

Radiology Quick Reference Guide



Required Authorization- Outpatient

Prior authorization is required for the following studies:

- CT / CTA
- MRI / MRA
- PET / PET CT
- Diagnostic Ultrasounds (Non Obstetrical)

Authorization Requirements

To ensure the authorization process is as quick and efficient as possible, the physician's office submitting requests will need to provide the following:

- Member Name, Date of Birth, Member ID
- Ordering physician's name, NPI, Tax ID, Address
- Rendering facilities name, NPI, Tax ID, Address
- Supporting Clinical Information

Authorizations

An authorization 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 www.evicore.com or by calling 866-896-2201.

Important: Authorization 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.

Authorization Denials

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

No Required Authorization

Prior authorization is not required for the following services:

- Inpatient radiology
- Emergency room services
- 23-hour observation

Clinical Worksheets and Guidelines

eviCore uploads clinical worksheets and guidelines to assist providers and/or their staff to assist in the prior authorization process. By utilizing these educational resources, providers have the potential to receive real-time authorization.

Clinical Worksheets

www.evicore.com/provider/online-forms

Clinical Guidelines

www.evicore.com/provider/clinical-guidelines

Need Clinical Support?

Providers and/ or staff can request to speak to an eviCore Medical Director by scheduling a clinical consultation . To schedule a clinical consultation, please visit:

www.evicore.com/provider/request-a-clinical-consultation

Please contact the health plan directly to discuss reconsiderations of claims payment.

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from ordering physicians and radiologists.

One of eviCore's physicians can assist in a consideration of imaging study options.

For claim denials, you must follow the appeal process.

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Urgent Requests 866-896-2201

Does the provider feel that the patient has a condition that is a risk to their life, health, ability to regain maximum function, or is experiencing severe pain?

Providers can now request Urgent Requests online at www.evicore.com and by requesting a clinical certification you will indicate that the study is not a routine/standard procedure.

Convenient Web Portal

The [Web Portal](#) remains the quickest, most efficient way to obtain information. After a one-time registration, you can initiate a case, view case/authorization details, verify eligibility, and more. Available 24/7, 365 days a year. You may also request a peer-to-peer by using this link: <https://www.evicore.com/provider/request-a-clinical-consultation>

Web Portal assistance:

✉ portal.support@evicore.com

p: 800-646-0418 (Option 2)

Provider Resource Page

The eviCore Client Resource contains clinical guidelines, web registration/ submission information, FAQ documents, a comprehensive CPT code list, and other important resources that are kept up-to-date for your convenience:

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

Toll-free 866-896-2201

Contact us from 7am to 7pm local time. 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.