

# Medical Oncology Program Quick Reference Guide



## Required Authorization

All out-patient, non-emergent procedures including:

- Oral / Injectable Chemotherapy

## No Required Authorization

eviCore healthcare will not manage prior authorizations for the following:

- Inpatient Stay
- Emergency Room
- 23-hour Observation

## Authorization Requirements

To ensure the authorization process is as efficient as possible, the ordering physician should have the following information available:

- Recent clinical information including:
  - ✓ Prior Tests
  - ✓ Lab Work
  - ✓ Imaging related to the diagnosis
- Working or Differential Diagnosis
- Clinical Notes that are:
  - ✓ Associated with the patient's last office visit
  - ✓ Related to the patient's specific condition
- Type and Duration of treatment performed
- Patient name, date of birth, address, and member ID

## Authorizations

An authorization number will be faxed to the rendering provider/facility upon approval; urgent requests will be delivered verbally. eviCore healthcare will approve the CPT code or codes for the requested procedure.

It is the responsibility of the provider/facility to confirm that prior authorization has been requested and approved prior to service(s) being performed. Verification may be obtained via the eviCore healthcare website or by calling 855-727-7444.

**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 effective dates for the Medical Oncology Program vary between 240 to 425 days.**

**Requests for clinical trials should be directed to Network Health at the number on the back of the member/participant ID card.**

## Authorization Denials

eviCore notifies the ordering physician via fax/ phone, the member via mail/phone, and the rendering facility (if applicable) via fax of a denial and provides a rationale for the determination within one business day of the decision. The communication provides the appeal options per current state policy.

eviCore also offers the ordering physician a consultation with an eviCore Medical Director. In certain instances, additional information provided during the clinical consultation is sufficient to satisfy medical necessity criteria.

## Need Clinical Support?

To request a clinical consultation, please visit [www.evicore.com](http://www.evicore.com) and select the "Request a Clinical Consultation" in the Provider Shortcuts Menu in the top right hand corner of your browser

If your case requires further clinical discussion for approval, we welcome requests for clinical consultations from ordering physicians. One of eviCore's Medical Directors can assist in consideration of medical oncology treatment options.

For claim denials, you must follow the appeal process.

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## Urgent Requests 855-727-7444



Contact eviCore to request an urgent authorization.

If a fax request is needed for an urgent request, please call the phone number listed above to discuss the fax protocol.

## Convenient Web Portal



[The Web Portal](#) remains the quickest, most efficient way to obtain information. After a one-time registration, you can initiate a case, view case/authorization details, verify eligibility, and more. Available 24/7, 365 days a year.

Web Portal assistance:

e: [portal.support@evicore.com](mailto:portal.support@evicore.com)  
p: 800-646-0418 (Option 2)

## Toll-free 855-727-7444



Contact us from 7AM to 7PM local time. For faster service, you'll need all pertinent clinical information before you call. Outside of normal business hours, you may call eviCore and leave a message for a return call the next business day.

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

## Client Resource Page



The eviCore Client Resource contains clinical guidelines, web registration/submission information, FAQ documents, a comprehensive CPT code list, and other important resources that are kept up-to-date for your convenience:

[www.evicore.com/healthplan/nhpwi](http://www.evicore.com/healthplan/nhpwi)

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