

Provider Newsbrief

Prior Authorization Change

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 Medicare Advantage Prime HMO, Banner Medicare Advantage Plus PPO and Banner Medicare Advantage Dual HMO (D-SNP).

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:

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

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 is below.
- 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.

Orientation Session Invitation

Beginning April 1, eviCore healthcare will provide utilization management for Banner Medicare Advantage Prime HMO, Banner Medicare Advantage Plus PPO and Banner Medicare Advantage Dual HMO (D-SNP) . The programs will begin accepting authorization requests on April 1, 2022 and forward.

In the coming weeks, eviCore healthcare will be leading orientation sessions designed to assist you and your staff with the new utilization management programs. You will be able to attend the web orientation session that works best

for you and your schedule. You can review the provider resource site for supporting documentation to assist with the utilization management process at <https://www.evicore.com/resources/healthplan/banner-health>. The website will be updated with more information before April 1, 2022.

During these sessions we will discuss in detail the prior authorization requirements for Radiology, Cardiology, Medical Oncology, Radiation Therapy, MSK – Pain/Spine/Joint/PT/OT services and how to navigate the eviCore website at www.evicore.com. Time and participation permitting, the training sessions will be followed by a question-and-answer session. We encourage you to attend one of these informative sessions to ensure your understanding of the prior authorization process for the aforementioned services.

Registration

All online orientation sessions require advance registration. Each online orientation session is free of charge and will last approximately one hour. Please choose from the following session program specific training webinars:

Session Names: Banner Health Radiology/Cardiology Provider Orientation

Banner Health Radiation Therapy Provider Orientation

Banner Health Medical Oncology Provider Orientation

Banner Health Physical and Occupation Therapy Provider Orientation

Banner Health MSK-Pain/Joint/Spine Provider Orientation

How to Register

Please read the following instructions to register for and participate in a session:

1. Please go to evicore.webex.com
2. Select **Webex Training** below the **Sign in** button.
3. Click the **Upcoming** Tab. Choose Program name from list above- **See above program specific session name**
4. Click **Register** next to the session you wish to attend.
5. Enter the registration information.

After you have registered for a training session, you will receive an e-mail containing the toll-free phone number and meeting number, password and a link to the web portion of the session. **Please keep the registration e-mail so you will have the link to the Web conference and the call-in number for the session in which you will be participating.**

If you are unable to participate in a session, you can view the presentation on the Banner Health Resources page located on [evicore.com](http://www.evicore.com) or by using this URL <https://www.evicore.com/resources/healthplan/banner-health>. If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at portal.support@evicore.com or via phone at 800-646-0418 (Option 2). For any Client or Provider inquiries not associated with this training, please email ClientServices@evicore.com.