

Advanced Radiology and Cardiology Frequently Asked Questions for CareFirst

Who is EviCore healthcare?

EviCore healthcare is an independent specialty medical benefits management company that provides utilization management services for CareFirst.

Which members will EviCore healthcare manage for the Advanced Radiology and Cardiology program?

EviCore healthcare will manage prior authorization for CareFirst members who are enrolled in the following program:

Commercial

- Fully-Insured on the Facets Source System
- Access CareFirst's guide, [How to Identify CareFirst Commercial Fully-Insured Members](#) in CareFirst Direct.

Note: EviCore healthcare will not manage prior authorizations for Federal Employee Program (FEP) ('R' prefix), Federal Employee Health Benefit Plan (FEHBP or Group ND50), Medicare Advantage ('MAC' or 'EGE' prefixes), CareFirst CHPMD, Advantage DualPrime or Self-Insured members. All of these members are excluded from this requirement and do not require prior authorization for the identified services through EviCore.

What is EviCore healthcare's Advanced Radiology and Cardiology program?

EviCore healthcare's Advanced Radiology and Cardiology Program consists of Prior Authorization Medical Necessity Determinations for Advanced Radiological and Cardiology services.

Our solution is designed around each client's individual needs. This is accomplished by utilizing our unique clinical expertise with a staff of 300+ medical directors covering 51 different specialties and 800 licensed nurses with advanced training in various specialties. Additionally, we employ industry-leading clinical guidelines, including pediatric-specific imaging guidelines that incorporate all applicable criteria from medical specialty societies.

Which Advanced Radiology and Cardiology services require prior authorization for CareFirst?

Go to <https://www.evicore.com/resources> Find the Health Plan > Select solution resources> Select the correct solution> Select CPT Codes.

Advanced Radiology:

- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)

Advanced Cardiology:

- Cardiac MR
- Cardiac CT

- Cardiac PET
- Nuclear Stress (Myocardial Perfusion Imaging)

You may also visit: <https://provider.carefirst.com> to determine delegated Advanced Radiology and Cardiology CPT codes that require prior authorization through EviCore healthcare.

Who needs to request prior authorization through EviCore healthcare?

All physicians who request/order Advanced Radiology and Cardiology services are required to obtain a prior authorization for services prior to the service being rendered in an office or outpatient setting.

How do I request a prior authorization through EviCore healthcare?

Providers and/or staff can request prior authorization by following the steps below:

Web Portal

To access CareFirst's Provider Portal:

- From CareFirst's Provider Website, <https://provider.carefirst.com>, log into the CareFirst Provider Portal (CareFirst Direct).
- Select the *Prior Auth/Notification tab*.
- Select *Start Now* within the Advanced Imaging for Cardiology and Radiology box to be transferred to EviCore healthcare Prior Authorization Portal (CareCore National Portal).
- From the EviCore Prior Authorization Portal landing page, you will see "Request and Auth" in the middle of the screen, please select that option to begin your case request.

Note: If you need to create an account to access CareFirst's Provider Portal, review the [Accessing and Registering for CareFirst Direct](#) guide for assistance.

Call Center

EviCore healthcare's call center is open from 7 a.m. to 7 p.m. local time. Providers and/or staff can request prior authorization and revise existing cases by calling **844-303-8450**.

Fax

Providers and/or staff can fax prior authorization requests by completing the clinical worksheets found on EviCore healthcare's website at www.evicore.com/provider/online-forms.

Do Advanced Radiology and Cardiology services performed in an inpatient setting at a hospital or emergency room setting require prior authorization?

No. Advanced radiology and cardiology studies performed in an emergency room, while in an observation unit, or during an inpatient stay do not require prior authorization.

How do I check an existing prior authorization request for a member?

Access CareFirst's Provider Portal:

- From CareFirst's Provider Website, <https://provider.carefirst.com>, log into the CareFirst Provider Portal (CareFirst Direct).
- Select the *Prior Auth/Notification tab*.
- Select *Start Now* within the Advanced Imaging for Cardiology and Radiology box to be transferred to EviCore healthcare Prior Authorization Portal (CareCore National Portal).

