



February 29, 2016

Dear 1199SEIU Provider:

We are implementing two new programs through an expanded partnership with eviCore healthcare (eviCore) to review pre-service elective radiation therapy and medical oncology services, beginning April 1, 2016. In addition, eviCore will begin reviewing outpatient high-tech radiology and nuclear cardiology studies for dates of service starting April 1, 2016. A continued eviCore partnership will allow you access to eviCore's experts, as well as their nationally recognized evidence-based guidelines and criteria, and assist you in providing clinically appropriate care to your 1199SEIU patients in a timely manner.

### **Radiation Therapy Review Program**

The Radiation Therapy Review program is designed to address patient-specific disease state, stage and treatment goals, and offers providers the necessary flexibility to render appropriate quality care without unnecessary exposure to radiation and side effects. Toward this end, you must request a prior authorization before the outpatient services listed below are provided, for dates of service starting April 1, 2016. The length of time for which prior authorizations for these services will be valid will vary by request, but will not exceed six months.

- |  |  |
|--|--|
| ✓ Stereotactic Radiosurgery (SRS)            | ✓ Proton Beam Therapy                          |
| ✓ Stereotactic Body Radiation Therapy (SBRT) | ✓ Intensity-Modulated Radiation Therapy (IMRT) |
| ✓ Brachytherapy                              | ✓ Neutron Beam Therapy                         |
| ✓ Hyperthermia                               | ✓ 2D and 3D Conformal                          |

### **Medical Oncology Review Program**

The Medical Oncology Review program will assist you in identifying the most appropriate treatment pathways for your 1199SEIU oncology patients. Effective April 1, 2016, you must contact eviCore for prior authorization for outpatient-administered oral and injectable chemotherapy treatment regimens. The length of time for which prior authorizations for these services will be valid will vary by request, but will not exceed 14 months.

### **Radiology Review Program**

The existing Radiology Review program, currently administered by Care to Care, will be transitioned to eviCore, effective April 1, 2016. eviCore will continue to review requests and issue prior authorization decisions for the outpatient imaging services listed below and will provide clinical consultation to you as required. Existing authorizations are good for 60 calendar days and are valid until they expire. If an existing authorization expires before the services are performed, you must request a new authorization.

- |           |                      |
|-----------|----------------------|
| ✓ MRI/MRA | ✓ CT/CTA             |
| ✓ PET     | ✓ Nuclear Cardiology |

### **How to Request Prior Authorization**

You may submit prior authorization requests or verify authorization status online or by phone for all three programs as indicated below. eviCore's website and phone lines will be open on March 18, 2016, to issue prior authorizations for dates of service or for regimens starting April 1, 2016. Please note that eviCore will not accept post-service authorization requests.

**Online:** Register for free at eviCore's website at [www.eviCore.com](http://www.eviCore.com) and click on "Providers" at the top of the page to log in. Choose "CareCore" in the center of the page to continue to the Provider Login. Please note, eviCore is working to merge two sites into one for easy accessibility. The website is available 24 hours a day, 7 days a week. You may be able to receive an immediate authorization if your patient meets the coverage criteria.

**By phone:** Call eviCore toll-free at (888) 910-1199, Monday through Friday, from 7:00 am to 7:00 pm in all time zones.

**For urgent requests:** If services are required in less than 48 hours due to medically urgent conditions, please call eviCore's toll-free number at (888) 910-1199 for expedited authorization reviews. Be sure to tell the eviCore representative that the authorization is for medically urgent care.

### **Appeals**

Prior authorization requests status and decisions are issued via portal, fax or mail to providers and mailed to members. If your prior authorization request is denied, you may appeal the decision by mail or fax to:

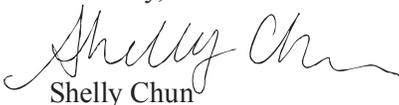
eviCore Appeals Dept.  
400 Buckwalter Place Blvd.  
Bluffton, SC 29910  
Phone: (800) 792-8744 ext. 49100 or (800) 918-8924 ext. 49100  
Fax: (866) 699-8128

### **Provider Education and Resources**

To assist you further, additional information is available on our website at [www.1199SEIUBenefits.org](http://www.1199SEIUBenefits.org) under the "For Providers" tab, including a Quick Reference Guide, answers to Frequently Asked Questions (FAQ), a list of codes requiring prior authorization and codes subject to claim review, and links to all three programs' clinical policy manuals. You may also attend an online orientation hosted by eviCore. The orientation schedule and program training resources are available at <https://www.CareCoreNational.com/page/1199-implementation.aspx>. Each program's criteria and request forms are available at [www.eviCore.com](http://www.eviCore.com).

If you have any questions about the information in this notice, contact your Provider Representative, or call our Provider Relations Call Center at (646) 473-7160. You may also call eviCore healthcare's Customer Service Department at (888) 910-1199.

Sincerely,



Shelly Chun  
Director, Provider Relations Department