



**eviCore healthcare**  
**Radiology/Cardiology Program**  
**Frequently Asked Questions**

Prepared for



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### Who is eviCore healthcare?

eviCore provides Utilization Management services for health plans.

### How can EmblemHealth participating providers obtain and verify a prior authorization number?

Providers can submit authorization requests online at [www.evicore.com](http://www.evicore.com), 24 hours a day, 7 days a week. or via phone at 866-417-2345, Monday through Friday 7AM – 7PM, EST.

### What are eviCore healthcare's hours and days of operation?

eviCore is available from 7:00AM to 7:00PM, EST Monday through Friday.

### What holidays does eviCore healthcare observe?

New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday following, and Christmas Day.

### Does eviCore healthcare process claims for EmblemHealth?

eviCore healthcare processes claims for Emblem HIP providers in New York, with eviCore direct contracts. Emblem GHI providers should continue to bill claims directly to EmblemHealth.

## Radiology Program

### What procedures require prior authorizations?

Magnetic Resonance Image (MRI), Magnetic Resonance Angiography (MRA), Computerized Axial Tomography (CT), Positron-Emission Tomography (PET), Cardiac Imaging, Cardiac CT, Cardiac MRI, Cardiac PET, Ultrasounds (First 3 OB Ultrasounds do not require prior authorization).

### What information is required to obtain a prior authorization?

- Member's Plan Name
- Patient's Name, Date of Birth, and Member ID Number
- Ordering Physician's Name, Provider ID Number, Address, Telephone and Fax Numbers Imaging Facility's Name, Telephone and Fax Number
- Requested Test(s) (CPT Code(s) or Description(s)) Working Diagnosis
- Signs and Symptoms
- Results of Relevant Tests
- Relevant Medications

If initiating the prior authorization by telephone, the caller should have the medical record(s) available.

### Do imaging services provided in an inpatient setting at a hospital or emergency room setting require a prior authorization?

No. Imaging studies ordered through an emergency room treatment visit, while in an observation unit, or during an inpatient stay do not require prior authorization.

**If the referring provider orders an imaging study, but the rendering provider (Radiologist) thinks it would be more appropriate to do a different study, does that require a correction to the prior authorization on file?**

Yes. The radiologist may call eviCore and update the prior authorization up to two (2) business days after the service has been rendered. A demonstration of medical necessity must be included with the modification request.

**What is the process that providers should follow if eviCore healthcare is not available when they need to obtain a prior authorization?**

eviCore is contracted with EmblemHealth to provide prior authorization for Radiology and Cardiology procedures. The office should obtain the approval prior to moving forward with performing the procedure. If the patient is in an emergent situation, after eviCore business hours, a determination will need to be made on whether it would be in the patient's best interest to go to the Emergency Room.

**How can a referring provider indicate that an imaging study is clinically urgent?**

Notify the eviCore agent that the test is clinically "URGENT" and demonstrate the clinical urgency by attaching the appropriate clinical documentation if initiating the case on the web portal. Advise verbally if initiating the request via the phone and fax in the appropriate clinical documentation. (Fax #: 800-540-2406)

**How long does the prior authorization process take?**

Most requests are resolved on first contact. For all other requests, determinations are made within two (2) business days from the receipt of all necessary clinical information. If a prior authorization is initiated online and the request meets criteria, the test is approved immediately and a time-stamped approval is available for printing.

**Does eviCore healthcare employ physicians other than Radiologists to review prior authorization requests?**

eviCore employs physicians of various specialties to respond to network needs.

**How does the referring provider or rendering provider know that a prior authorization review has been completed?**

The referring provider or rendering provider can verify if a prior authorization request was approved by checking the status on the eviCore website, under the Authorization Look Up.

**What information about the prior authorization is visible on the eviCore healthcare website?**

The authorization status function on the web site will provide the following information:

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

**How are all parties notified if the prior authorization has been approved?**

Referring providers are notified of the prior authorization via fax. Rendering providers can validate a prior authorization by using the eviCore Web site or by calling eviCore Customer Service. Members are notified

in writing of any adverse determinations. Written notification is provided upon request if the rendering provider contacts eviCore's customer service department.

**If a prior authorization is not approved, what follow-up information does the referring provider receive?**

The referring provider will be informed of the reason for denial, as well as how to initiate reconsideration, Peer to peer and appeal rights.

**Can the rendering provider or diagnostic facility initiate the prior authorization for the referring provider?**

Yes. The referring provider may delegate the prior authorization request to be obtained by the Radiology provider. It is the responsibility of the referring provider to provide all necessary patient clinical information to the rendering provider.

**Is there a Review or Appeal process if the prior authorization is not approved?**

Yes, eviCore will send all next step information in the denial notification.

**What is the format of the eviCore healthcare authorization number?**

An authorization number is (1) one Alpha character followed by (9) nine numeric numbers, and then the CPT code of the procedure authorized. For example: A123456789-70553.

**If a physician, wishes to modify an approved Non-Contrast MRI to a Contrast MRI, does the physician need to notify eviCore healthcare to update the authorization?**

Yes. The office needs to call within two (2) business days of rendering the procedure with clinical information indicating the necessity for the modification. The clinical information will be reviewed for medical necessity and a new authorization number will be issued if the procedure is determined to be medically necessary.

**Is a separate authorization needed for each CPT code?**

Yes.

**How long is the authorization approval valid?**

Prior Authorizations are valid for 45 calendar days from the date of the approval.

**If a prior authorization number is valid for 45 days and a patient comes back within that time for follow up and needs another imaging study, will a new authorization number be required?**

Yes.