

# UNC Department of Physical Medicine and Rehabilitation

# Improving the Authorization Process for Botox® Injections

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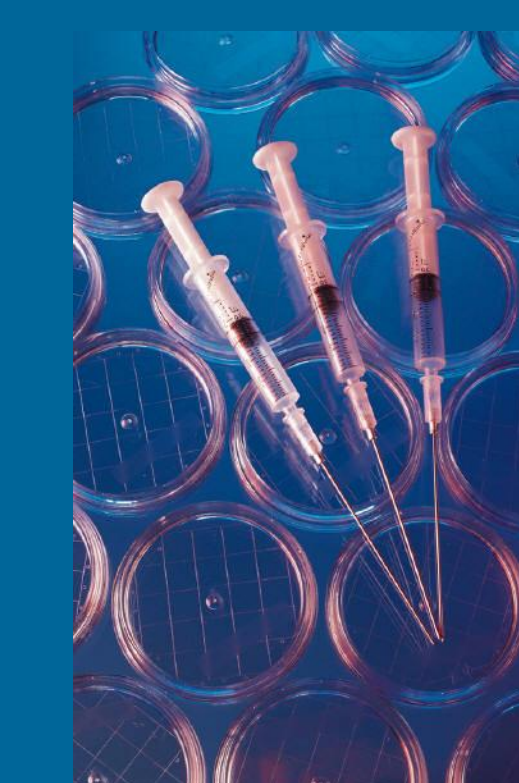


## What is Botox®?

- Botox®, or Onabotulinumtoxin type A, is made from the bacteria that causes botulism, a type of food poisoning that weakens muscles.
- Botulinum toxin blocks nerve activity in the muscles, causing a temporary reduction in muscle activity.
- Some nerve terminals are not affected by the toxin, allowing the injected muscle to contract, but with less force. This weakness allows for improved tone and function of the muscles.

## Conditions Treated by Botulinum Toxin Injections:

- Focal dystonia
  - Focal limb dystonia
  - Blepharospasm
  - Cervical Dystonia (torticollis)
  - Oromandibular-facial-lingual dystonia
- Hemifacial spasm
- Myoclonus
- Dystonic tics
- Tremors
- Bruxism
- Spasticity



## History of Botox® Authorization Process within PM&R

2005

- Process
  - Doctor sees patient with spasticity and/or dystonia and determines patient would benefit from Botox injection
  - Appointment is scheduled for 3-4 weeks later to give financial counselor enough time to obtain authorization.
  - Scheduler verbally calls financial counselor to get authorization (No documentation)
  - Patient returns for appointment
  - Clinic staff contacts financial counselor to see if we have authorization
  - Unpredictable authorization / No tracking procedure



## Improvements in Botox® Authorization within PM&R

2006/2007

- Implementation of more efficient and effective authorization process via Webcis:
  - MD determines a patient should receive injection
  - Webcis phone message sent to our financial counselor including the date of service, patient's insurance, diagnosis codes and procedure codes.
  - Reference number, dates of authorization, contact name at insurance company and any other pertinent information recorded by financial advisor.

