

## Medical Oncology

### Frequently Asked Questions

#### Who is eviCore healthcare?

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

#### Which members will eviCore healthcare manage for the Medical Oncology program?

eviCore will manage prior authorizations for select AultCare members and PrimeTime Health Plan members.

#### What is eviCore healthcare's Medical Oncology program?

eviCore's Medical Oncology Review Program consists of Prior Authorization Medical Necessity Determinations for all primary injectable and oral chemotherapeutic agents used in the treatment of cancer as well as select supportive agents in combination with the chemotherapy. The program also includes newly approved chemotherapy agents used for the treatment of cancer.

#### Which Medical Oncology services require prior authorization for AultCare?

A list of covered services and HCPC can be found by visiting <https://www.evicore.com/resources> Find the Health Plan > Select solution resources> Select the correct solution> Select CPT Codes.

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

Member eligibility and benefits should be verified by visiting [www.aultcare.com](http://www.aultcare.com) or [www.pthp.com](http://www.pthp.com) prior to submitting a prior authorization request through eviCore. You may also contact AultCare Customer Service at 330-363-6360 (1-800-344-8858) or PrimeTime Health Plan Customer Service at 330-363-7407 (1-800-577-5084).

#### Who needs to request prior authorization through eviCore?

All providers who order Medical Oncology agents and 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 preferred method to initiate a request. It is the quickest, most efficient way to request prior authorization and is available 24/7. Providers can request authorization by visiting [www.evicore.com](http://www.evicore.com)

##### Call Center

If the eviCore portal cannot be accessed, urgent requests can be made by calling our toll-free number at 844-635-7224. eviCore's call center is open from 7 a.m. to 7 p.m. local time. Providers can also call the eviCore call center to make revisions to existing cases.

### What are the benefits of using eviCore healthcare's Web Portal?

Our web portal provides 24/7 access to submit or check on the status of your request. The portal also offers additional benefits for your convenience:

- **Speed** – Requests submitted online require half the time (or less) than those taken telephonically. They can often be processed immediately.
- **Efficiency** – Medical documentation can be attached to the case upon initial submission, reducing follow-up calls and consultation.
- **Real-Time Access** – Web users are able to see real-time status of a request.
- **Member History** – Web users are able to see both existing and previous requests for a member.

### Do Medical Oncology services performed in an inpatient setting at a hospital or emergency room setting require prior authorization?

No. Medical Oncology ordered through an emergency room treatment visit, while in an observation unit, or during an inpatient stay, and do not require prior authorization.

### 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](http://www.evicore.com) and sign in with your login credentials.

### What information is required when requesting a prior authorization?

When requesting a 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)

- Requested Drug(s) (HCPCS 'J' code and name (brand and/or generic))
- Signs and symptoms
- Results of relevant test(s)
- Relevant medications
- Working diagnosis/stage
- Patient history including previous therapy

**Note:** To become familiar with the information needed prior to placing the request, eviCore recommends utilizing the clinical worksheets when requesting authorization for Medical Oncology services.

### 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](http://www.evicore.com/provider/online-forms)

#### Clinical Guidelines

[www.evicore.com/provider/clinical-guidelines](http://www.evicore.com/provider/clinical-guidelines)

### What happens if the provider's office does not know the treatment regimen that needs to be ordered?

You must be able to provide either the drug name or the HCPCS code in order to submit a request. eviCore will assist the provider's office in identifying the appropriate code based on presented clinical information and the current HCPCS code(s) provided.

### What is the most effective way to obtain 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 requires a medically urgent procedure. Urgent requests may be initiated on our web portal at [evicore.com](http://evicore.com) or by contacting our contact center at 844-635-7224. Urgent requests will be processed within 24 hours from the receipt of complete clinical information.

**Note:** Please select urgent for those cases that truly are urgent and not simply for a "quicker" review. If a request is selected as urgent, but does not meet guidelines to be considered urgent, the case may be reassigned as a routine case.

### After I submit my request, when and how will I receive the determination?

After **all** clinical information is received for normal (non-urgent) requests, a decision is normally made within 2-3 business days.

### How long is the authorization valid?

Authorizations are normally valid for 240 - 425 calendar days, depending on the case. If the service is not performed within this timeframe, please contact eviCore healthcare.

### What are my options if I receive an adverse determination?

The referring and rendering provider will receive a denial letter containing the reason for denial as well as reconsideration and appeal rights process.

**Note:** The referring provider may request a Clinical Consultation within two (2) business days with an eviCore Medical Director to review the decision.

### **How do I make a revision to an authorization that has been performed?**

The requesting provider should contact eviCore with any change to the authorization whether the procedure has already been performed or not. 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 by visiting [www.aultcare.com](http://www.aultcare.com) or [www.pthp.com](http://www.pthp.com) or by contacting AultCare Customer Service at 330-363-6360 (1-800-344-8858) or PrimeTime Health Plan Customer Service at 330-363-7407 (1-800-577-5084).

### **Where do I submit my claims?**

All claims will continue to be submitted directly to AultCare or to the address on the member ID card.

### **Where do I submit questions or concerns regarding this program?**

For program related questions or concerns, please email: [clientservices@evicore.com](mailto:clientservices@evicore.com)

Common Items to Send to Client Services:

- Questions regarding Accuracy Assessment, Accreditation, and/or Credentialing
- Requests for an authorization to be resent to the health plan
- Consumer Engagement Inquiries
- Complaints and Grievances
- Eligibility issues (member, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Reports of system issues

### **Who do I contact for online support/questions?**

Web portal inquiries can be emailed to [portal.support@evicore.com](mailto:portal.support@evicore.com) or call 800-646-0418 (Option 2).

### **What information about the prior authorization will be visible on the eviCore healthcare website?**

The authorization status function on the website will provide the following information:

- Prior Authorization Number/Case Number
- Status of Request
- Site Name and Location
- Prior Authorization Date
- Expiration Date

### **Where can I find additional educational materials?**

For more information and reference documents, please visit our resource page at [www.eviCore.com/resources/healthplan/AultCare](http://www.eviCore.com/resources/healthplan/AultCare).