

How to avoid peer to peer phone calls



The “keys” to prior authorization

Key #1

Download EviCore’s guidelines



Check out the EviCore guidelines. We use a rigorous process of accumulating and assessing the best available evidence, in accordance with the standards of our accreditation agencies (URAC and NCQA). In short, each chapter in the EviCore guidelines reflects the most current and authoritative evidence-based recommendations created by well-respected national organizations and made available to the public.

Key #2

Provide clinical information up front



To avoid denials and P2Ps, be proactive; anticipate and prepare the clinical information that EviCore will likely need, and provide that information to your prior-authorization employee to get approval during the initial request.

Key #3

Prepare for clinical questions



The fastest and most reliable way to avoid P2P phone calls and other appeals and obtain the prior authorization number “right out of the gate” on the very first submission is to be prepared to answer the clinical questions that will be asked.

Key #4

Refer to the guidelines



Paste the EviCore guidelines on your desktop and refer to them whenever you are uncertain about the best imaging study request when you are treating your patients.