

Radiation Therapy

Frequently Asked Questions

Who is EviCore?

EviCore by Evernorth (EviCore) is an independent specialty medical benefits management company that provides utilization management services for Priority Health.

What is the relationship between EviCore and Priority Health?

EviCore will begin managing Radiation Oncology services for Priority Health as of 9/15/2024. Authorization requests will be accepted beginning 9/15/2024 for treatments starting 9/15/2024 and beyond.

Which members will EviCore healthcare manage for the Radiation Oncology program?

EviCore will manage prior authorization for Priority Health members who are enrolled in the following programs:

- Commercial
- Medicaid
- Medicare

What medical providers will be affected by this agreement?

Prior authorization is required when the participating physician's office, hospital outpatient or freestanding facility provides the services.

Who needs to request prior authorization through EviCore?

It is the responsibility of the performing facility to confirm that the rendering physician completed the prior authorization process for radiation therapy.

Can only the provider ask for authorizations?

A representative of the physician's staff can request prior authorization. This could be someone from the clinical team, front office or billing staff, acting on behalf of the ordering physician.

How do I check the eligibility and benefits of a member?

Member eligibility and benefits should be verified on <https://www.priorityhealth.com/> before requesting prior authorization through EviCore.

How do I request a prior authorization through EviCore?

Providers and/or staff can request prior authorization in one of the following ways:

Web Portal

The EviCore portal is the quickest, most efficient way to request prior authorization, is available 24/7, and is accessed through Priority Health's provider portal, prism. To request authorization:

1. [Log into your prism account.](#)
2. Under the Authorizations menu, click **Request an Authorization.**
3. In the resulting form, select **Practitioner/Outpatient**, then enter the **primary procedure** and **facility information.**
4. Click the **Go to EviCore** button. This will route you directly to EviCore to complete your authorization request.

Call Center

EviCore's call center is open from 7 a.m. to 7 p.m. EST. Providers and/or staff can request prior authorization and make revisions to existing cases by calling **844-303-8456**.

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.

Is registration required on EviCore's web portal?

No. Priority Health providers will initiate online authorization requests through Priority Health's prism provider portal. Providers will then be automatically redirected to EviCore's portal to complete authorization requests for appropriate procedures.

Which Radiation Oncology treatments require prior authorization for Priority Health?

A treatment plan in which a radiation therapy technique is intended to be used to treat the patient's diagnosis requires authorization. Such techniques include:

- Conventional Isodose Planning, Complex
- 3D Conformal
- Intensity-Modulated Radiation Therapy (IMRT)
- Image-Guided Radiation Therapy (IGRT)
- Stereotactic Radiosurgery (SRS)
- Stereotactic Body Radiation Therapy (SBRT)
- Brachytherapy
- Radiopharmaceuticals
- Hyperthermia
- Proton Beam Therapy
- Neutron Beam Therapy

The list of codes managed by the EviCore Radiation Oncology program can be viewed on the provider resource website at <https://www.evicore.com/resources/healthplan/priority-health>. Read below for more information on how to request Radiation Oncology authorizations.

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

- Diagnosis/ICD-10
- Start date of treatment (not simulation date, radiation treatment delivery date)
- Cancer type to be treated*
- Completed physician worksheet and/or request form as applicable.

*The requester will be asked to select the cancer type being treated as part of the case build process. If a non-cancerous diagnosis is being treated, then specify “non-cancerous” indication during case build. If EviCore does not have a cancer or non-cancerous selection that fits the diagnosis then please specify “Other” cancer type during case build.

What is included in a Radiation Oncology prior authorization?

An EviCore Radiation Therapy pre-service authorization will include all pertinent radiation therapy services for a member’s entire episode of care:

- EviCore will provide a medical necessity decision based on the treatment plan, plus any pertinent clinical information that is communicated to EviCore.
- Radiation therapy physician worksheets and request forms are available at EviCore.com. These documents collect the minimum treatment plan and clinical information required to render a medical necessity determination during the pre-service authorization request process.
- If necessary, additional clinical information can also be communicated to EviCore via fax or the document upload feature available during case build on the web.
- The pre-service authorization written notifications will communicate approved and denied services, which include treatment technique and number of fractions (ex: 10 fractions of 3D conformal treatment).
- EviCore healthcare will review all lesions to be treated as a single episode of care. If there is uncertainty regarding synchronous cancers or treatment of multiple lesions, please call and request to speak to a clinical reviewer.
- The authorization will be inclusive of all relevant and necessary CPT codes (simulation, dosimetry, devices, treatment delivery codes, etc.), appropriate to the approved treatment plan, and within the scope of the codes managed under the program.

Do I need a separate pre-service authorization number for each service code requested?

EviCore will assign one authorization number per treatment plan with a decision for medical necessity. Radiation Therapy authorizations are not built by individual CPT code, but instead by cancer type. Requests attempted via phone for individual CPT codes will be redirected to choose the appropriate cancer type/site of treatment. (ex: Breast Cancer/Prostate Cancer/Bone Metastases).

What guidelines does EviCore use to render medical necessity determinations?

The program’s purpose is to ensure that radiation therapy services provided to members are consistent with national guidelines. EviCore’s Radiation Therapy Clinical Guidelines can be found at www.EviCore.com/provider/clinical-guidelines

Where can I access EviCore's clinical worksheets and guidelines?

