

Sleep Management for Tufts Health Public Plans

Required Authorization

The implementation of the sleep program for Tufts Health Direct and Tufts Health Together is targeted for Q2 2020. Prior authorization will be required for members 18 years and older for the following studies:

- Home Sleep Testing
- Attended Polysomnography (PSG)
- Attended Polysomnography with PAP titration
- Multiple Sleep Latency Test
- DME Resupply

Authorization Requirements

To ensure the authorization process is as quick and efficient as possible, the provider's office submitting requests will need to provide the following:

- Member Name, Date of Birth, Member ID
- Requesting provider's name, NPI, Tax ID, Address
- Servicing facility's name, NPI, Tax ID, Address
- Supporting Clinical Information

Authorization

It is the responsibility of the ordering provider to request and obtain prior authorization. The rendering provider should confirm that the authorization has been obtained. The claim will be denied if the required authorization was not submitted. Verification of authorization requirements may be obtained via the eviCore [website](#) or by calling **888.511.0401**.

An authorization number will be faxed to the requesting and servicing providers upon approval. eviCore healthcare will approve the CPT code(s) for Sleep Management.

Providers must contact eviCore healthcare for changes to facility or study at **888.511.0401**.

Note: 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 requesting and servicing providers and mailed to the member with rationale for the determination within one business day of decision. The denial notification sets forth the options available to the provider. eviCore also offers the requesting provider a consultation with an eviCore Medical Director.

No Required Authorization

Prior authorization is not required for the following services:

- Emergency room services
- 23-hour observation
- Out-patient sleep services not indicated

Clinical Worksheets and Guidelines

eviCore uploads clinical worksheets and guidelines to assist providers and/or their staff in the prior authorization process. By utilizing these educational resources, providers have the potential to receive real-time authorization.

Clinical Worksheets

evicore.com/provider/online-forms-details?solution=sleep-management

Clinical Guidelines

evicore.com/provider/clinical-guidelines

Need Clinical Support?

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

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

Please contact the health plan directly to discuss reconsiderations of claims payment.

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from requesting providers.

One of eviCore's physicians can assist in a discussion of Sleep Management study options.

For claim denials, you must follow the appeal process.

Sleep Management



Convenient Web Portal

[The Web Portal](#) remains the quickest, most efficient way to obtain information. After a one-time registration, providers can initiate a case, view case/authorization details, verify eligibility, request a peer-to-peer review, and more. Available 24/7, 365 days a year.

Web Portal assistance

✉ **Email:**

portal.support@evicore.com

☎ **Phone:** 800.646.0418 (Option 2)

Web: evicore.com



Toll-free 888.511.0401

Contact us from 7 a.m. to 7 p.m. local time. For faster service, be sure to have all pertinent clinical information at the time of the call. Outside of normal business hours, call eviCore and leave a message for a return call the next business day.

eviCore's call center is closed in observance of New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day.



Provider Resource Page

The eviCore Client Resource page contains clinical guidelines, the provider orientation, web registration/submission information, FAQ documents, a comprehensive CPT code list, and other important up-to-date resources:

evicore.com/resources/healthplan/tufts