

Clover Health



Prior Authorization Required

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

- Polysomnography
- PAP Titration
- Split-Night Studies
- Home Sleep Testing
- Home APAP Titration
- PAP Therapy Devices and Supplies
- PAP Therapy Compliance
- Oral Appliances

**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>



Prior Authorization Not Required through eviCore for procedures performed in:

- Emergency room
- Inpatient
- Home Health



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; Member ID
- Ordering Provider Name, NPI, Tax ID; Address
- Rendering Facility Name, NPI, Tax ID; Address
- Supporting Clinical information

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 performing provider to obtain the approval. Verification may be obtained via the eviCore website or by calling **800-421-7592.**

Prior Authorization Denials

A denial letter will be faxed to the ordering provider and mailed to the member with rationale for the determination within one business day of the decision. The denial notification sets forth the appeal options per current state

policy.

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, Martin Luther King 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=sleep%20management>

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 Client Resource page contains web registration and case submission information, FAQ documents, and CPT code list and other important resources that are kept for your convenience:

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