EviCore's clinical worksheets and guidelines are available online 24/7 and can be found by visiting one of the following links:

Clinical Worksheets

www.EviCore.com/provider/online-forms

Clinical Guidelines

www.EviCore.com/provider/clinical-guidelines

How long is an authorization valid?

- Radiation Therapy Authorizations are valid for varying time periods, depending on the cancer type/treatment technique, and will be communicated on the authorization letter. If the services are not performed within the timeframe provided, please contact EviCore. EviCore should be contacted prior to billing for the services that will fall outside of the timespan of the authorization.
- All EviCore authorizations' effective dates are determined based on the start date of radiation therapy treatment. The dates are set to be 14 calendar days from whichever of the following dates falls earlier in time: treatment start date or episode date (case initiation date). This 14-day window is to allow for simulation and planning procedures prior to the initiation of radiation treatment.

If a patient is undergoing treatment before the start of the program on 9/15/2024, will the treatment need authorization?

- Priority Health will honor all radiation oncology courses of treatment that are in progress as of EviCore's management, effective 9/15/24.
- As such, the provider is not required to submit a request for treatment that began prior to 9/15/24 through EviCore. The start of treatment is defined as the first date of service whereby radiation therapy treatment was administered to the patient.
- In addition, authorizations previously submitted through Priority Health should **not** be resubmitted through EviCore.
- Modifications to those existing authorizations, such as date extensions, are managed through Priority Health.
 - Please call Priority Health to determine if an authorization for the services underway is already on file.

If the simulation and/or planning occurred, but the treatment begins after 9/15/2024, will it need authorization?

Yes, we require prior authorization for treatments that are scheduled on or after 9/15/2024. EviCore will ask for the intended treatment start date when the provider contacts EviCore for authorization.

If there is a change in the approved treatment plan (such as adding IGRT or additional treatments), do I need to call EviCore?

Yes, the pre-service authorization is only valid for the treatment plan requested by the physician. A new medical necessity determination is needed for any new or modified treatment plans. If you need to change the plan during the course of treatment, contact EviCore. It is strongly recommended to call EviCore as soon as it is known there is a change in treatment plan and prior to billing for the corresponding services.

If the patient starts radiation therapy treatment at one facility and changes to another during a course of treatment, is a new pre-service authorization required?

If the location at which radiation therapy treatment is being delivered changes during the course of treatment then, yes, please contact EviCore. If a new physician group is treating the patient, a new treatment plan will likely follow. Please call EviCore to discuss the facility change as a new prior authorization number may be required.

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

Authorization for urgent requests can be initiated via phone or the web portal. Please contact EviCore directly at 844-303-8456 or www.EviCore.com, indicating the request is urgent. For urgent outpatient radiation therapy situations, treatment may be started without preauthorization; however the treatment must meet urgent/emergent guidelines. EviCore does not manage services performed in an inpatient setting or when a patient is under 23-hour observation; these requests will be redirected back to Priority Health.

How will all parties be notified if the prior authorization has been approved?

Ordering and rendering providers/facility will receive written notification via fax and urgent requests via phone. You can also validate the status using the EviCore provider portal at www.EviCore.com or by calling EviCore at 844-303-8456. Members will be notified in writing by mail and urgent requests via phone.

If a prior authorization is not approved, what follow-up information will the ordering provider receive?

The ordering provider will receive a denial letter that contains the reason for denial as well as appeal rights and processes. Please note that after a denial has been issued for a Medicare member, no changes to the case decision, such as a reconsideration or peer-to-peer, can be made. Speaking with an EviCore Medical Director is for educational purposes only.

What if I don't agree with EviCore healthcare's clinical code determination?

Please contact EviCore. You can schedule a clinical discussion with an EviCore board-certified radiation oncologist via the scheduling tool found on www.EviCore.com. For Medicare requests, if the case has already reached an adverse determination, this discussion will be consultative only.

Does EviCore employ physicians other than radiation oncologists to review prior authorization requests?

Only radiation oncologists review authorizations for radiation therapy treatment when medical review is required.

Where should I send claims once I provide services?

Submit all claims as you would normally; pre-service authorization approval is not a guarantee of payment of benefits. Payment of benefits is subject to several factors, including, but not limited to, eligibility at the time of service, payment of premiums/contributions, amounts allowable for services, supporting medical documentation and other terms, conditions, limitations and exclusions of your Certificate of Benefits booklet and/or Summary of Benefits. If a claim is denied, refer to the denial letter for information on how to appeal the claim.

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

Our web portal provides 24/7 access to check the status of existing authorizations. To check the status of your authorization request, please visit www.EviCore.com and sign in with your login credentials. Case status can also be checked by calling EviCore at 844-303-8456.

What information about the prior authorization will be visible on the EviCore website?

The authorization status function on the website will provide the following information:

- Pre-Service Authorization Number/Case Number
- Status of Request
- Cancer Type
- Site Name and Location
- Pre-Service Authorization Date
- Expiration Date
- Any correspondence that has been sent by EviCore to member, provider, and/or facility
- Self-Scheduling Peer-to-Peer request tool

How do I submit a program related question or concern?

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

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). Additionally, there is a **Chat Now** button on the EviCore website that allows real-time web support.

Where can I find additional educational materials?

For more information and reference documents, please visit our resource page:
<https://www.evicore.com/resources/healthplan/priority-health>