

Quick Reference Guide

Authorization Required

All out-patient, non-emergent, diagnostic advanced imaging services including:

- CT
- MR
- PET

Authorization Not Required

- Inpatient Radiology
- Nuclear Cardiology (NCM/MPI)
- Radiology testing done in the ER
- 23 hour observation
- Outpatient Radiology services other than indicated

Urgent Requests

When service is required due to a medically urgent condition, the referring physician's office must **call eviCore healthcare at 888.693.3211** for authorization. eviCore will render a decision within an expedited time frame of receipt of all necessary information. Please indicate that the notification 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 prior tests, lab work, and /or imaging performed related to this diagnosis
- Working or differential diagnosis and notes from the patient's last visit related to the diagnosis
- Type and duration of treatment performed
- Patient's name, address, and current
- Member ID

Authorizations

An authorization number will be faxed to the ordering physician and requested facility upon approval. eviCore healthcare will approve the specific facility performing the imaging study and the CPT code or codes for diagnostic imaging. **Contact eviCore healthcare for changes to facility or study.**

It is the responsibility of the performing facility to confirm that the referring physician completed the prior authorization process for procedures. Verification may be obtained via the eviCore healthcare website or by calling **888.693.3211**.

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 studies are rendered.

Claims submitted for unauthorized procedures are subject to denial, and the member must be held harmless. Please verify the member's eligibility at www.fchp.org or by calling **1-866-ASK-FCHP, prompt 2**.

Authorization Denials

eviCore healthcare notifies the referring physician in writing of a denial and provides a rationale for the determination. This communication sets forth the appeal options per current state policy. eviCore healthcare also offers the ordering physician a consultation with an eviCore healthcare Medical Director on a peer-to-peer basis.

Quick Reference Guide

We offer three convenient methods to request authorizations:

Web Portal

The eviCore healthcare Web Portal is available 24/7 at www.evicore.com.

After a one-time registration, you are able to initiate a case, check status, review guidelines, view authorizations/eligibility, and more. The Web Portal remains the quickest, most efficient way to obtain information.

If you have questions or need assistance, please contact the Web Portal Specialist for assistance via phone at 800-575-4594 or via email at portal.support@evicore.com.

Phone

Contact us toll-free at **888.693.3211** from **8AM to 9PM 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 **888.693.3210**. You can obtain body part and modality-specific forms on the eviCore healthcare website or by calling the eviCore healthcare Customer Service Department at **888.693.3211**. 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 and fax forms, visit our site at www.evicore.com. Select the "Resources" section from the Tool Bar, and choose the "Providers" option.

These documents can help answer prior authorization requests and provide information you need to complete your requests in each of our different specialty areas. Our site offers real-time access to:

- Evidence-Based Clinical Guidelines
- Online Forms & Resources

Need Clinical Support?

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians and radiologists. One of eviCore healthcare's physicians can assist in a consideration of imaging study options. To request a clinical discussion, call eviCore healthcare at **888.693.3211, option #6** and request a peer to peer discussion.

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