

Clover Health



Prior Authorization Required

All outpatient, non-emergent, elective procedures, including:

- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)
- NCM/MPI (Nuclear Cardiac Imaging)
- Stress Echocardiograms
- Diagnostic Heart Catheterizations



Prior Authorization Not Required through eviCore for procedures performed in:

- Emergency room
- Observation stays
- Inpatient



Urgent Outpatient Requests

When an outpatient service is required due to a medically urgent condition, the provider or office must **call eviCore healthcare (eviCore) at 800-421-7592** for Prior Authorization (PA). Urgent care is a request for PA of medical care or treatment required to prevent serious jeopardy to the life or

health of the patient or to the patient's ability to regain maximum function or to manage severe pain that cannot be adequately managed without such medical care or treatment. eviCore will make a good faith effort to render a decision within 24 hours and not to exceed 72 hours of receipt of all necessary information. In most cases where requisite information is provided in the initial call, a decision is rendered and communicated within one business day. Please indicate that the request is for **medically urgent care.**

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:

- Recent clinical information, including imaging studies and prior test results related to the diagnosis
- Office notes related to the current diagnosis
- Patient's name, address, and member current ID

Prior Authorizations (PA)

A PA number will be faxed to the provider or facility upon approval. eviCore will approve the CPT or HCPCS code or codes for the requested procedure. **Contact eviCore for changes to the facility or service.**

It is the responsibility of the provider or facility to confirm that PA has been

requested and approved prior to the service(s) being performed. Verification may be obtained via the eviCore website or by calling **800-421-7592**.

Important! A PA from eviCore does not guarantee claim payment. Services must be covered by the health plan, and the member must be eligible at the time services are rendered. **Claims submitted for unauthorized procedures are subject to denial, and the member must be held harmless.** Please verify the member's eligibility with the health plan.

Prior Authorization Denials

eviCore notifies the provider and member in writing of a denial and provides a rationale for the determination within one working day of the decision. This communication sets forth the appeal options per current state policy. eviCore also offers the physician a consultation with an eviCore medical director on a peer-to-peer basis for members. In certain instances, additional information provided during the peer-to-peer consultation is sufficient to satisfy medical necessity criteria.

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://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 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, 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.**

Guidelines on the Web

To access the Clover Health/eviCore Guidelines via the web, visit: <https://www.evicore.com/provider/clinical-guidelines-details?solution=cardiology%20and%20radiology>

Under Resources: Located on the home

page, top right corner, you will find the following:

- Clinical guidelines
- Clinical Worksheets

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/Clover Health](https://www.evicore.com/resources/healthplan/CloverHealth)