



Musculoskeletal Job Aid: Interventional Pain, Joint and Spine Programs

eviCore will begin accepting requests on **July 23, 2018** for dates of **service August 1, 2018 and beyond**

Prior authorization applies to services that are:

- **Outpatient**
- **Elective / Non-emergent**
- **Diagnostic**

Prior authorization through eviCore healthcare does not apply to services that are performed in:

- **Emergency room**
- **Inpatient**
- **23-hour observation**

If there happens to be a procedure or service that is delegated to eviCore healthcare for review but it will require an inpatient stay, eviCore will only review for the procedure itself. The inpatient stay would require notification back to BlueCross and BlueShield of Minnesota (Blue Cross) via Availity.

Authorization is required for Blue Cross members enrolled in the following programs:

- **Blue Cross Commercial Fully Insured**
- **Blue Cross Medicare Advantage**

Members who do not require prior authorization through eviCore healthcare are:

- **Blue Cross Commercial Self Insured Members**
- **Blue Cross Federal Employee Members**
- **Blue Cross Medicaid Members**

Submissions for prior authorization should be initiated at www.availity.com or by phone at 844-224-0494, available Monday through Friday 7:00 am to 7:00 pm Central Time

All requests and corresponding notification are typically processed within **10 business days** after receipt of all necessary clinical information (10 days is the MN state statute).

A link to additional tools and resources can be found at the below link:
<https://www.bluecrossmn.com/healthy/public/personal/home/providers/medical-affairs/>

You will find the following information available at the above link:

- Provider Orientation Presentation
- CPT Code List
- Provider Manual
- eviCore evidence-based Clinical Guidelines

Urgent requests must be initiated by phone at 844-224-0494

Request Clinical Consultation: Link available on **Payer Spaces** through **Availity**

Web Support for issues experienced within the eviCore portal:
portal.support@evicore.com or by phone at **800-646-0418, option 2**

Additional questions or information, contact: ClientServices@evicore.com or by phone at **800-575-4517, option 3**

*Please include **Blue Cross** in the subject line of the email for expedited response time

Graduated Utilization Management for all Musculoskeletal programs

Effective Dates of Service: August 1, 2018 – October 30, 2018

- Provider will submit all relevant clinical information for review
- eviCore will review clinical information and approve all requests with submitted clinical information
- Requests that do not meet criteria per the evidence based guidelines will still receive an approval that will include education language in the rationale

Effective Dates of Service: October 31, 2018 and beyond

- Provider will submit all relevant clinical information for review
- eviCore will review clinical information and make a determination
- Requests that do not meet criteria per the evidence based guidelines could result in an adverse determination; this determination will not include education language in the rationale

Complete clinical information must be submitted with each prior authorization request for Medical Necessity Determination.