



October 7, 2016

Dear Colleague:

eviCore healthcare is pleased to announce its partnership with Prominence Health Plan to provide authorization services for members enrolled in Prominence Health Plan programs.

Beginning November 1st, 2016, Prominence Health Plan members will require prior authorization from eviCore healthcare. Authorizations can be requested beginning October 24, 2016 for dates of service on and after November 1, 2016. Services performed without authorization may be denied for payment, and you may not seek reimbursement from members.

Authorization is required for:

- ✓ Cardiac Imaging Services
- ✓ Chiropractic
- ✓ Genetic Counseling and Testing
- ✓ Imaging Studies (excludes routine x-rays): OB ultrasound >2
- ✓ Joint Procedures - hip, knee, shoulder: Arthroplasty, arthroscopy and open procedures
- ✓ Medical Oncology Infusion Therapy
- ✓ Pain Management Procedures and Implants
- ✓ Physical, Occupational and Speech Therapy Services
- ✓ Radiation Therapy Services
- ✓ Sleep Studies/Sleep Apnea/PAP Equipment/Supplies
- ✓ Spinal Procedures/Surgery

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:

- Log onto <https://www.evicore.com/pages/ProviderLogin.aspx>
- Call us at 1-844-224-0495
- Fax an eviCore healthcare request form (available online) to 1-800-540-2406

For urgent requests: If services are required in less than 72 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 specific services authorized. If the service requested is different than what is authorized, the rendering facility must contact us for review and authorization prior to claim submission.

Aren't familiar with eviCore? Attend our online orientation!

The orientation schedule and program training resources are available at:
<https://www.evicore.com/implementation/pages/ImplementationResourceDetails.aspx?ImpID=76>

eviCore healthcare's Clinical Guidelines and request forms are available at:
<https://www.evicore.com/resources/pages/Providers.aspx>.

Please call our Customer Service department at 1-800-575-4517 if you have any questions or need more information.

Sincerely,

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



Orientation Session Invitation

As part of Prominence Health Plan's efforts to provide its recipients with access to high-quality, cost-effective care, in the coming weeks, eviCore will be leading orientation sessions designed to assist you and your staff with the new program. You will be able to attend the web orientation session that works best for you and your schedule.

During these sessions, we will discuss in detail the prior authorization requirements for Prominence Health Plan members and how to locate additional training materials to navigate the eviCore Web site, www.evicore.com. Topics to be discussed include the new prior authorization process, accessing information from the web site, a review of the Quick Reference Guide, and information regarding the clinical guidelines. Time and participation permitting, this orientation session will be followed by a question-and-answer session. We encourage you to attend one of these informative sessions to ensure your understanding of the new prior authorization process.

Web Orientation Sessions

Anyone wishing to attend one of the online web orientation sessions must register in advance. Each online web orientation session is free of charge and will last approximately one hour.

How to Register

Please read the following instructions carefully to register for and participate in a session:

1. Once you have chosen a date and time, please go to <http://medsolutions.webex.com/>
2. Click on the "Training Center" tab at the top of the Web page
3. Find the date and time of the conference you wish to attend by clicking the "Upcoming" tab. **All of the Provider Orientation Sessions will be named by program. Ex. "Prominence Cardiac Imaging Provider Orientation Session."**
4. Click "Register"
5. Enter the registration information

After you have registered for the conference, you will receive an e-mail containing:

1. The toll-free phone number and pass code you will need for the audio portion of the conference
2. A link to the Web portion of the conference
3. The conference password

Please keep the registration e-mail so you will have the link to the Web conference and the call-in number for the session in which you will be participating.

If you are unable to participate in a session at any of the times listed, you can obtain a copy of the presentation by contacting clientservices@evicore.com. The presentation is in PDF format. If you need Adobe Reader, you can download it from www.adobe.com/products/reader/.

Program training resources are available at:

<https://www.evicore.com/implementation/pages/implementationresources.aspx>

We hope you find one or more of the following times convenient.

The orientation schedule is located on page 2 of this document.

<p style="text-align: center;"><u>Cardiac Imaging Sessions</u></p> <p>Wednesday, October 12 – 7:00 AM Pacific Thursday, October 13 – 12:00 PM Pacific Monday, October 17 – 10:00 AM Pacific Friday, October 21 – 11:00 AM Pacific Tuesday, November 8 – 11:00 AM Pacific</p>	<p style="text-align: center;"><u>Medical Oncology Sessions</u></p> <p>Tuesday, October 11 – 11:00 AM Pacific Thursday, October 13 – 10:00 AM Pacific Monday, October 17 – 8:00 AM Pacific Wednesday, October 19 – 12:00 PM Pacific Tuesday, November 8 – 7:00 AM Pacific</p>
<p style="text-align: center;"><u>Sleep Sessions</u></p> <p>Tuesday, October 11 – 1:00 PM Pacific Wednesday, October 12 – 9:00 AM Pacific Monday, October 17 – 12:00 PM Pacific Friday, October 21 – 8:00 AM Pacific Tuesday, November 8 – 1:00 PM Pacific</p>	<p style="text-align: center;"><u>Radiation Therapy Sessions</u></p> <p>Monday, October 10 – 11:00 AM Pacific Thursday, October 13 – 1:00 PM Pacific Monday, October 17 – 12:00 PM Pacific Thursday, October 20 – 10:00 AM Pacific Thursday, November 3 – 11:00 AM Pacific</p>
<p style="text-align: center;"><u>MSK Sessions</u></p> <p>Monday, October 10 – 8:00 AM Pacific Thursday, October 13 – 10:00 AM Pacific Monday, October 17 – 11:00 AM Pacific Thursday, October 20 – 7:00 AM Pacific Thursday, November 3 – 11:00 AM Pacific</p>	<p style="text-align: center;"><u>MSK Therapies Sessions(incl. PT/OT/ST/Chiro)</u></p> <p>Monday, October 10 – 11:00 AM Pacific Thursday, October 13 – 8:00 AM Pacific Monday, October 17 – 8:00 AM Pacific Thursday, October 20 – 10:00 AM Pacific Thursday, November 3 – 8:00 AM Pacific</p>
<p style="text-align: center;"><u>Radiology Management Sessions</u></p> <p>Wednesday, October 12 – 12:00 PM Pacific Friday, October 14 – 8:00 AM Pacific Tuesday, October 18 – 9:00 AM Pacific Friday, October 21 – 11:00 AM Pacific Wednesday, November 2 – 1:00 PM Pacific</p>	<p>How to Register Please read the following instructions carefully to register for and participate in a session:</p> <ol style="list-style-type: none"> 1. Once you have chosen a date and time, please go to http://medsolutions.webex.com/ 2. Click on the “Training Center” tab at the top of the Web page 3. Find the date and time of the conference you wish to attend by clicking the “Upcoming” tab. All of the Provider Orientation Sessions will be named by applicable Prominence program. Ex. “Prominence MSK Provider Orientation Session.” 4. Click “Register” 5. Enter the registration information