

Program Facts

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- CPT Code List
- Prior Certification
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Precertification

www.evicore.com

Phone: 1-888-333-8641

Web Authorization Facts

- Saves Time
- Available 24/7
- Authorization Lookup
- Eligibility Lookup
- Print Your Authorization

Evidence-based medical necessity criteria

www.evicore.com

Contact Information

eviCore healthcare

Customer Service

1-800-420-3471 Option 2

Customer Service and Appeals

AL Medicare	232-341-5353
AR Medicare	855-538-0454
CT Medicare	866-579-8006
FL Medicare	888-888-9355
FL Staywell	866-334-7927
FL Staywell Kids	866-698-5437
GA Medicaid	866-231-1821
GA Medicare	866-334-7730
IL Medicaid	800-608-8158
IL Medicare	866-334-6876
KY Medicaid	877-389-9457
KY Medicare	877-560-2766
LA Medicare	866-804-5926
ME Medicare	888-550-5252
MO Medicaid	800-322-6027
NC Medicare	877-655-2425
NE Medicaid	855-599-3811
NJ Medicaid	888-453-2534
NJ Medicare	866-687-8570
NY Medicaid	800-288-5441
NY/ME Medicare	800-278-5155
SC Medicaid	888-588-9842
SC Medicare	855-538-0454
TX Medicare	866-687-8878
TAMS Medicare	800-316-2273

Program Overview

January 2019

The health plan's Pain Management Program is offered through eviCore healthcare in 2019. The purpose of the program is to support patients in resolution and long-term management of painful conditions. Too often, a patient's care will be managed by multiple physician practices resulting in episodic care and increased prescribing of medications. Our goal supports the management of these conditions by linking the medical activities while supporting patient responsibility and engagement in patient care. This starts with establishing a cause for the pain, defining therapeutic goals, and educating and motivating the patient to actively engage in care. Prompted by wide variations in practice, select episodes of care involving interventional pain management procedures require review for medical necessity.

Procedures Covered in the Program

Epidural Steroid Injections	Facet Joint Nerve Blocks
Neurolysis/RFA	Ganglion Nerve Blocks
Catheter Placements	Pain Pump Placements
Sacroiliac Joint	Vertebroplasty/Kyphoplasty
Electrode Placements	TP/Occipital Injections
Discography/Chemonucleolysis	Radiology
Pain Anesthesia	Nerve Ablation
Other	

How to Obtain Authorizations for Coverage

Authorizations can be obtained by going to www.evicore.com, or calling 888-333-8641.

Initial Procedures:

At the time of review of the patient's initial procedure, the information below may be required: symptoms, patient engagement with medically directed and self-directed supportive care and lifestyle changes

- Physical examination, relevant imaging, and diagnosis
- Prior/ongoing treatments and their effect
- Coordination with other providers and the care plan to result in independent management.

Second and Subsequent Procedures:

At the time of review of a second or subsequent procedure please have the following information available:

- Response to the previous procedure
- Current symptoms and patient engagement
- Patient adherence to the physician directed adjunctive therapy and self-care
- Plan of care leading to independence.

Advantages to Web submissions:

- Your time is valuable! Most Web cases can be completed within four minutes. The phone may average 15 minutes.
- The Web never sleeps. Precertification can be obtained when it is convenient for you, 24 hours/day, and 7 days/week.
- If the procedure requested meets clinical criteria, the web provides an immediate approval that can be printed for easy reference.
- The Web allows you to have real-time access to review a patient's history and to conduct a status check on previously requested authorizations.
- The Web provides real-time verification of patient eligibility and a one-time only registration.

Responsibilities

Function/Service	eviCore	Wellcare
Prior Authorization/Medical Necessity Review	X	
Peer to Peer	X	
Appeals		X
Customer Service		X