



BlueCross BlueShield of Illinois

Dear Provider:

Blue Cross and Blue Shield of Illinois (BCBSIL) has contracted with eviCore healthcare (eviCore) to manage benefit preauthorization requests for the specialized clinical services listed below for members covered under the Medicare Advantage PPO and BCBSIL Medicaid plans. This includes members enrolled in any of the following plans: Blue Cross Medicare Advantage (PPO)SM, Blue Cross Community MMAI (Medicare-Medicaid Plan)SM, Blue Cross Community Integrated Care Plan (ICP)SM, Blue Cross Community Family Health PlanSM (FHP) and Blue Cross Community Managed Long Term Supports and ServicesSM (MLTSS).

Effective May 22, 2017, providers may contact eviCore directly to obtain benefit preauthorization for Medicare Advantage PPO and BCBSIL Medicaid members for the following specialty services with dates of service on or after June 1, 2017:

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

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

To request a benefit preauthorization:

- Log onto evicore.com/pages/ProviderLogin.aspx
- Call eviCore at 855-252-1117

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

We recommend that ordering physicians secure benefit preauthorizations and pass the benefit preauthorization numbers to the rendering facilities at the time of scheduling. Benefit preauthorizations contain benefit preauthorization numbers and one or more CPT codes specific to the services preauthorized. If the service requested is different from what is preauthorized, the rendering facility must contact eviCore for review and benefit preauthorization prior to claim submission.

Attend eviCore's online orientation! See the enclosed Orientation Session Invitation for details. The orientation schedule and program training resources also are available at <https://www.evicore.com/healthplan/bcbs>. eviCore's Clinical Guidelines and request forms are available at evicore.com. Please call the eviCore Customer Service department at 855-252-1117 if you have any questions or need more information.

Sincerely,

Network Management
Blue Cross and Blue Shield of Illinois

eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for BCBSIL.

Please note that the fact that a service has been preauthorized/pre-certified is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. Regardless of any benefit determination, the final decision about any treatment or service is between the member and their health care provider.



BlueCross BlueShield of Illinois

Orientation Session Invitation

Blue Cross and Blue Shield of Illinois (BCBSIL) has contracted with eviCore healthcare (eviCore), an independent specialty medical benefits management company, to provide utilization management services for benefit preauthorization for the services listed below for BCBSIL members covered under the Medicare Advantage PPO and BCBSIL Medicaid plans. Effective May 22, 2017, providers may contact eviCore directly at eviCore.com to obtain benefit preauthorization for specialty services with dates of service on and after June 1, 2017.

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

In the coming weeks, eviCore will be leading orientation sessions designed to assist you and your staff with the new management services. You are invited to attend the Web orientation session that works best for you and your schedule.

During these sessions, we will discuss in detail the benefit preauthorization requirements for BCBSIL members and how to locate additional training materials on the eviCore website, eviCore.com. Topics to be discussed include the new benefit preauthorization process, accessing information from the eviCore website and a review of the Quick Reference Guide. Time and participation permitting, this orientation session will be followed by a question-and-answer session. We encourage you to attend one of these informative sessions to help ensure your understanding of the new benefit preauthorization process for each service.

Web Orientation Sessions

Anyone wishing to attend one of the Web orientation sessions must register in advance. Each online orientation session is free of charge and will last approximately one hour.

We hope you find one or more of the times on the next page convenient.

How to Register

Please read the following instructions carefully to register for and participate in a session:

1. Once you have chosen a date and time, please go to <http://eviCore.webex.com/>
2. Click on the "Training Center" tab at the top of the Web page
3. Find the date and time of the session you wish to attend by clicking the "Upcoming" tab. All of the Provider Orientation Sessions will be named "Blue Cross and Blue Shield service name Provider Orientation Session"
4. Click "Register"
5. Enter the registration information

After you have registered for the session, you will receive an email containing:

1. The toll-free phone number and meeting number you will need for the audio portion of the session
2. A link to the Web portion of the session
3. The session password

Please keep the registration email so you will have the link to the Web session and the call-in number for the session in which you will be participating.

If you are unable to participate in a session at any of the times listed, you can obtain a copy of the presentation by contacting clientservices@evicore.com. The presentation is in PDF format. If you need Adobe® Reader®, you can download it from adobe.com/products/reader/.

<p><u>Cardiology Sessions</u> Tuesday, May 16 – 1 p.m. Thursday, May 18 – 2 p.m. Wednesday, May 24 – Noon Friday, May 26 – 1 p.m.</p>	<p><u>Lab Sessions</u> Thursday, May 18 – 10 a.m. Tuesday, May 23 – 2 p.m. Thursday, May 25 – 11 a.m. Friday, May 26 – 1 p.m.</p>
<p><u>Medical Oncology/Specialty Drug Sessions</u> Tuesday, May 23 – 10 a.m. Wednesday, May 24 – 3 p.m. Thursday, May 25 – 1 p.m.</p>	<p><u>Musculoskeletal Surgery-Joint, Spine & Pain Management</u> Monday, May 15 – 1 p.m. Thursday, May 18 – 9 a.m. Tuesday, May 23 – 3 p.m. Friday, May 26 – 10 a.m.</p>
<p><u>Musculoskeletal Therapies-PT/OT/ST & Chiropractic Sessions</u> Wednesday May, 17 – 2 p.m. Friday, May 19 – 9 a.m. Monday, May 22 – 1 p.m. Thursday, May 25 – 11 a.m.</p>	<p><u>Sleep Sessions</u> Wednesday, May 17 – 2 p.m. Thursday, May 18 – 11 a.m. Monday, May 22 – Noon Wednesday, May 31 – 10 a.m.</p>
<p><u>Radiation Therapy Sessions</u> Wednesday, May 17 – 9 a.m. Thursday, May 18 – 2 p.m. Tuesday, May 23 – 11 a.m. Wednesday, May 31 – Noon</p>	<p><u>Radiology Sessions</u> Thursday, May 18 – 11 a.m. Friday, May 19, – 9 a.m. Monday, May 22 – Noon Thursday, May 25 – 3 p.m.</p>
<p><u>Post-Acute Care Sessions</u> Monday, May 15 – 3 p.m. Tuesday, May 16 – 1 p.m. Wednesday, May 24 – 9 a.m. Thursday, May 25 – 10 a.m. Tuesday, May 30 – 3 p.m. Wednesday, May 31 – 1 p.m. Thursday, June 1 – 9 a.m. Friday, June 2 – 10 a.m.</p>	<ol style="list-style-type: none"> 1. Once you have chosen a date and time, please go to http://eviCore.webex.com/ 2. Click on the “Training Center” tab at the top of the Web page 3. Find the date and time of the session you wish to attend by clicking the “Upcoming” tab. All of the Provider Orientation Sessions will be named “Blue Cross and Blue Shield <u>service name</u> Provider Orientation Session.” 4. Click “Register” 5. Enter the registration information

Please note that the fact that a service has been preauthorized/pre-certified is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member’s eligibility and the terms of the member’s certificate of coverage applicable on the date services were rendered. Regardless of any benefit determination, the final decision about any treatment or service is between the member and their health care provider.

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