

**ADVISORY NO. 279**  
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**TOPIC:        SPINAL SURGERY SUB-LISTS**

The Commission has become quite intolerant of delays in communicating problems with selecting doctors from the sub-lists provided to us. They have issued a bulletin that they will require at least one working day to process an amended sub-list. If no doctor is available from the sub-list provided by the Commission, and if you wait until the last day to communicate that, they will not provide a new sub-list. **You will have waived your right to a second opinion under the Spinal Surgery Rule.**

Unfortunately, many clients are waiting until the last several days to deal with this issue. You are finding that no doctor has an appointment available within the timeframes required by the rule. We are finding that the Commission is inundated with phone calls and we cannot get the person on the telephone at the last minute. It is creating conflict at the Commission. It is further complicating your defense of the claim.

It is very important to process these spinal surgery claims as soon as you receive the sub-list. The quicker we communicate our problems to the Commission, the more likely they are to work with us in providing additional doctors.