

Radiology

Frequently Asked Questions

Who is EviCore healthcare?

EviCore healthcare (EviCore) is an independent specialty medical benefits management company that provides utilization management services for Health New England (HNE).

Which members will EviCore manage for the radiology program?

EviCore will manage prior authorization for Medicaid, Medicare and Commercial members.

What is EviCore radiology program?

EviCore's radiology program consists of Prior Authorization Medical Necessity Determinations for advanced radiological services and Nuclear Cardiac codes..

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 radiology/cardiac services require prior authorization for HNE Plan?

CPT code list can be found on the resources page:

[Health New England Provider Resources | EviCore by Evernorth](#)

Radiology

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

Who needs to request prior authorization through EviCore?

All physicians who request/order radiology 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?

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 and is available 24/7. Providers can request authorization by visiting www.evicore.com. Effective 3/1/25, prior authorization for HNE's radiology/nuclear cardiac program will be submitted on the **CareCore National portal** platform.

Call Center

EviCore's call center is open from 7 a.m. to 7 p.m. local time. Providers and/or staff can request prior authorization and make revisions to existing cases by calling **866-668-9659**. Effective 3/1/25, this is a new phone number for HNE prior authorization requests.

Fax

Providers and/or staff can fax prior authorization requests to **800-540-2460** after completing the clinical worksheets found on EviCore's website at www.evicore.com/provider/online-forms. Effective 3/1/25, this is a new fax number for HNE prior authorization requests.

Do radiology/nuclear cardiac services performed in an inpatient setting at a hospital or emergency room setting require prior authorization?

No. These 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?

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. Effective 3/1/25, prior authorization for the HNE will be submitted on the CareCorenentional portal platform.

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 services.

How long is the authorization valid?

Authorizations are valid for 30 calendar days. If the service is not performed within 30 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 on our web portal at evicore.com or by contacting our contact center at 866-668-9659. Urgent requests will be processed within 24 hours for Medicaid and 72 hours for Medicare and Commercial from the receipt of complete clinical information.

Note: Please select urgent for those cases that truly are urgent and not simply for a “quicker” review. Also note that if a request is selected as urgent but does not meet guidelines to be considered urgent, the case may be reassigned as a routine case.

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

Member eligibility and benefits should be verified by calling Member Services at 413-787-4004 or toll free at 800-310-2835 before requesting prior authorization through EviCore.

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

After I submit my request when and how will I receive the determination?

After all clinical info is received, for normal (non-urgent) requests a decision is made within 2 business days. For urgent requests, a decision is made within 24 hours. The provider will be notified by e-notification or fax.

What are my options if I receive an 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 at any time with an EviCore Medical Director to review the decision. For Medicare members, the P2P will be consultative as the denial cannot be overturned.

Does EviCore review cases retrospectively if no authorization was obtained?

Retrospective requests must be initiated by phone within two (2) business days following the date of service. Please have all clinical information relevant to your request available when you contact EviCore healthcare.

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 on the EviCore website?

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

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

How do I determine if a provider is in network?

Participation status can be verified by contacting the HNE Provider Line 800-842-4464 or Customer Service 800-310-2835. Providers may also contact EviCore at 866-668-9659. EviCore receives a provider file from HNE with all independently contracted participating and non-participating providers.

Where do I submit my claims?

All claims will continue to be filed directly to HNE.

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

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Where can I find additional educational materials?

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