

**January 2019**
**Program Facts**

- Overview
- CPT Code List
- Prior Certification
- Responsibilities

**Precertification**
[www.evicore.com](http://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](http://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**

The health plan's Laboratory Management Program is offered through eviCore healthcare in 2019. The program was developed in partnership with the University Of Washington Department Of Laboratory Medicine and is the first-in-marketplace program with both medical and payment policy for molecular and genetic testing, anatomic pathology and clinical laboratory. This program applies to Commercial, Medicaid and Medicare products. The purpose of this program is to enhance Lab services by ensuring the appropriate use of molecular and genetic testing supporting a clinically appropriate, cost-effective and comprehensive, Utilization Management Lab program.

**Tests Covered in the Program**

Due to the wide array of CPT codes included in panels for Molecular and Genetic Testing, it is more commonly defined by the name of the tests rather than the codes themselves when referring to Prior Authorization requests. Examples of tests that are managed are BRCA 1&2, Lynch Syndrome, Long QT Syndrome, Oncotype Dx, and Microarray to name a few. Please refer the 2017 CPT/HCPCS code list that require prior authorization. (List can be found on the [eviCore.com](http://www.evicore.com) website.)

**Network Management and Contracting**

WellCare reviews requests from participating providers to provide Lab Services and contracts for these services directly with providers.

**How to Obtain Authorizations for Coverage**

Authorizations can be obtained by going to [www.evicore.com](http://www.evicore.com), or calling 888-333-8641.

Requests for Lab tests are evaluated using evidence based medical necessity criteria consistent with CMS and AMA guidelines. During the prior authorization process, eviCore evaluates a patient's clinical information against the clinical criteria. Based on the information gathered, a determination is made regarding the appropriate test and respective CPT codes. If a test is appropriate, the request is approved. However, if the request does not meet clinical criteria, the request will be non-certified and, if applicable, a redirection for a more appropriate test will be offered.

**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, 365 days/year.
- 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 Reconsiderations	X	
Appeals		X
Customer Service		X