June 4, 2018
RE: eviCore healthcare and Prior Authorizations for Oncology Services

<Group Name>
<Add 1>
<Add 2>
<City>, <State> <Zip>

Dear Provider:

Thank you for being a Health Partners Plans (HPP) participating provider. There are changes to the prior authorization process for oncology services for your Health Partners Medicare and Health Partners (Medicaid) patients.

Health Partners Medicare members

HPP is pleased to announce a partnership with eviCore healthcare, who will handle prior authorizations for medical oncology and chemotherapy services for members enrolled in Health Partners Medicare plans, effective July 1, 2018. Optum Oncology will no longer service these requests as of June 30, 2018.

Members must receive prior authorization for dates-of-service beginning July 1, 2018, from eviCore healthcare. All medical oncology services requests submitted prior to July 1 will continue to be handled by Optum Oncology.

Health Partners Medicaid members

Prior authorizations for medical oncology and chemotherapy services for members enrolled in Health Partners (Medicaid) will be handled by HPP's precertification department, effective July 1, 2018. You can reach precertification at **1-866-500-4571**, **prompts 2, 3**. HPP will eventually transition this process to eviCore and we will communicate with you prior to the transition.

Please be aware that payment for services performed without prior authorization *may* be denied. However, services performed in conjunction with an inpatient stay, 23-hour observation or emergency room visit are not subject to prior authorization requirements.

Learn more in a provider webinar
HPP and eviCore healthcare will host two webinars to demonstrate the new prior authorization process for your Health Partners Medicare patients. Webinars are free, but registration is required; visit HPPlans.com/provwebinars to reserve a spot.

> **Health Partners Plans: eviCore healthcare Prior Authorizations for Oncology Services**
> Presenter: eviCore healthcare
> June 19 and 21, 2018
> 12:30 – 1:30 p.m.
> **Register at HPPlans.com/provwebinars**

(more)

In the webinar, you'll learn:

- How to request a prior authorization from eviCore healthcare
- Best practices for prior authorization requests and patient scheduling
- Prior authorization numbers and CPT codes specific to the services offered
- How to contact eviCore healthcare's Client Provider Operations department for assistance
- How to access eviCore healthcare's Clinical Guidelines and request forms at www.evicore.com/healthplan/HealthPartnersPlans

How to register and join the webinar
Upon registering for a webinar at HPPlans.com/provwebinars, you will receive a confirmation email and the option to add the webinar to your calendar. The email also includes the toll-free phone number and meeting number, conference password and a link to the webinar. Please keep the confirmation email so you can easily access the link and call-in number for the session in which you are participating. All session times are in Eastern Standard Time. *Please note that WebEx session times may display in Central Standard Time*.

To join the webinar, click the link in the confirmation email and follow the steps below for the webinar date you have chosen:
1. Visit https://evicore.webex.com/
2. Click the "Training Center" tab at the top of the page.
3. Click the "Upcoming" tab and find the date and time of the webinar you're attending. These webinar sessions will be named "Health Partners Plans: eviCore healthcare Prior Authorizations for Oncology Services."
4. Select "Register" and enter your registration information.

If you have questions about the webinar, please email ProviderEducation@hpplans.com. For more information on eviCore healthcare and prior authorizations for medical oncology and chemotherapy services, contact our Provider Services Helpline at **1-888-991-9023** (M-F, 9:00 a.m. to 5:30 p.m.). As always, thank you for your high-quality service to our members.

Sincerely,

Michael K. Krusen

Michael K. Krusen
Associate Vice President, Provider Network Management