

# Clover Health



## Prior Authorization Required

Prior Authorization is required for the following Treatments:

- Complex Isodose Technique
- 3D Conformal
- Intensity Modulated Radiation Therapy (IMRT)
- Image-Guided Radiation Therapy (IGRT)
- Stereotactic Radiosurgery (SRS)
- Stereotactic Body Radiation Therapy (SBRT)
- Brachytherapy
- Radiopharmaceuticals
- Hyperthermia
- Proton Beam Therapy
- Neutron Beam Therapy

## Prior Authorization Not Required through eviCore for procedures performed in:

- Inpatient Radiation Oncology Services
- Other Radiation Oncology Services not indicated

Authorization may be required through Clover Health. Please verify authorization requirements through the Clover Health web portal:

<https://www.cloverhealth.com/en/providers/provider-tools>

## 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
- Radiation Oncologists Name, NPI, Tax ID; Address
- Rendering facility, NPI, Tax ID; Address
- Patient's intended treatment plan
- Supporting Clinical Information

If approved, an authorization number will be faxed to the Radiation Oncologist upon approval.

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

If the treatment plans doesn't meet with approved criteria, a denial letter will be faxed to the Radiation Oncologist and mailed to the member within 1 business day of the decision. The denial notification sets forth the appeal options per current state policy.

## 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:**

#### Web Portal

PA can be submitted via the eviCore web portal. Providers who are not registered, should go to the eviCore 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.

#### 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/healthplan/CloverHealth>