
Radiology and Cardiology

Frequently Asked Questions

Who is eviCore healthcare?

eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for AdventHealth Advantage Plans.

Which members will eviCore healthcare manage for the Radiology and Cardiology program?

eviCore will manage prior authorization for AdventHealth Advantage Plans' members who are enrolled in the following programs:

- AHAP MA
- Commercial

What is eviCore healthcare's Radiology and Cardiology program?

eviCore's Radiology and Cardiology Program consists of Prior Authorization Medical Necessity Determinations for advanced radiological and cardiology services.

Which Radiology and Cardiology services require prior authorization for AdventHealth Advantage Plans?

Radiology

- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)
- Obstetrical Ultrasounds

Cardiology

- Cardiac MR
- Cardiac CT
- Cardiac PET
- Nuclear Stress (Myocardial Perfusion Imaging)
- Echo
- Stress Echo

How do I check the eligibility and benefits of a member?

Member eligibility and benefits should be verified on myAHplan.com before requesting prior authorization through eviCore.

Who needs to request prior authorization through eviCore?

All providers who perform radiology and cardiology services are required to obtain a prior authorization for services prior to the service being rendered in an office or outpatient setting.

How do I request a prior authorization through eviCore healthcare?

Providers and/or staff can request prior authorization in one of the following ways:

Web Portal

The eviCore portal is the quickest, most efficient way to request prior authorization and is available 24/7. Providers can request authorization by visiting www.evicore.com

Call Center

eviCore's call center is open from 8 a.m. to 7 p.m. local time. Providers and/or staff can request prior authorization and make revisions to existing cases by calling 877-825-7722.



Do Radiology and Cardiology services performed in an inpatient setting at a hospital or emergency room setting require prior authorization?

No. Radiology and Cardiology studies performed in an emergency room, while in an observation unit, or during an inpatient stay do not require prior authorization.

How do I check an existing prior authorization request for a member?

Our web portal provides 24/7 access to check the status of existing authorizations. To check the status of your authorization request, please visit www.evicore.com and sign in with your login credentials.

What information is required when requesting prior authorization?

When requesting prior authorization, please ensure the proprietary information is readily available:

Member

- First and Last Name
- Date of Birth
- Member ID

Ordering Provider

- First and Last Name
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Phone and Fax Number

Rendering (Performing) Provider

- Facility Name
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Street Address

Clinical(s)

- Requested Procedure Code (CPT Code)
- Signs and symptoms
- Imaging/X-ray reports
- Results of relevant test(s)
- Working diagnosis
- Patient history including previous therapy

Note: eviCore suggests utilizing the clinical worksheets when requesting authorization for Radiology and Cardiology services

What is the most effective way to get authorization for urgent requests?

Urgent requests are defined as a condition that is a risk to the patient's health, ability to regain maximum function and/or the patient is experiencing severe pain that requires a medically urgent procedure. Urgent requests may be initiated on our web portal at evicore.com or by contacting our contact center at 877-825-7722. Urgent requests will be processed within 24 hours from the evicore.com receipt of complete clinical information.

Where can I access eviCore healthcare's clinical worksheets and guidelines?

eviCore's clinical worksheets and guidelines are available online 24/7 and can be found by visiting one of the following links:

Clinical Worksheets

www.evicore.com/provider/online-forms

Clinical Guidelines

www.evicore.com/provider/clinical-guidelines

When will I receive the authorization number once the prior authorization request has been approved?

Once the prior authorization request has been approved, the authorization information will be provided to the ordering and rendering provider via fax. The member will receive an approval letter by mail.



How will the authorization determinations be communicated to the providers?

eviCore will fax the authorization and/or denial letter to the requesting provider. Providers may also visit www.evicore.com to view the authorization determination.

Note: The authorization number will begin with the letter “A” followed by an eight-digit number.

If denied, what follow-up information will the referring provider receive?

The referring and rendering provider will receive a denial letter that contains the reason for denial as well as reconsideration and appeal rights process.

Note: The referring provider may request a Clinical Consultation within five business days with an eviCore Medical Director to review the decision.

Does eviCore review cases retrospectively if no authorization was obtained?

Retrospective requests must be initiated by phone within 15 business days following the date of service. Please have all clinical information relevant to your request available when you contact eviCore healthcare.

How can the accepting provider confirm that the prior authorization number is valid?

Providers can confirm that the prior authorization is valid by logging in to our web portal, which provides 24/7 access to view prior authorization numbers. To access the portal, please visit evicore.com

To request a fax letter with the prior authorization number, call eviCore healthcare at 877-825-7722 to speak with a customer service specialist.

How long is a Radiology and Cardiology authorization valid for?

Authorizations are valid for 45 calendar days. If the services are not performed within the timeframe provided, please contact eviCore healthcare.

Note: Authorizations performed outside of the authorized timeframe can possibly lead to a denial of claims payment.

Do Radiology and Cardiology services performed in the Emergency Room (ER) require authorization?

Prior authorization is not required for imaging services provided in an ER, observation or urgent care setting.

What if an authorization is issued and revisions need to be made?

The requesting provider or member should contact eviCore with any change to the authorization. It is very important to update eviCore healthcare of any changes to the authorization for claims to be correctly processed for the facility that receives the member.

How do I determine if a provider is in network?

Participation status can be verified by calling: 844-522-5278

Providers may also contact eviCore healthcare at 877-825-7722. eviCore receives a provider file from AdventHealth Advantage Plans with all independently contracted participating and non-participating providers.

Where do I submit my claims?

All claims will continue to be filed directly to AdventHealth Advantage Plans.

How do I submit a program related question or concern?

For program related questions or concerns, email: clientservices@evicore.com



Where can I find additional educational materials?

For more information and reference documents, visit our resource page at:

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