

Radiology & Cardiology Quick Reference Guide



Required Authorization

Prior authorization is required for the following studies:

- CT / CTA
- MRI / MRA
- PET / PET CT
- Myocardial Perfusion Imaging (Nuclear Stress)
- Echo / Echo Stress
- Diagnostic Heart Cath
- Cardiac Imaging (CT, MRI, PET)
- Cardiac Rhythm Implantable Device (CRID)

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 name, NPI, Tax ID, Address
- Rendering facility 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 ordering provider to obtain authorization. Verification of authorization requirements may be obtained via the [eviCore website](#) or by calling **877-791-4104**. If additional clinical information is needed, you can upload documentation to eviCore's secure provider web portal, or fax clinical documentation to **800-540-2406**.

Member eligibility should be checked through [The Health Plan](#) secure provider portal.

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 within one business day of decision. 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

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Urgent Requests 877-791-4104

When service is required due to a medically urgent condition, the ordering physician's office must call eviCore at the number above. eviCore will make a good faith effort to render a decision within 48-72 hours of receipt of all necessary information. In most cases where requisite information is provided in the initial call, a decision is rendered and communicated within 2 business days. Please indicate that the notification is for medically urgent care.



Convenient Web Portal

[eviCore's provider portal](#) remains the quickest, most efficient way to initiate a case, view case/authorization details, verify eligibility, and more. Available 24/7, 365 days a year. You can also check case status and request a [peer-to-peer online](#). Member eligibility should be checked via The Health Plan secure provider portal.

Web Portal Assistance:

e: portal.support@evicore.com
p: 800-646-0418 (Option 2)



Toll-free 877-791-4104

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, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day.



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/thp>

Need Clinical Support?

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

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

Please contact The Health Plan at 800.624.6961 directly to discuss reconsideration 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.