

Pain, Spine & Joint Quick Reference Guide



Authorization Required

Out-patient, non-emergent services including:

- Spine Pain Management
- Spine Surgery
- Joint Surgery

Authorization Not Required

- Testing done in the ER
- Inpatient services
- Observation

Urgent Requests

When service is required due to a medically urgent condition, the ordering provider's office **must call eviCore healthcare (eviCore) at 1-844-303-8452** for authorization. eviCore will make a good faith effort to make a decision within **24 hours** of receiving all necessary information. In most cases where all the required information is provided in the first call, a decision will be made and communicated within 1 business day. Please tell us it's for **medically urgent care**.

Authorization Requirements

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

- Recent clinical information including prior tests, lab work or imaging related to this diagnosis
- Type and duration of rendered treatment
- Patient's name, address and current Member ID

Authorizations

eviCore will email an authorization number to the ordering provider upon approval. eviCore will approve the specific facility rendering the services. **Contact eviCore with changes to facility or study.**

It is the responsibility of the rendering facility to confirm that the ordering provider completed the preauthorization process for procedures. Verify this on the eviCore website or by calling **1-844-303-8452**.

Important: Authorization from eviCore 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. **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 notifies the ordering provider and member of a denial, with the reasoning for that determination, in writing within 1 business day of decision. This communication will also include the options for reconsiderations and appeals (commercial only).

Providers have 14 calendar days from the denial date to initiate the reconsideration process (commercial plans only). The reconsideration process involves a peer-to-peer consultations with an eviCore medical director. In certain cases, the additional information provided during the reconsideration process can satisfy medical necessity criteria. If the member has a commercial plan, reconsideration is the best option, but please be mindful of the reconsideration expiration date.

Please note: Medicare Advantage plans are not eligible for reconsideration.

All appeals must be discussed with the health plan and follow the health plan's appeals process.

We offer three convenient methods to request preauthorizations:

Online

Request preauthorization online 24/7 through YourHealthAlliance.org for providers.

When you connect to eviCore through YourHealthAlliance.org, you can start a preauthorization, check a preauthorization's status, review guidelines, view authorizations, check eligibility and more.

If you have questions or need help with eviCore, contact us at 1-800-646-0418, option 5, or email ProviderRelations@evicore.com.

Phone

Contact us toll-free at **1-844-303-8452** from **7 a.m. to 7 p.m. local time**. For faster service, have all pertinent clinical information ready before you call. Outside of normal business hours, you can leave us a message, and we'll call you back the next business day.

eviCore's call center is closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day. **You can use the website 24/7, 365 days a year.**

Fax

Send completed fax forms to **1-800-540-2406**. eviCore will respond by fax when the authorization decision has been made. Use the website or call eviCore's customer service at **1-844-303-8452** for clinical forms.

Guidelines on the Web

Check the eviCore guidelines online at: www.evicore.com/resources/pages/providers.aspx

From there, you can also connect with important information and resources, including:

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

Need Clinical Support?

To request a peer-to-peer consultation, call eviCore at **1-844-303-8452**.