

# Radiation Therapy Program Quick Reference Guide



## Required Authorization

All Radiation Therapy treatment plans for both cancerous and non-cancerous diagnosis require authorization. Radiation Therapy Procedures include:

- Complex isodose technique (77307)
- 3D Conformal
- Intensity-Modulated Radiation Therapy (IMRT)
- Image-Guided Radiation Therapy (IGRT)
- Stereo-tactic Radiosurgery (SRS)
- Stereo-tactic Body Radiation Therapy (SBRT)
- Brachytherapy
- Radio-pharmaceuticals
- Hyperthermia
- Proton Beam Therapy
- Neutron Beam Therapy

## No Required Authorization

- Inpatient Treatment Plans

## Authorization Requirements

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

- o Patient's Name and DOB
- o Health Plan ID number
- o Ordering Physician's Name and NPI number
- o Ordering Physician's Telephone/Fax numbers
- o Radiation Therapy Facility's Name
- o Radiation Therapy Facility's Telephone/Fax numbers
- o Completed physician worksheet pertinent to patient's diagnosis

You can obtain a worksheet of required information for eviCore healthcare's Radiation Therapy Program at the following link:

[www.evicore.com/resources/pages/providers.aspx?solution=Radiation%20Therapy#ReferenceGuidelines](http://www.evicore.com/resources/pages/providers.aspx?solution=Radiation%20Therapy#ReferenceGuidelines)

## 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

## Authorizations

An authorization number will be faxed to the ordering physician upon approval. If any additional changes need to be made to an existing request, please contact eviCore directly.

It is the responsibility of the performing facility to confirm that the referring physician completed the prior authorization process for Radiation Therapy services. 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.

Authorizations for the Radiation Oncology Program are effective for 45 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 and the member via mail/phone 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 clinical consultation with an eviCore Medical Director. In certain instances, additional information provided during the clinical consultation is sufficient to satisfy medical necessity criteria.

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 determining the best treatment plan.

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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