

MINUTES FIDELIS MEETING
6/16/26

PRESENT: **ROBERT L. TISO, MD**
 Chairman, Advocacy Consortium
 NY Society of Interventional Pain Physicians

Ryan McConn, MD
 President, NY Spine and Wellness Center

Rebecca Salmon
 Practice Manager, NY Spine and Wellness Center

Tim Groth
 CEO, Groth Pain and Spine

Vincent Marcello, MD
 Medical Director, Fidelis

Carl Haake, MD
 National Medical Director for Pain, Centene

1. Denials are still problematic. In our practice 31% of all denials. Practice is only 7% Fidelis. Most denials are for the "12 month rule". Epidurals denied if pt has had one > 12 months ago. This has not changed despite the fact that we have brought this to their attention repeatedly and it is completely invalid according to Medicare guidelines. Dr. Haake stated that this is on their radar at the highest level and change should be coming soon. In addition to 12 month rule, we gave them examples of the absurdity of the denials. In one instance a pt was denied because we did not prove that the cervical radiculopathy was not coming from a zoster infection. We were assured that AI was not being used to facilitate denials. Also no show rate for Fidelis pts around 12%. Considering no show rate, low reimbursement, and RCM costs with denial/appeal process, Fidelis pts are costing practices significantly. They stated understanding with a promise to educate medical directors.
2. Fidelis recently retracted all reimbursement for c. 250 SI Joint injections for Groth Pain and Spine despite proper authorizations which were documented and presented to Fidelis. Many months of frustration with issue falling on deaf ears and inability to correct or collect. Same thing happened in our practice last year with c. 75 SI Joint injections which had proper written authorization with \$ retracted anyway. Took us 1 year to recover funds. This simply CANNOT happen. They are promising to look into this although they stated that they were on the medical side, not the billing/payment side.

Stay tuned....