

Continuity of Care (COC) Process for DME Providers

Medicare Advantage Only

Continuity of Care Defined

A prior authorization was approved for a date span that carried over from 2018 through 2019. Member was enrolled in a Medicare cost plan and changed insurance to Medicare Advantage. Member has continuous rental history of DME product for the following circumstances:

1. Patient is on continuous oxygen prior to the implementation of eviCore.
2. Ventilators and supplies with prior medical history.
3. Hospital Beds, wheelchairs and other DME equipment with continuous rental history.

eviCore COC Process for DME Reviews

- DME vendors are required to submit attached COC spreadsheet with all fields completed to eviCore attention: Alana.Humphries@evicore.com
- eviCore will review the information for accuracy and build the appropriate DME case, based upon the COC information
- eviCore will provide authorization numbers and details to the DME provider on spreadsheet when completed
- DME providers will receive a written approval letter to the fax number provided with coversheet explaining COC approval
- DME provider can then submit claims as needed for ongoing DME supplies