

# Utilization Management Program

## Quick Reference Guide

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Aetna has contracted with eviCore healthcare, an independent specialty medical benefits management company, to provide prior authorization for expanded outpatient and specialty utilization management.

### Authorization Required

All out-patient, non-emergent, diagnostic advanced imaging & cardiology services including:

- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)
- NCM/MPI (Nuclear Cardiac Imaging)
- Stress Echocardiograms
- Diagnostic Heart Catherizations

### Authorization Not Required

- Inpatient Radiology
- Radiology testing done in the ER
- 23 hour observation
- Outpatient Radiology services other than indicated

### Urgent Requests

When service is required due to a medically urgent condition, the rendering (treating) provider/office must call eviCore healthcare at **888-622-7329** for authorization or use the web portal. Urgent care is a request for prior authorization of medical care/treatment required to prevent serious jeopardy to the life or health of the patient or to the patient's ability to regain maximum function or to manage severe pain that cannot be adequately managed without such medical care/treatment. eviCore will make a good faith effort to render a decision within 72 hours of receipt of all necessary information. In most cases where requisite information is provided in the initial call.

## Authorization Requirements

To ensure the authorization process is as quick and efficient as possible, we highly recommend that the physician's office submitting requests have:

- Recent clinical information including prior tests, lab work, and /or imaging performed related to this diagnosis
- Working or differential diagnosis and notes from the patient's last visit related to the diagnosis
- Type and duration of treatment performed
- Patient's name, address
- Member ID

## Authorization Approvals

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.**

It is the responsibility of the performing facility to confirm that the referring physician completed the prior authorization process for advanced imaging procedures. Verification may be obtained via the eviCore healthcare website or by calling **888-622-7329**.

**Important!** Authorization from eviCore healthcare does not guarantee claim payment. Services must be covered by the health plan and the member must be eligible at the time studies 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

eviCore healthcare notifies the rendering provider, facility and member in writing of a denial and provides a rationale for the determination within one working day of decision. This communication sets forth the appeal options per current state policy. eviCore healthcare also offers the ordering physician a consultation with an eviCore healthcare Medical Director prior to denying a request for Medicare Advantage members.

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We offer three convenient methods to request authorizations:

### Web Portal

The eviCore healthcare Web Portal is available 24/7 at [www.eviCore.com](http://www.eviCore.com)

After a one-time registration, you are able to initiate a case, view case/authorization details, verify eligibility, and more. The 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](mailto:portal.support@evicore.com) or via phone at 800-646-0418 (Option 2).

### Phone

Contact us toll-free at **888-622-7329** from 7 a.m to 7 p.m. local time. For faster service, you'll need all pertinent clinical information before you call. Outside of normal business hours, you may call eviCore healthcare and leave a message for a return call the next business day.

eviCore healthcare's call center will be closed in observance of New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day. **The web is available 24/7, 365 days a year.**

### Fax

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Fax requests, or additional clinical information can be submitted to **888.444.1562 for Cardiology requests, and 800.540.2406 for Radiology requests.** You can obtain specialty specific forms on the eviCore healthcare website or by calling the eviCore healthcare Customer Service Department at **888-622-7329**. Complete the appropriate fax form and fax to the number above. eviCore healthcare will respond by fax when the authorization decision is complete.

### Guidelines on the Web

To access the eviCore healthcare Guidelines, visit our Advanced Imaging site at the following link:

<https://www.evicore.com/provider/clinical-guidelines-details?solution=cardiology%20and%20radiology>

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From there you can access important information and resources:

- Education Tools
- Program Overview
- Clinical Guidelines & Quick Reference Guides
- Online Forms

### *Need Clinical Support?*

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians and radiologists/cardiologist. One of eviCore healthcare's physicians can assist in a consideration of imaging/cardiac study options. To request a clinical discussion, call eviCore healthcare at **888-622-7329** and request a clinical discussion.

### Implementation Site

The eviCore Aetna provider resource website contains web registration and submission information, comprehensive CPT code list, FAQ documents, and other important resources that are kept up-to-date for your convenience:

<https://www.evicore.com/implementation/healthplan/aetna>