



April 26, 2017

Dear Colleague:

Blue Cross and Blue Shield of New Mexico (BCBSNM), has contracted with eviCore, an independent specialty medical benefits management company, to provide utilization management services for pre-service authorization for the services listed below for BCBSNM members covered under Medicare plans. Effective May 22, 2017 providers may contact eviCore directly at www.eviCore.com to obtain preauthorization for specialty services with dates of service beginning June 1, 2017 and beyond. For a full list of services visit the BCBSNM eviCore webpage at <https://www.bcbsnm.com/provider/claims/preauth.html>

- Cardiology
- Lab
- Medical Oncology/Specialty Drug
- Musculoskeletal-Joint, Spine & Pain
 - (Inpatient/Outpatient Spine & Joint)
- Musculoskeletal-Therapies
- Radiation Therapy
- Radiology
- Sleep

Services performed in conjunction with a 23 hour observation, or emergency room visit are not subject to authorization requirements.

To request an authorization:

- Log onto www.evicore.com/pages/ProviderLogin.aspx
- Call us at 1-855-252-1117

For urgent requests: If services are required in less than 48 hours due to medically urgent conditions, please call our toll-free number for expedited authorization reviews. Be sure to tell our representative the authorization is for medically urgent care.

We recommend that ordering physicians secure authorizations and pass the authorization numbers to the rendering facilities at the time of scheduling. Authorizations contain authorization numbers and one or more CPT codes specific to the services authorized. If the service requested is different than what is authorized, the rendering facility must contact us for review and authorization prior to claim submission.

Have questions about requesting authorizations? Attend our online orientation! The orientation schedule and program training resources are available at: <https://www.evicore.com/healthplan/bcbs>. eviCore healthcare's Clinical Guidelines and request forms are available at: www.evicore.com. Please call our Customer Service department at 1-855-252-1117 if you have any questions or need more information.

Sincerely,

Gregg P. Allen, M.D.
Chief Medical Officer
eviCore healthcare