

Utilization Management Program

Quick Reference Guide

Blue Cross and Blue Shield has contracted with eviCore healthcare, an independent specialty medical benefits management company, to provide preauthorization for expanded outpatient and specialty utilization management for its Medicare and Medicaid IL & TX members.

Authorization Required

All diagnostic sleep procedures including:

- Home- and Facility-Based Sleep Studies
- 95806/G0399 – Home Sleep Testing
- 95807/95808/95810 – Attended Polysomnography (PSG)
- 95811 – Attended Polysomnography with PAP titration
- 95805 – Multiple Sleep Latency Test (MSLT)
- E0470/E0471/E0601 – PAP Therapy devices
- A4604 and A7027 – A7046 – PAP supply codes
- E0561 and E0562 – PAP Therapy humidifiers
- PAP Devices and supplies for HCPCS codes not included in the Prior Authorization list.

Authorization Not Required

- Hospital Inpatient
- ER
- 23 hour observation

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:

- Member's plan name
- Patient's name, date of birth, and member ID number
- Ordering Physician's name, provider NPI number, address, telephone and fax numbers
- Sleep facility's name, telephone and fax numbers
- Requested test(s) CPT Code(s) or description(s)

- Working Diagnosis
- Signs and symptoms
- Epworth Sleepiness Score (ESS)
- Co-Morbidities
- AHI/RDI
- Results of relevant tests
- Relevant medications

Authorizations

An authorization number will be faxed/phoned to the ordering physician and faxed to the requested facility upon approval, urgent requests will be delivered verbally. eviCore healthcare will approve the specific facility performing the Sleep study and the CPT code or codes requested. **Contact eviCore healthcare for changes to facility or request.**

It is the responsibility of the performing facility to confirm that the referring physician completed the prior authorization process for all Sleep testing procedures. Verification may be obtained via the eviCore healthcare website or by calling 855-252-1117.

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 with the health plan.

Authorization Denials

eviCore healthcare notifies the referring physician via fax/phone and the member via mail/phone 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 ordering 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 may be sufficient to satisfy medical necessity criteria.

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We offer three convenient methods to request authorizations:

Web Portal

The eviCore healthcare Web Portal is available 24/7 at <https://evicore.com/Pages/ProviderLogin.aspx>.

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 team via email at portal.support@evicore.com or via phone at 800-646-0418 (Option 2).

Phone

Contact us toll-free at 855-252-1117 from 7AM to 7PM local time. 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.

Guidelines on the Web

To access the eviCore healthcare Guidelines via the web, visit our Sleep Resources site at the following link: <https://www.evicore.com/solution/pages/sleep.aspx>

From there you can access important information and resources:

- Education Tools
- Program Overview
- Clinical Guidelines
- Online Forms

Need Clinical Support?

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians and boarded Sleep Physicians. One of eviCore healthcare's physicians can assist in a consideration of options for diagnostic Sleep testing. To request a clinical discussion, call eviCore healthcare at 855-252-1117 and request a peer to peer discussion.

Implementation Site

The eviCore Blue Cross and Blue Shield implementation website contains web registration and submission information, comprehensive CPT code list, FAQ documents, and other important resources that are kept up-to-date for your convenience:

<https://www.evicore.com/healthplan/bcbs>.