



Radiology and Cardiology

Frequently Asked Questions

Who is eviCore healthcare?

eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for Clover Health.

Which members will eviCore healthcare manage for the Radiology and Cardiology program?

eviCore will manage prior authorization for Clover Health Medicare members.

What is the relationship between eviCore and Clover Health?

Beginning on **7/22/2020**, eviCore will receive requests for Radiology and Cardiology prior authorization for Clover Health Medicare members for dates of service **8/1/2020** and beyond.

What is eviCore healthcare's Radiology and Cardiology program?

eviCore's Radiology and Cardiology Program consist of Prior Authorization for advanced radiological and cardiology services.

Which Radiology and Cardiology services require prior authorization for Clover Health?

Radiology

- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)
- Nuclear Medicine

Cardiology

- Cardiac MR
- Cardiac CT
- Cardiac PET
- Nuclear Stress (Myocardial Perfusion Imaging)
- Echocardiography
- Echo Stress Testing
- Diagnostic Heart Catheterization

**Please refer to the CPT Code List located within the General Resources tab located on the eviCore resource page for procedures that require prior authorization through eviCore healthcare. If the procedure isn't found on the CPT Code list, please review authorization requirements through Clover Health's web portal:

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

How do I check the eligibility and benefits of a member?

Member eligibility and benefits should be verified on eviCore.com or through the Clover Health Navinet site.



Who needs to request prior authorization through eviCore?

All physicians who perform radiology and cardiology services are required to obtain a prior authorization for services prior to the service being rendered in an office or outpatient setting.

How do I request a prior authorization through eviCore healthcare?

Providers and/or staff can request prior authorization in one of the following ways:

Web Portal

The eviCore portal is the quickest, most efficient way to request prior authorization and is available 24/7. Providers can request authorization by visiting www.evicore.com

Call Center

eviCore's call center is open from 7 a.m. to 7 p.m. local time. Providers and/or staff can request prior authorization and make revisions to existing cases by calling 800-421-7592.

Do Radiology and Cardiology services performed in an inpatient setting at a hospital or emergency room setting require prior authorization?

No. Radiology and Cardiology studies performed in an emergency room, while in an observation unit, or during an inpatient stay do not require prior authorization through eviCore. 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>

How do I check an existing prior authorization request for a member?

Our web portal provides 24/7 access to check the status of existing authorizations. To check the status of your authorization request, please visit www.evicore.com and sign in with your login credentials.

What information is required when requesting prior authorization?

When requesting prior authorization, please ensure the proprietary information is readily available:

Member

- First and Last Name
- Date of Birth
- Member ID

Ordering Provider

- First and Last Name
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Phone and Fax Number

Rendering (Performing) Provider

- Facility Name
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Street Address

Clinical(s)

Radiology:



- Requested Procedure Code (CPT Code)
- Signs, symptoms and physical exam findings
- Relevant Imaging/X-ray reports and lab work
- Treatment such as medications, physical therapy, surgery; chemotherapy
- Working diagnosis
- Medical history, family history, including current office notes

Cardiology:

- Current office notes
- Lipid panels
- Report of current electrocardiograms (EKGs) signed by doctors
- Reports of previously performed left heart catheterizations, nuclear stress tests, routine exercise stress tests, echocardiograms and stress echocardiograms (as applicable).

Note: eviCore suggests utilizing the clinical worksheets when requesting authorization for Radiology and Cardiology services

What is the most effective way to get authorization for urgent requests?

Urgent requests are defined as a condition that is a risk to the patient’s health, ability to regain maximum function and/or the patient is experiencing severe pain that require a medically urgent procedure. Urgent requests may be initiated on our web portal at evicore.com or by contacting our contact center at 800-421-7592. Urgent requests will be processed within 72 hours from the receipt of complete clinical information.

Where can I access eviCore healthcare’s clinical worksheets and guidelines?

eviCore’s clinical worksheets and guidelines are available online 24/7 and can be found by visiting one of the following links:

Clinical Worksheets

www.evicore.com/provider/online-forms

Clinical Guidelines

www.evicore.com/provider/clinical-guidelines

When will I receive the authorization number once the prior authorization request has been approved?

Once the prior authorization request has been approved, the authorization information will be provided to the ordering provider via fax. The member will receive an approval letter by mail.

How will the authorization determinations be communicated to the providers?

eviCore will fax the authorization and/or denial letter to the requesting provider. Providers may also visit www.evicore.com to view the authorization determination.

Note: The authorization number will begin with the letter ‘A’ followed by a nine-digit number.

If denied, what follow-up information will the referring provider receive?

The referring provider will receive a denial letter that contains the reason for denial as well as the appeal rights process.



How can the rendering provider confirm that the prior authorization number is valid?

Providers can confirm that the prior authorization is valid by logging into our web portal, which provides 24/7 access to view prior authorization numbers. To access the portal, please visit www.evicore.com.

To request a fax letter with the prior authorization number, please call eviCore healthcare at 800-421-7592 to speak with a customer service specialist.

How long is a Radiology and Cardiology authorization valid?

Authorizations are valid for 45 days. If the services is not performed within the timeframe provided, please contact eviCore healthcare.

Note: Authorizations performed outside of the authorized timeframe's can possibly lead to a denial of claims payment.

Do Radiology and Cardiology services performed in the Emergency Room (ER) require authorization?

Prior authorization is not required for imaging services provided in an ER, observation, or urgent care setting through eviCore healthcare. There may be authorization requirements through Clover Health, please review authorization requirements through the Clover Health web portal:

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

What if an authorization is issued and revisions need to be made?

The requesting provider or member should contact eviCore with any change to the authorization. It is very important to update eviCore healthcare of any changes to the authorization in order for claims to be correctly processed for the facility that receives the member.

How do I determine if a provider is in network?

Participation status can be verified through Clover Health Provider Services 877-853-8019.

Providers may also contact eviCore healthcare at 800-421-7592. eviCore receives a provider file from Clover Health with all independently contracted participating and non- participating providers.

How do I submit a program related question or concern?

For program related questions or concerns, please email: clientservices@evicore.com.

Where can I find additional educational materials?

For more information and reference documents, please visit our resource page:

<https://www.evicore.com/resources/healthplan/cloverhealth>