Benefit Guideline: Complimentary Services

Service: Complementary Services  
Effective: 1/1/2010  
Review Date: 11/29/18

Products: Medica DUAL Solution® (Minnesota Senior Health Options, or MSHO), Medica Choice CareSM (Minnesota Senior Care Plus, or MSC+) Medica AccessAbility Solution® (Special Needs Basic Care, or SNBC), and Medica AccessAbility Solution Enhanced® (SNBC Integrated)

Definition of Service:  
Acupuncture: This practice of inserting needles into designated locations on the skin to treat illness or provide local anesthesia.  
Massage: A manual hands-on technique which involves pressing, rubbing, and otherwise manipulating muscles and other soft tissues of the body, causing them to relax and lengthen and allowing pain-relieving oxygen and blood to flow to the affected area.  
Biofeedback: A training program to learn to control the involuntary nervous system. Biofeedback is covered when done for pain control or treatment of a medical condition. This method teaches clients, through the use of simple electronic devices, how to consciously regulate normally unconscious bodily functions (e.g., breathing, heart rate, blood pressure) to improve overall health. If services are for a mental health condition, Medica Behavioral Health (MBH) should be contacted for general benefit information.  
Hypnosis: An altered state of consciousness, it is characterized by increased responsiveness to suggestion. The procedure is used to access various levels of the mind to effect positive changes in a person’s behavior and to treat numerous health conditions. For example, hypnosis has been used to lose weight, improve sleep, and reduce pain and stress. Hypnotherapy is considered a part of psychotherapy.

Covered:  
Acupuncture: Services rendered by a licensed acupuncturist, Osteopath or Physician are eligible for coverage. A member must have services performed by an in-network provider who is licensed in acupuncture. If the member happens to be receiving acupuncture from a chiropractor, that chiropractor will need to submit a care plan to Optum, the same way they’d have to for chiropractic services. Medicare doesn't cover acupuncture.

Massage: Massage therapy is only covered if it is part of a physical or occupational therapy treatment plan. (Massage therapy is not covered if rendered by massage therapists, masseuses/masseurs.) Medicare doesn't cover massage therapy.

Biofeedback: Coverage for biofeedback is dependent on the reason for the procedure. If services are for a medical condition, and are performed in a clinic setting, the office visit benefit will apply for each visit. If services are performed in an outpatient hospital setting, quote both the physician and hospital benefits. The medical provider must be trained in biofeedback.

If services are needed for a mental health condition, refer to MBH for prior authorization Medica.
Behavioral Health at 1-800-848-8327. Services may be performed in a clinic or outpatient hospital setting.

**Hypnosis**: Refer to Medica Behavioral Health

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<th>MSHO</th>
<th>SNBC/MSC+</th>
<th>Considerations</th>
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<tr>
<td>Acupuncture</td>
<td>Covered</td>
<td>Covered</td>
<td>For a list of covered conditions in which acupuncture can be used refer to DHS site</td>
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<tr>
<td>Massage</td>
<td>Not covered unless part of a therapy plan</td>
<td>Not covered unless part of a therapy plan</td>
<td>ONLY provided by a Medica participating Physical or Occupational therapist</td>
</tr>
<tr>
<td>Biofeedback</td>
<td>Covered with specific diagnosis; Medica is the only payer</td>
<td>Covered with specific diagnosis</td>
<td>May need to refer payment to Medicare as primary/ and MBH for mental health diagnosis</td>
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<tr>
<td>Hypnosis</td>
<td>Covered under physician office visit</td>
<td>Covered under physician office visit</td>
<td>NOT covered for smoking cessation or weight loss; no coverage for a hypnotherapist</td>
</tr>
</tbody>
</table>

**Authorization:**
- All Mental Health authorizations should be routed to Medica Behavioral Health at 1-800-848-8327.
- Providers must be contracted with Medica.
- Provider must be willing to bill Medica electronically. If the provider is unwilling to do this, CC is to find alternative provider.

**Not Covered:**
- Herbal therapy
- Homeopathy
- Ayurvedic Medicine
- Naturopathy

**Service Delivery:**
- For a list of contracted providers, go to medica.com/members, enter the members plan name and select Physicians and Facilities.
- All services must be ordered through a contracted provider.
- All mental health services are approved by Medica Behavioral Health.
- SNBC and MSC+ may have Medicare as their primary payer.

**Considerations:**
• Is this service necessary for the health, welfare and safety of the member?
• Does the service enable the member to function with greater independence?
• Is the service of direct and specific benefit to the member (sole utility of the member)?
• Is this the most cost effective solution?
• Are there other formal, informal or quasi-formal services which can meet the identified need?

References:
DHS manuals MSHO/MSC+
DHS contract SNBC

This Medica Benefit Guideline for Care Coordination Products is intended to guide service plan development. This reflects current interpretation of the product benefit set and/or parameters for obtaining services. Medica staff should be consulted for further guidance or to vary from these recommendations.

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