

Site of Care

Frequently Asked Questions

Who is EviCore by Evernorth?

EviCore by Evernorth (EviCore) is an independent specialty medical benefits management company that provides utilization management services and manages pre-authorization for the health plan's members who participate in EviCore programs. The SOC program will be for the following member plans:

Oregon Individual members (beginning 1/1/25)

Oregon PEBB members (beginning 1/1/25)

OEBB members (beginning **10/1/25**)

What is the relationship between EviCore and Moda Health?

EviCore manages outpatient radiology, spine and joint surgery services for participating health plan members. **Effective October 1, 2025, Moda Health and EviCore are expanding the Site of Care program for radiology, spine and joint surgery to OEBB requests performed October 1, 2025, and beyond.**

What is the Radiology, Spine and Joint Surgery Site of Care Program?

The site of care program supports EviCore healthcare's efforts to provide the health plan's participating members with coverage for the right care and at the right time. As a part of the program, prior authorization for radiology, spine and joint surgeries will include a medical necessity review for both the services requested and the service location.

How will the Site of Care Program impact ordering providers?

There will be no change when ordering providers refer patients to a freestanding radiology center or another office-based location. If a provider directs a patient to an outpatient hospital setting for services requiring a site of care review, and there is an alternative freestanding site available, they will need to identify the clinical condition that warrants the need for the service to be performed there. If there is no clinical rationale, EviCore will deny coverage for the service at the outpatient hospital setting.

How will the Site of Care Program impact customers?

Moda customers under the Site of Care program may receive a denial of coverage for services if their provider requests the service to be performed at an outpatient hospital setting, unless that setting is determined to be medically necessary. EviCore will attempt to contact members who have approved procedures but denied site of service to explain the reason for the site denial, and to offer them the opportunity to change the site to an accredited, free standing imaging center, or Ambulatory Surgery Center.

Note: There is no change to the process for initiating prior authorization requests for customers whose benefit plans include a site of care medical necessity review. If you request an outpatient hospital setting for one of these customers, you will need to identify the clinical rationale that warrants the hospital-based setting, otherwise, the site of service may be denied.

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

No. Services performed in an emergency room, while in an observation unit, or during an inpatient stay do not require prior authorization.

Will urgent requests require Site of Care review?

No, urgent requests will not be subject to site of care review. Services performed in an emergency room setting are already excluded from all precertification. Urgent requests will be validated for clinical urgency.

What if the requested procedure is approved but the site is denied or if the site is approved and the procedure is denied?

In either of these partially approved scenarios, services rendered in the requested place of service will not be covered. You can follow the directions in the denial letter for post decision options. If the site is denied and the procedure is approved, you can also resubmit the request with an accredited freestanding facility location.

Will claims be paid if the site of service is denied and the imaging is performed at the denied site?

If the study is performed without an approved precertification, including the site of service, the claim will not be paid.

Will the requested site be notified if the request is denied?

If a request for precertification is denied, the ordering provider and the member will be notified.

How will requesting providers know if a member is included in the Site of Care program?

Providers do not need to do anything, if a member is included in Site of Care program the precertification pathway will seamlessly recognize the member without any effort from the provider.

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 for claims to be correctly processed for the facility that receives the member.

Where can I find additional educational materials?

For more information and reference documents, please visit our resource page at [Moda Health Implementation Resources | EviCore by Evernorth](#) and [Moda.com - Advanced imaging and musculoskeletal utilization management programs](#)