



Dear Colleague:

eviCore healthcare is pleased to announce its continued partnership with Aetna Better Health to provide authorization services for members enrolled in Managed Medicaid programs.

eviCore is implementing a change of process for initiating pain management pre-certification requests. Beginning **October 25th 2016**, eviCore will begin accepting requests for procedures with dates of service November 1st, 2016 and after. Online requests for approval can be initiated via the eviCore web portal located at www.evicore.com, via phone at 1-888-693-3211, or via fax at 844-82AETNA.

Authorization may be required for:

- **MRI**
- **PET**
- **CT**
- **OB/Non-OB Ultrasound**
- **Pain Management**

Services performed in conjunction with an inpatient stay, 23-hour observation, or emergency room visit are not subject to authorization requirements.

To request an authorization, submit your request online, by phone or fax:

- Log onto <https://evicore.com/Pages/ProviderLogin.aspx>, utilizing the web is the quickest, most efficient way to initiate a request.
- Call us at 1-888-693-3211
- Fax an eviCore healthcare request form (available online) to 1-844-82AETNA

For urgent requests: If services are required in less than 48 hours due to medically urgent conditions, please call our toll-free number for expedited authorization reviews. Be sure to tell our representative the authorization is for medically urgent care.

We recommend that ordering physicians secure authorizations and pass the authorization numbers to the rendering facilities at the time of scheduling. Authorizations contain authorization numbers and one or more CPT codes specific to the services authorized. If the service(s) listed on the authorization needs to be changed, the rendering facility must contact us for review and authorization prior to claim submission.

Have questions about requesting authorizations? Program training resources, Clinical Guidelines, CPT codes managed, and fax request forms are available at the Aetna Better Health implementation site: https://www.evicore.com/healthplan/Aetna_Better_Health_of_Missouri.

Please email our client services department at clientservices@eviCore.com if you have any questions or need more information.

Sincerely,

Gregg P. Allen, M.D.
Chief Medical Officer
eviCore healthcare