eviCore healthcare offers three methods to request authorizations. Choose the most convenient method for you.

💻 Web Portal

https://myportal.medsolutions.com

eviCore healthcare is available online 24/7. After a quick and easy one-time registration, you can initiate a request, check status, review guidelines, and more.

☎ Phone 888-693-3211

Contact eviCore healthcare toll-free from **8AM to 9PM ET**. Calls are typically brief, lasting only a few minutes. We grant many authorizations while you are on the phone!

For faster service, you'll need all pertinent clinical information before you call. Please see the "*Rapid Authorization*" section in this brochure for a list of the information you will need.

Outside of normal business hours, you may call eviCore healthcare and leave a message for a return call the next business day.

📄 Fax 888-693-3210

You can obtain body part and modality specific forms on the eviCore healthcare website (https://myportal.medsolutions.com) or call the eviCore healthcare Customer Service Department at **888-693-3211**.

Complete the appropriate fax form and fax to the number above. eviCore healthcare will respond by fax when the authorization decision is complete.

Busy office?

We understand.

Provider Web Portal

Use **https://myportal.medsolutions.com** for all of your radiology management needs when it's convenient for you!

Have questions or need assistance? Our Web Support Team is standing by to assist you with any website issues you may be experiencing. Contact them via e-mail at portal.support@evicore.com or via phone at 800-575-4594.

Need clinical support?

We're here.

Radiology AnswerLine®

We welcome requests for clinical discussions from referring physicians and radiologists. One of eviCore healthcare's physicians can assist in a consideration of imaging study options. To request a clinical discussion, call eviCore healthcare at **888-693-3211;** Option #6.

Guidelines on the Web

eviCore healthcare's Guidelines are available at **www.medsolutions.com.**

730 Cool Springs Blvd, Suite 800

Franklin, TN 37067

Radiology Management Head Quarters

WELL SENSE℠
HEALTH PLAN

SHP Radiology Management Program

QUICK REFERENCE GUIDE

https://myportal.medsolutions.com

UserID: _____

Password: _____

eviCore healthcare is here to assist you in providing high-quality, cost-effective usage of advanced imaging. *This guide will help you understand the prior authorization process.*

☑ Authorization Required

The following outpatient, non-emergent, diagnostic advanced imaging services including:

- CT
- MR
- PET
- Nuclear Cardiology (NCM/MPI)

☒ Authorization Not Required

- Inpatient Radiology
- Radiology testing done in the emergency room
- Observation Services
- Outpatient radiology services other than those indicated (e.g., ultrasound, mammography)

🚑 Urgent & Emergent

When a procedure is required in less than 48 hours due to a medically urgent condition, the referring physician's office must **call eviCore healthcare at 888-693-3211** for authorization. eviCore healthcare will render a decision within an expedited time frame of receipt of all necessary information. Please indicate clearly that the notification is for **medically urgent care**.

eviCore healthcare's call center will be closed in observance of New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day.

✴ Rapid Authorization

We offer the following suggestion to ensure the authorization process is as quick and easy as possible.

eviCore healthcare highly recommends that the referring physician's office submits all requests.

Two significant factors help ensure a quick and accurate process:

1. Recent clinical information and patient demographics on hand

2. Appropriately qualified staff member from the physician's office making the call to eviCore healthcare

Before you phone, fax, or visit our website, ensure you have the following information available:

- The patient's name & address
- The current Member ID
- The procedure code and working or differential diagnosis code
- Prior tests, lab work and/or imaging performed related to this diagnosis
- Notes from the patient's last visit related to the diagnosis
- Type and duration of treatment performed to date for the diagnosis

Your request will be processed within one business day of receipt of all necessary information. **In many cases, the authorization decision is made immediately!**

If we need additional clinical information to process your request, eviCore healthcare will contact you by fax at the number you provide.

△ Authorizations

An authorization will be faxed to the ordering physician and requested facility upon approval. eviCore healthcare will approve the specific facility performing the imaging study and the CPT code or codes for diagnostic imaging. **Contact eviCore healthcare for changes to facility or study.**

It is the responsibility of the performing facility to confirm that the referring physician completed the prior authorization process for procedures. Verification may be obtained via the eviCore healthcare website or by calling **888-693-3211**.

Important! Authorization from eviCore healthcare does not guarantee claim payment. Services must be covered by Well Sense 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 at www.wellsense.org or by calling 877-492-6965.

⊗ Denials

eviCore healthcare notifies the referring physician and requested facility in writing of a denial and provides a rationale for the determination. 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 is sufficient to satisfy medical necessity criteria.