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## Radiology and Cardiology

### 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 outpatient advanced imaging studies and cardiology services.

#### **What outpatient studies/procedures require prior authorization?**

##### Radiology

- CT, CTA
- MRI, MRA
- PET

##### Cardiology

- Diagnostic Heart Catheterization (DHC)
- Cardiac Imaging
- Cardiac CT
- Cardiac MRI
- Cardiac PET
- Nuclear Stress Testing
- Echo Stress Testing

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](http://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.

### **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.

### **How does the eviCore healthcare program work?**

The ordering physician should contact eviCore healthcare prior to the study 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.

### **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](http://www.eviCore.com).

### **What happens if a request is received for a CT of the abdomen, and the radiologist or rendering physician feels an additional study of the pelvis is needed?**

The radiologist or rendering physician should proceed with the pelvic study. The radiologist or designated person from the radiology facility may then contact eviCore healthcare to submit an updated request. As a matter of courtesy and appropriate medical procedure, the radiologist or designated person from the radiology facility should also notify the patient's referring physician of the additional test.

### **What happens if approval has been granted for a CT with and without contrast, but the radiologist determines that the contrast is not necessary?**

The facility or the referring physician's office staff should call eviCore healthcare at 844.303.8451 to update the code on the authorization.

### **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 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 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](mailto:ClientServices@eviCore.com)