

# Clover Health



## Prior Authorization Required

Prior Authorization is required for the following Treatments:

### Joint Surgery

- Large joint replacement
- Arthroscopic and open procedures

### Spine Surgery

- Spinal Implants
  - Spinal cord stimulators
  - Pain Pumps
- Cervical/Thoracic/Lumbar
  - Decompressions
  - Fusions

### Interventional Pain

- Spinal injections
- Spinal implants
  - Spinal cord stimulators
  - Pain pumps

## Prior Authorization (PA) Requirements

To ensure the PA process is as quick and efficient as possible, we highly recommend that the physician's office submitting requests have:

- Member Name, Date of Birth; Health Plan ID
- Ordering physician's Name, NPI, Tax ID; Address
- Rendering facility, NPI, Tax ID; Address
- Supporting Clinical Information

## Prior Authorizations

An authorization is valid for 60 days, an approval number will be faxed to the ordering physician and requested facility upon approval. eviCore healthcare will approve the specific facility performing the imaging study and the CPT code or codes for diagnostic imaging. Contact eviCore healthcare for changes to facility or study.

It is the responsibility of the performing provider to obtain authorization. Verification of authorization requirements may be obtained via the eviCore website or by calling 800-421-7592.

Prior Approval may be validated via the eviCore website or by calling 800-421-7592.

## Denials

A denial letter will be faxed to the ordering physician and mailed to the member with rationale for the determination within one business day of decision. The denial notification sets forth the appeal options per current state policy. eviCore also offers the ordering physician a clinical consultation with an eviCore Medical Director. In certain instances, additional information provided during the physician consultation is sufficient to satisfy medical necessity criteria.

## Clinical Worksheets and Guidelines

eviCore offers clinical worksheets and guidelines to assist providers and/or their staff with preparation for the prior authorization process.

By utilizing the educational resources, providers have the potential to receive real-time approval.

### Clinical Worksheets

[www.evicore.com/provider/online-forms](http://www.evicore.com/provider/online-forms)

### Clinical Guidelines

[www.evicore.com/provider/clinical-guidelines](http://www.evicore.com/provider/clinical-guidelines)

**Prior Authorization (PA) can be obtained via:**

PA can be submitted through the eviCore web portal or by phone. Providers who are not registered on our website, should go to the web portal at <http://www.evicore.com> (one-time registration is required).

You are able to initiate a case, check status, review guidelines, view PA or eligibility, and more. The eviCore web portal remains the quickest, most efficient way to obtain information.

If you have questions or need assistance, please contact the Web Portal team via email at [portal.support@evicore.com](mailto:portal.support@evicore.com) or by phone at **1-800-646-0418, option 2.**

### ☎ Phone

Contact us toll-free at 800-421-7592 from 7

**a.m. to 7 p.m. EST, Monday through Friday.** For faster service, you'll need all pertinent clinical information before you call. Outside of normal business hours, you may call eviCore and leave a message for a return call the next business day.

eviCore's call center will be closed in observance of New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day. **The eviCore web portal is available 24/7, 365 days a year.**

### Need Clinical Support?

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from the provider.

To request a clinical discussion, call eviCore at 800-421-7592 and request a peer-to-peer discussion. Or visit our website scheduling tool.

<https://www.evicore.com/provider/request-a-clinical-consultation>

### Implementation Site

The eviCore implementation website contains web registration and case submission information, FAQ documents, and other important resources that are kept for your convenience:

<https://www.evicore.com/resources/health-plan/Clover-Health>