



Pain Management, Spine and Joint Surgery

Frequently Asked Questions

Moda Health

What is the relationship between Moda Health and eviCore healthcare?

Moda Health has partnered with eviCore to provide authorization for interventional pain management services.

How does the eviCore healthcare program work?

The ordering physician should contact eviCore healthcare prior to the procedure being scheduled and performed. The request may be immediately processed or additional information may be requested. Response time for medical necessity review does not begin until all pertinent information has been received.

What outpatient procedures require prior authorization?

The list of codes that require prior authorization can be viewed on the provider resource website:

https://www.evicore.com/healthplan/Moda_Health

Medical necessity review is **not** required for inpatient, observation, and emergency department studies.

What if my office has an urgent need?

Urgent studies/procedure should be requested telephonically by calling 844.303.8451 and indicate that the request is for medically urgent care. Medically urgent requests are defined as conditions that are a risk to the patient's life, health, ability to regain maximum function, or the patient is having severe pain that requires medically urgent imaging.

Are retrospective requests allowed?

A retrospective review will not be accepted for advanced imaging studies or cardiology services for members with service in Oregon or Washington. These cases will be administratively denied. A retrospective review will be allowed up to 12 months for members in the state of Alaska. For any questions regarding retrospective review for these services, please contact Moda at 877.603.3229.

What is the impact of failing to obtain medical necessity certification from eviCore healthcare?

Claims will be denied if eviCore healthcare has not deemed services are medically necessary, based on industry standard criteria. The claim from the rendering provider will be denied and the member will be held harmless.

How can I submit requests to eviCore healthcare?

- Web portal: www.eviCore.com (preferred method)
- Phone: 844.303.8451

The 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 – See real-time status of a request.
- Patient History – See existing and previous requests for a member.



Is registration required on eviCore's web portal?

Yes. A one-time registration is required for each practice or individual. You will be required to log-in prior to submitting prior authorization requests on the web. If you have an existing account, a new account is not necessary.

Can one user submit for authorization for multiple providers with different tax ID numbers on the portal?

Yes, you can add the providers to your account once you have registered. In the Options Tool section at the top right of the portal, choose "Preferences" from the drop down to set up preferred tax ID's for a physician or facility. By adding the preferred tax ID's for a physician or facility to your account will allow you to view the summary of cases submitted for those providers and facilities.

What are eviCore healthcare's hours and days of operation?

eviCore healthcare is available from 7:00 a.m. to 7:00 p.m., Monday through Friday.

Will eviCore healthcare be processing claims for Moda Health?

No. All claims will be filed directly with Moda Health.

What clinical guidelines will be used to make a determination of medical necessity?

Clinical guidelines are available to view on www.eviCore.com.

Will eviCore grant approval for a series of injections?

No. A series of injections will never be authorized. eviCore requires a separate Pain Management prior authorization request for each date of service. Patient's response to previous injections administered will often times determine if a subsequent injection is necessary. Including this information in the office notes may help avoid processing delays.

What is the process to make an update on my existing authorization?

All updates to an authorization must be made telephonically by calling 844.303.8451. Post-decision update requests that require clinical review will be allowed up to and including 60 calendar days following the date of service.

Can I extend an authorization period on my authorization?

No. Date extensions are not permitted. If services are not rendered within the 45-day authorization period, a new authorization will be required.

What are my options when there is an adverse determination on my request?

There are two options: a reconsideration review or a peer-to-peer discussion. A reconsideration review can be requested within 45 days of the determination if there is additional clinical information available without the need for the provider to participate in a discussion. A peer-to-peer discussion can be requested within 10 days of the determination and will be scheduled with an eviCore Medical Director. The rendering provider, nurse practitioner, or physician assistant can conduct the peer-to-peer with an eviCore Medical Director. During the conversation, the reason for the denial will be discussed and additional information can be provided to support the medical necessity of the request. The ordering provider will be notified at the end of the peer-to-peer discussion if the denial is overturned or upheld. A reconsideration review and a peer-to-peer discussion can be requested by calling 844.303.8451 up to and including the date of service.

Note: Medicare members would need to follow instructions for an appeal as peer-to-peer or reconsideration options are not offered for this membership.

Who should I contact with questions?

If you have additional questions about the medical necessity review program, please contact the Client Services department at eviCore healthcare via the following email address: ClientServices@eviCore.com