐ Review Patient Access Program- Schedule RBM meeting to assist with discussions as needed
  - ☐ Complete portal training after patients have been identified and patient authorization signed
- ☐ Determine how to track the progress of submitted patients
- ☐ Engage patients throughout process (via exam, phone/email), to:
  - ☐ Maintain up to date medical records
  - ☐ Reinforce treatment plan. Who is responsible? ____
- ☐ Schedule patients immediately upon approval. Who is responsible? ________________________________

Educate Referral & Patient Communities:

(once program is fully integrated and operationalized)

- ☐ Leverage multiple channels to educate referral and patient communities
  - ☐ Digital (website, social media)
  - ☐ Marketing Communications (press release, referral letters)
  - ☐ Education Symposia (patient and referral education)
- ☐ Schedule a call with Relievant marketing to review and determine the Relievant resources practice will use
- ☐ Identify potential targets to educate:
  - ☐ PCPs
  - ☐ Surgeons
  - ☐ Radiologists
  - ☐ Pain Specialists
  - ☐ PT / Chiro
  - ☐ Hospital (general)

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