- From the EviCore Prior Authorization Portal landing page, you will select “Authorization Lookup” at the top of the screen.
- Search by member information OR by case number with ordering national provider identifier (NPI).

What information is required when requesting prior authorization?

When requesting prior authorization, please ensure the proprietary information is readily available:

Member

- First and Last Name
- Date of Birth
- Member ID

Ordering Provider

- First and Last Name
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Phone and Fax Number

Rendering (Performing) Provider

- Facility Name
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Street Address

Clinical(s)

- Requested Procedure Code (CPT Code)
- Signs and symptoms
- Imaging/X-ray reports
- Results of relevant test(s)
- Working diagnosis
- Patient history, including previous therapy

Note: EviCore suggests utilizing the clinical worksheets when requesting authorization for Radiology and Cardiology services.

How long is the authorization valid?

Authorizations are valid for 90 calendar days. If the service is not performed within 90 calendar days from the issuance of the authorization, please contact EviCore.

What is the most effective way to get authorization for urgent requests?

Urgent requests are defined as a condition that is a risk to the patient’s health, ability to regain maximum function and/or the patient is experiencing severe pain that require a medically urgent procedure. Urgent requests may be initiated by following the process noted above to access EviCore healthcare’s Portal (CareCore National Portal). The provider will be notified by fax.

What are my options if I receive and adverse determination?

The referring and rendering provider will receive a denial letter that contains the reason for denial as well as reconsideration and appeal rights process.

Note: The referring provider may request a Clinical Consultation within two (2) business days with an EviCore Medical Director to review the decision.

Does EviCore review cases retrospectively if no authorization was obtained?

Retrospective requests must be initiated by phone within 2 business days following the date of service. Please call **844-303-8450** and have all clinical information relevant to your request available when you contact EviCore.

How do I make a revision to an authorization that has been performed? How do I make a revision to authorization that has not been performed?

The requesting provider or member should contact EviCore with any change to the authorization, whether the procedure has already been performed or not. It is very important to update EviCore of any changes to the authorization in order for claims to be correctly processed for the facility that receives the member.

What information about the prior authorization will be visible in the EviCore's Prior Authorization Portal?

The authorization status function will provide the following information:

- Prior Authorization Number/Case Number
- Status of Request
- Site Name and Location
- Prior Authorization Date
- Expiration Date

What should I do if I cannot locate the provider I am looking for?

Providers will need to contact EviCore healthcare at **844-303-8450**. EviCore receives a provider file from CareFirst with all independently contracted participating and non- participating providers.

Where do I submit my claims?

All claims will continue to be filed directly to CareFirst.

Where do I submit questions or concerns regarding this program?

For program related questions or concerns, please email: clientservices@evicore.com

Common Items to Send to Client Services:

- Questions regarding Accuracy Assessment, Accreditation, and/or Credentialing
- Requests for an authorization to be resent to the health plan
- Consumer Engagement Inquiries

- Complaints and Grievances
- Eligibility issues (member, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Reports of system issues

Who do I contact for online support/questions?

Web portal inquiries can be emailed to portal.support@evicore.com or call **800-646-0418 (Option 2)**.

What are the benefits of using EviCore's Web Portal?

Our web portal provides 24/7 access to submit or check on the status of your request. The portal also offers additional benefits for your convenience:

- **Speed** – Requests submitted online require half the time (or less) than those taken telephonically. They can often be processed immediately.
- **Efficiency** – Medical documentation can be attached to the case upon initial submission, reducing follow-up calls and consultation.
- **Real-Time Access** – Web users are able to see real-time status of a request.
- **Member History** – Web users are able to see both existing and previous requests for a member

Where can I find additional educational materials?

For more information and reference documents, please visit our resource page at [Provider Resources | EviCore by Evernorth](#).