



Banner University Family Care

Dear Colleague:

We want to let you know that prior authorization processes will be changing for some of your patients. Banner Health has contracted with eviCore healthcare to provide services for members enrolled in Banner - University Family Care/AHCCCS Complete Care and Banner - University Family Care/ALTCS.

Effective April 1, 2022, providers of members on these plans will require prior authorization from eviCore for select services for dates of service beginning April 1, 2022. We encourage you to review the details below to submit requests in a timely manner prior to the deadline. As a reminder, services performed without authorization may not be reimbursed for the services listed below, and you may not seek reimbursement from members. Please see a full list of CPT codes requiring prior authorization at <https://www.evicore.com/resources>.

Choose the **health plan, solution resources tab, program** and **CPT list**.

Authorization is required for:

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|--------------------|--------------------------|
| ✓ Advanced Imaging | ✓ Radiation Therapy |
| ✓ Nuclear Medicine | ✓ MSK-Therapies (PT/OT) |
| ✓ Cardiac Imaging | ✓ MSK-Pain/Joint/Surgery |
| ✓ Medical Oncology | |

Services performed in conjunction with an inpatient stay, 23-hour observation or emergency room visit are not subject to authorization requirements.

To request an authorization:

- Log onto www.evicore.com (**preferred**)
- Call: 888-444-9261
- Fax: 888-863-3210

For urgent requests: If services are required in less than 48 hours due to medically urgent conditions, please submit a request online at www.evicore.com and indicate that the procedure is NOT routine/standard. Providers can also call the toll-free number at 888-444-9261. Be sure to tell the representative that the request is for medically urgent care.

We recommend that ordering physicians request authorization and pass the approval information to the rendering facilities at the time of scheduling. Authorizations contain approval numbers and one or more CPT codes specific to the services authorized. If the service requested is different than what was initially authorized, the rendering facility must contact eviCore to make revisions and authorization prior to claim submission.

Have questions about requesting authorizations? Attend one of our online training sessions – detailed information follows this cover letter.

eviCore healthcare's Clinical Guidelines and request forms are available at: www.evicore.com. Please call the Client and Provider Services department at 800-646-0418 (option 4) if you have any questions or need more information.