

Radiology/Cardiology Quick Reference Guide



Required Authorization

Prior authorization is required for the following studies:

- CT / CTA
- MRI / MRA
- PET / PET CT
- Diagnostic Ultrasounds (Non-Obstetrical)
- Obstetrical Ultrasounds

Authorization Requirements

To ensure the authorization process is as quick and efficient as possible, the Provider's office submitting requests will need to include 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 facility upon approval. eviCore healthcare will approve the specific facility performing the imaging study and the CPT code or codes for diagnostic imaging. **Contact eviCore healthcare 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 or by calling 877-825-7722.

Important: Authorization from eviCore does not guarantee claim payment. Services must be covered by the health plan 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 the health plan.

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 consultation with an eviCore Medical Director. In certain instances, additional information provided during the provider consultation is sufficient to satisfy medical necessity criteria.

No Required Authorization

Prior authorization is not required for the following services:

- Inpatient radiology
- Emergency room services
- 23-hour observation
- Outpatient radiology services not indicated

Clinical Worksheets and Guidelines

eviCore uploads clinical worksheets and guidelines to assist providers and/or their staff to assist in the prior authorization process. By utilizing these educational resources, providers have the potential to receive real-time authorization.

Clinical Worksheets

www.evicore.com/provider/online-forms

Clinical Guidelines

www.evicore.com/provider/clinical-guidelines

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 the health plan 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 providers

For claim denials, you must follow the appeal process.

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Urgent Requests 877-825-7722

Does the provider feel that the patient has a condition that is a risk to their life, health, ability to regain maximum function, or is experiencing severe pain?

Providers can now request Urgent Requests online by indicating that the study is not a routine/standard procedure.



Convenient Web Portal

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

- Initiate a case, view case/authorization details, verify eligibility, and more.
- Available 24/7, 365 days a year.
- Request a clinical consultation online.
- e: portal.support@evicore.com p: 800-646-0418 (option 2)



Toll-free 877.825.7722

Contact eviCore from 8 a.m. to 7 p.m. 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, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day.



Provider Resource Page

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

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

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