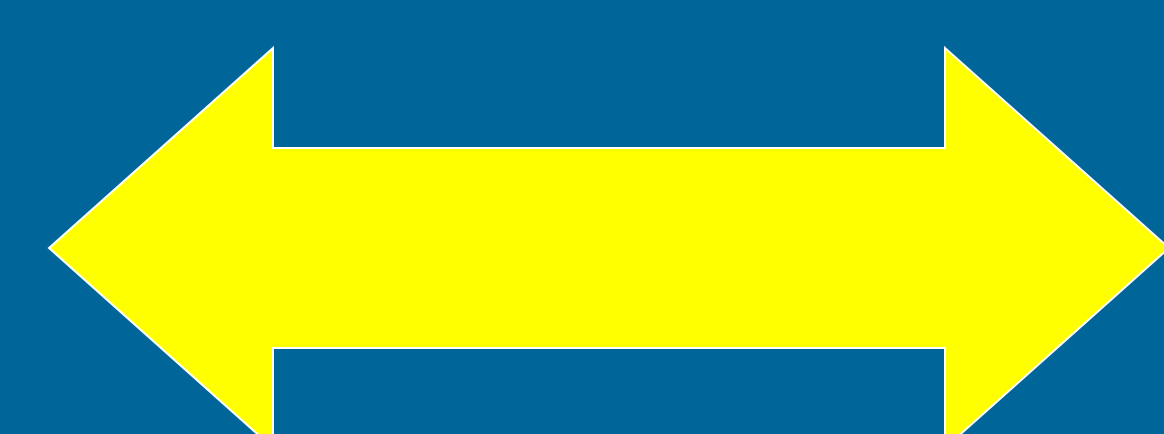
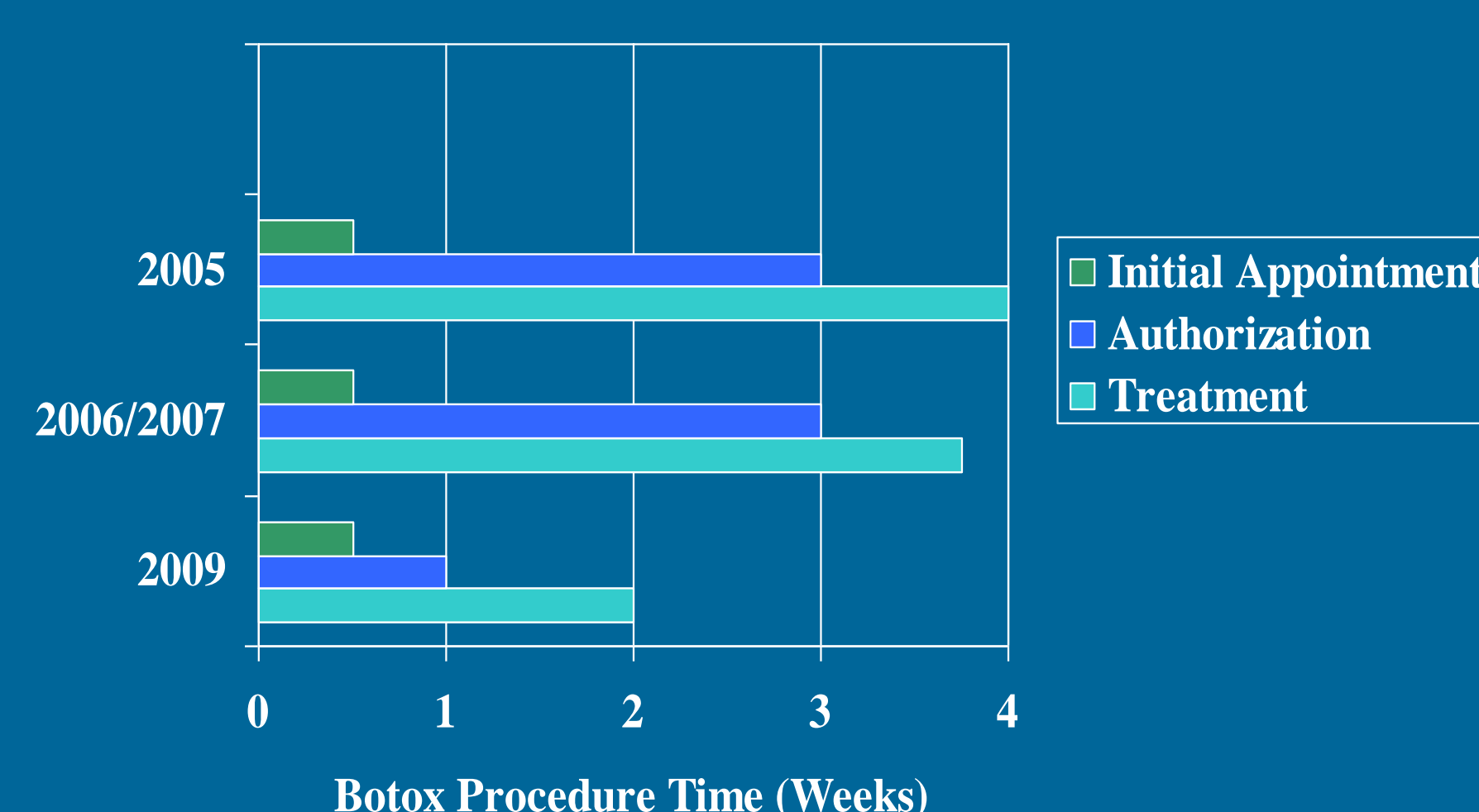


## Improvements in Botox® Authorization within PM&R

2009

- PM&R begins using reimbursement website <https://www.botoxreimbursement.us/> which:
  - Reduces work load for financial counselor
  - Provides detailed faxes from each insurance company
  - Initiates prior authorization
  - Confirms covered diagnosis
  - Provides explanation of any denial and whether anything could still be done to obtain authorization

## Decreased Time to Obtain Authorization and Provide Treatment



## Positive Results

- 50% decrease in the time between decision to inject and patient receiving injection
- Decrease in denials
- Documentation in the patient's chart regarding authorization or denial for services
- More injections able to be scheduled
- Increased revenue



## References

- Cerner Multum, Inc. (2009). *Botulinum toxin type A*. Retrieved September 28, 2009 from Drugs Information Online Web Site: <http://www.drugs.com/mtm/botulinum-toxin-typea.html>
- Tarakad S Ramachandran, MBBS, FRCP(C), FACP. Co-Author: Fiona M Molloy, MD. (2008). *Botulinum Toxin (BOTOX®), Dystonia Treatment*. Retrieved September 28, 2009 from eMedicine from WebMD Web Site: <http://emedicine.medscape.com/article/1153958-overview>