

Laboratory Management Quick Reference Guide



Required Authorization

Prior authorization is required for the following studies:

- Molecular and genomic lab testing

Authorization Requirements

To ensure the authorization process is as quick and efficient as possible, the provider's office submitting requests will need to provide the following:

- Member name, date of birth, member ID
- Ordering provider's name, NPI, tax ID, address
- Rendering facility's name, NPI, tax ID, address
- Supporting clinical information

Authorizations

An authorization number will be faxed to the ordering provider and requested laboratory upon approval. eviCore will approve the specific laboratory performing the study and the CPT code(s) for lab services. *Contact eviCore for changes to facility or study.*

It is the responsibility of the performing provider to obtain authorization. Verification of authorization requirements may be obtained via the eviCore website (www.evicore.com) or by calling 877-825-7722.

Important: Authorization from eviCore does not guarantee claim payment. Services must be covered by AdventHealth Advantage Plans (AHAP) and the member must be eligible at the time services are rendered. Claims submitted for unauthorized procedures are subject to denial, and the member must be held harmless. Please verify the member's eligibility with AHAP.

Authorization Denials

A denial letter will be faxed to the ordering provider and mailed to the member with rationale for the determination within one business day of decision. The denial notification sets forth the appeal options per current state policy. eviCore also offers the ordering provider a clinical consultation with an eviCore Medical Director. In certain instances, additional information provided during the consultation is sufficient to satisfy medical necessity criteria.

No Required Authorization

Prior authorization is not required for the following services:

- Emergency room services
- 23-hour observation

Lab Resource Page

The eviCore Lab Resource page contains clinical guidelines and a comprehensive CPT code list, and other important resources that are kept up-to-date for your convenience:

<https://www.evicore.com/provider/clinical-guidelines-details>

Need Clinical Support?

Providers and/or staff can request to speak to an eviCore Medical Director by scheduling a clinical consultation. To schedule a clinical consultation, visit:

www.evicore.com/provider/request-a-clinical-consultation

Please contact AdventHealth Advantage Plans directly to discuss reconsiderations of claims payment.

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from ordering physicians.

One of eviCore's physicians can assist in a consideration of Molecular and Genomic testing options.

For claim denials, you must follow the appeal process.

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Urgent Requests 877-825-7722



When service is required due to a medically urgent condition, the ordering provider's office must call eviCore at the number above. eviCore will make a good faith effort to render a decision within three hours of receipt of all necessary information. In most cases where requisite information is provided in the initial call, a decision is rendered and communicated within two business days. Please indicate that the notification is for medically urgent care.

Convenient Web Portal

Web Portal assistance:



The Web Portal is the quickest, most efficient way to obtain information.

- You can initiate a case
- View case/authorization details
- Verify eligibility, and more
- Request a peer-to-peer review



portal.support@evicore.com



p: 800-646-0418 (Option 2)

Toll-free 877-825-7722



Contact eviCore from 8 am to 7 pm (local time). For faster service, you'll need all pertinent clinical information before you call. Outside of normal business hours, you may call eviCore and leave a message for a return call the next business day.

eviCore's call center will be closed in observance of New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day.

Provider Resource Page



The eviCore Provider Resource page contains web registration/ submission information, FAQ documents and other important resources that are kept up-to-date for your convenience:

<https://www.evicore.com/resources/healthplan/adventhealth>