



# Provider Notice

September 2023

## **Prior Authorization Change effective 11/1/23: eviCore to manage Durable Medical Equipment Authorization requests**

CountyCare Health Plan is committed to providing an efficient and consistent Utilization Management (UM) experience for our members and providers. We are always looking for new solutioning partners who can provide more efficient and effective ways to manage medical care resources.

We are pleased to announce our partnership with eviCore Healthcare to provide prior authorization management of durable medical equipment (DME) effective on 11/1/23. With this change, the list of DME HCPCS codes that requires prior authorization will be changing. Please check the CPT PA look up tool for which codes are included in this change.

In addition to performing prior authorization for DME, eviCore will also be providing member support as follows:

- Confirming delivery and receipt of equipment or supplies
- Educating the member regarding appropriate and safe use of their equipment or supplies

In the coming weeks, eviCore Healthcare will be coordinating orientation sessions with our Provider Relations team designed to assist you and your staff with the transition to eviCore. We will also be providing important information about how to submit your prior authorization requests for DME.

### **Prior Authorization Highlights**

- To request prior authorization for DME, you will be able to access the eviCore web portal and build a case at <https://evicore.com/Pages/ProviderLogin.aspx>.
- Prior authorizations will be accepted 24 hours a day, seven days a week, excluding planned down time for system maintenance, through the eviCore website, by phone at (Telephone: 866-525-5029 or fax to 866-663-7740
- For telephone requests, the business hours will be of 8 a.m. to 9 p.m. E.T., Monday through Friday

This policy is intended to provide guidance for In-Network facilities. However, all Out of Network requests are subject to prior authorization through eviCore as well. Out of Network requests may be redirected to an In-network provider whenever possible and will be subject to physician review.

### **Contact us**

Please contact CountyCare Provider Services at **312-864-8200, Option 6**. You can also use our Interactive Voice Response (IVR) system to verify eligibility. The Provider Services Representatives can assist you with eligibility and claim status. They can also connect you with your assigned PR Representative.

Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact your assigned Provider Relations Representative or if you do not know your assigned Representative, please contact [CountyCareProviderServices@cookcountyhhs.org](mailto:CountyCareProviderServices@cookcountyhhs.org).