

Chiropractic Utilization Management

Supporting Responsible Chiropractic Benefits Management with Evidence-based Clinical Review

Why Is Chiropractic Utilization Management Important?

Innovative Care Management's Chiropractic Utilization Management services help plans manage chiropractic benefits through evidence-based clinical review and documentation assessment.

Chiropractic care can play an important role in treating certain musculoskeletal conditions and supporting pain management. However, chiropractic benefits can also be vulnerable to overutilization, prolonged treatment plans, or services that are not supported by clinical evidence.

ICM's Chiropractic Utilization Management program helps plans maintain robust chiropractic benefits while ensuring services remain medically necessary, clinically appropriate, and aligned with plan guidelines. By applying consistent clinical review, plans can support appropriate care while reducing unnecessary utilization and avoidable costs.

How We Do It

ICM's Chiropractic Utilization Management services are conducted by licensed Doctors of Chiropractic who review treatment requests and clinical documentation to determine whether services meet the plan's medical necessity criteria.

Our approach provides plans with specialized clinical oversight designed specifically for chiropractic services.

Services include:

Prospective Medical Necessity Review

Review of requested chiropractic services to determine whether treatment meets plan medical necessity criteria before care is provided.

Retrospective Claims Review

Evaluation of chiropractic claims and treatment patterns to identify potential overutilization or services that fall outside of established clinical guidelines.

Clinical Documentation Assessment

Review of treatment documentation to confirm that services are supported by appropriate clinical findings and treatment goals.

Treatment Plan Oversight

Assessment of the duration, frequency, and clinical rationale for ongoing chiropractic treatment to ensure services remain appropriate over time.



Through consistent clinical oversight and documentation review, ICM helps plans support appropriate chiropractic care while minimizing unnecessary utilization.

Case Study: Identifying Suspicious Billing Patterns

During a retrospective review of chiropractic claims, ICM's Doctor of Chiropractic identified unusual billing activity associated with a single provider.

The provider had billed an unusually high number of patient visits within a short timeframe, raising concerns about the appropriateness of the services provided.

The claims were flagged for further review, allowing the plan to investigate the billing activity and prevent potentially inappropriate payments.

Case Study: Ensuring Safe and Appropriate Care

A provider submitted a request for ongoing chiropractic treatment for a member experiencing joint instability related to a ligament condition.

During the review, ICM's Doctor of Chiropractic evaluated the clinical documentation and determined that chiropractic manipulation was contraindicated for the member's condition and could potentially worsen the underlying injury. The reviewer communicated the findings and clinical rationale to the provider.

By identifying the issue early, the review helped ensure the member avoided a treatment that may have been unsafe while also ensuring the plan's chiropractic benefits were used appropriately. The member was able to pursue alternative care options better suited to the condition.

Let's Talk

Discover how ICM helps Chiropractic plans deliver better care, reduce risk, and protect long-term sustainability.