

# Utilization Management Program Quick Reference Guide

## Authorization Required

All out-patient, inpatient, non-emergent, elective procedures including:

- ☐ **Interventional Pain Management**
- ☐ **Spine Surgery**
- ☐ **Joint Surgery**

## Authorization Not Required

- ☐ Emergency Room

## Urgent Requests

When service is required due to a medically urgent condition, the rendering (treating) provider/office may utilize the portal or call eviCore healthcare at **1-866-889-8056** for authorization. Urgent care is a request for prior authorization of medical care/treatment required to prevent serious jeopardy to the life or health of the patient or to the patient's ability to regain maximum function or to manage severe pain that cannot be adequately managed without such medical care/treatment. eviCore will make a good faith effort to render a decision within four hours of receipt of all necessary information. If utilizing the portal to submit an urgent request, providers must upload all supporting clinical documentation during case initiation. In most cases where requisite information is provided, a decision is rendered and communicated within one business day. Please indicate that the request is for **medically urgent care**.

## Authorization Requirements

To ensure the authorization process is as quick and efficient as possible, we highly recommend that the physician's office submitting requests have:

- Recent clinical information including imaging studies and prior test results related to the diagnosis
- Office notes related to the current diagnosis
- Patient's name, address, and current member ID

## Need Clinical Support?

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from rendering provider. One of eviCore healthcare's physicians can assist in a consideration of interventional pain management and spine/joint surgery options. To request a clinical discussion, call eviCore healthcare at **1-866-889-8056** and request a peer-to-peer discussion.

## Authorizations

An authorization number will be faxed to the rendering provider/facility upon approval. eviCore healthcare will approve the CPT code or codes for the requested procedure. **Contact eviCore healthcare for changes to facility or service.**

It is the responsibility of the provider/facility to confirm that prior authorization has been requested and approved prior to service(s) being performed. Verification may be obtained via the eviCore healthcare website or by calling **1-866-889-8056**.

**Important!** Authorization from eviCore healthcare 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.

Please verify the member's eligibility with the health plan.

## Authorization Denials

eviCore healthcare notifies the rendering provider and member in writing of a denial and provides a rationale for the determination within one working day of decision. This communication sets forth the appeal options per current state policy. eviCore healthcare also offers the rendering physician a consultation with an eviCore healthcare medical director on a peer-to-peer basis. In certain instances, additional information provided during the peer-to-peer consultation is sufficient to satisfy medical necessity criteria.

## We offer three convenient methods to request authorizations:

### Web Portal

Access to the eviCore web portal is available 24/7 through a single sign on in your provider section of the Excellus BlueCross BlueShield website.

After a one-time registration (if you have not already registered), you are able to initiate a case, check status, review guidelines, view authorizations/eligibility, and more through the Excellus BCBS website single sign on process at [www.ExcellusBCBS.com](http://www.ExcellusBCBS.com). The web portal remains the quickest, most efficient way to obtain information.

If you have questions or need assistance with the Excellus BCBS website single sign on process, please contact the web team at **1-800-278-1247**.

If you have questions or need assistance with a case on the eviCore Website, please contact the Web Portal team via email at [portal.support@evicore.com](mailto:portal.support@evicore.com).

To phone in call **1-800-646-0418 (Option 2)**

### Phone

Contact us toll-free at **1-866-889-8056** from **7 a.m. to 7 p.m. EST**. For faster service, you'll need all pertinent clinical information before you call. Outside of normal business hours, you may call eviCore healthcare and leave a message for a return call the next business day.

eviCore healthcare's call center will be closed in observance of New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day. **The web is available 24/7, 365 days a year.**

### Fax

Fax requests can be submitted to **1-866-466-6964**. You can obtain condition-specific forms on the eviCore healthcare website at [www.evicore.com](http://www.evicore.com) under the Clinical Guidelines and Forms section. Complete the appropriate fax form, and fax to the number above. eviCore healthcare will respond by fax when the authorization decision is complete.

### Guidelines on the Web

To access the eviCore healthcare guidelines via the web, visit our musculoskeletal site at the following link: <http://www.evicore.com/solution/Pages/musculoskeletal.aspx>

From there, you can access important information and resources:

- ☐ Education tools
- ☐ Program overview
- ☐ Clinical guidelines & quick reference guides
- ☐ Online forms

### Implementation Site

The eviCore Excellus BCBS implementation website contains a comprehensive CPT code list, FAQ, and other important resources that are kept up-to-date for your convenience: [www.ExcellusBCBS.com](http://www.ExcellusBCBS.com).

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***This is not where claim denials reconsideration would be discussed. For claim denials, you must follow the appeal process.***