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## Laboratory Management Solution

### Frequently Asked Questions

#### Who is eviCore healthcare?

eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for **Blue Cross Blue Shield of North Dakota**.

#### What is the relationship between eviCore healthcare and Blue Cross Blue Shield of North Dakota?

eviCore will manage specific molecular and genomic testing/laboratory management services for Blue Cross Blue Shield of North Dakota. BCBSND has partnered with eviCore to give providers clinical expertise in the growing molecular and genomic testing field. Beginning December 13, 2019, providers will submit precertification requests through eviCore healthcare for dates of service January 1, 2020 and thereafter.

#### Which members will require precertification for outpatient Molecular/Genomic Lab services?

Precertification is required through eviCore for Blue Cross Blue Shield of North Dakota members except for those enrolled in the following:

- FEP
- Medicare Supplement

#### What procedures will require precertification through eviCore?

Please refer to the list of CPT/HCPCS codes that require precertification at the following link: [www.BCBSND.com/evicore](http://www.BCBSND.com/evicore).

#### What are the methods of requesting precertification through eviCore?

The quickest, most efficient way to obtain precertification is through eviCore's 24/7 self-service web portal at [www.evicore.com](http://www.evicore.com). Precertification can also be obtained by contacting our call center via **Phone** at **(800) 228-6386**.

#### What are the hours of operation for the contact call center?

eviCore healthcare's precertification call center is available from 7:00 a.m. to 7:00 p.m., Central Standard Time (CST) Monday through Friday. **The web is available 24/7**

#### What information will be required to obtain a precertification?

- Specimen collection date (if applicable)
- Type or Test Name (if known)
- CPT code(s) and units
- ICD code(s) relevant to requested test
- Test indication (Personal history of condition being tested, age at initial diagnosis, relevant signs and symptoms if applicable)

- Relevant past test results
- Member's or patient's ethnicity
- Relevant family history if applicable (Maternal or paternal relationship, medical history including ages at diagnosis, genetic testing)
- If there is a known familial mutation, what is the specific mutation?
- How will the test results be used in the member's or patient's care?
- Submit any pertinent clinical documentation that will support the test request.
- Patient's name, date of birth, address,
- Member ID
- Referring Physician NPI, phone and fax
- Rendering Laboratory NPI, phone and fax

### What is the most effective way to request precertification for urgent requests?

The quickest, most efficient way to obtain authorization for medically urgent request is via phone, as an immediate approval can be obtained. Please contact eviCore's call center directly at **(800) 228-6386** and indicate that the request is urgent.

### Where can I locate eviCore healthcare's clinical guidelines?

Providers and/or staff can easily access eviCore's clinical guidelines at the following link:

[www.BCBSND.com/evicore](http://www.BCBSND.com/evicore)

You may also request the specific criteria used in a case determination by submitting a criteria request form via email to [reqcriteria@evicore.com](mailto:reqcriteria@evicore.com). The Criteria Request Form is located at the following link:

[www.evicore.com/resources/pages/providers.aspx#ReferenceGuidelines](http://www.evicore.com/resources/pages/providers.aspx#ReferenceGuidelines)

**Note:** Select Lab Management in the program selection under Clinical Criteria and web form will present.

### Once precertification has been requested, how long will it take for eviCore to make the determination?

eviCore healthcare is committed to reviewing all requests and giving case decisions within five (5) calendar days of receiving all necessary clinical information.

When Genomic Laboratory Management is required due to a **medically urgent condition**, eviCore healthcare will give a decision within 72 hours of receipt of the request.

### Who can request a precertification?

A representative of the ordering provider's staff can ask for precertification. This could be someone from clinical, front office or billing staff acting on behalf of the ordering provider. Additionally, the rendering lab site may submit the precertification request on behalf of the ordering provider.

### Once a determination has been made, how will I be notified?

Ordering and rendering providers will receive a written notification via fax and all requests deemed medically urgent will receive notification via phone. Providers can also validate the status using the eviCore portal at

[www.evicore.com](http://www.evicore.com) or by calling eviCore at **(800) 228-6386**.

**Note:** Members will receive a written notification in the mail and for urgent requests via phone.



### If a precertification request is denied, what follow-up information will I receive?

For Commercial Blue Cross Blue Shield of North Dakota members, the referring provider will receive a denial letter via fax that contains the reason for the denial as well as reconsideration and appeal rights and processing. A reconsideration allows providers the chance to provide additional clinical information to support the request and includes the opportunity to request a clinical consultation with an eviCore Medical Director/Genomic Counselor to review the decision.

**Please Note:** Clinical consultations are reserved for Ordering Physicians only. Labs who have questions can send an email request to [LabManagement@evicore.com](mailto:LabManagement@evicore.com).

### What information about the precertification request can be found on the eviCore healthcare Web Portal?

The authorization status function on the website will provide the following information:

- Authorization Number/Case Number
- Status of Request
- Site Name and Location
- Authorization Effective Date
- Expiration Date

### Will eviCore healthcare be processing claims for Blue Cross Blue Shield of North Dakota?

No, eviCore will not be processing claims for BCBSND. However, BCBSND will be using eviCore's claim edits in the processing of molecular and genomic test claims.

### What are the parameters of an appeals request?

eviCore will manage 1<sup>st</sup> level appeals for Blue Cross Blue Shield of North Dakota's Lab Management program. An authorized representative, including a provider, acting on behalf of a member, with the member's written consent may file an appeal on behalf of a member. A member patient authorization form must be completed for all 1<sup>st</sup> level appeals. Appeals rights are detailed in coverage determination letters sent to the providers with each adverse determination. Appeals must be made in writing 180 days unless the request involves urgent care, in which case the request can be submitted verbally. eviCore will have 30 calendar days from the date the appeal was submitted to respond with a determination.

### Where should 1<sup>st</sup> level appeals be submitted?

Appeals may be submitted by mail, fax or email to:

Mail: eviCore healthcare  
Attn: Clinical Appeal Dept  
400 Buckwalter Place Blvd,  
Bluffton, SC 29910

Fax: (866) 699-8128

E-mail: [Appealsfax@evicore.com](mailto:Appealsfax@evicore.com)

Toll Free Phone: (800) 918-8924 ext. 49100