

Pain Management, Spine and Joint Surgeries Frequently Asked Questions

Who is EviCore?

EviCore is an independent specialty medical benefits management company that provides utilization management services for Alliance Health.

Which members will EviCore healthcare manage for the Musculoskeletal Management Program?

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

- Medicaid

Which Musculoskeletal services require prior authorization for Alliance Health? Go to <https://www.evicore.com/resources> Find the Health Plan > Select solution resources> Select the correct solution> Select CPT Codes.

Spine

- Spine surgery

Pain

- Interventional Pain

Joint

- Arthroscopic and open procedures

Who needs to request prior authorization through EviCore?

All ordering (requesting) physicians are required to obtain prior authorization for services prior to the service being rendered in an office, inpatient or outpatient setting.

How do I request 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

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 888-444-6182.

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

EviCore will review the surgery pre-service authorization for medical necessity and issue a determination based on the clinical information provided. The provider will need to obtain approval for the inpatient stay directly from Alliance Health.

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.

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 of Spine Surgeries services.

How long is the authorization valid?

Authorizations are valid for 60 calendar days. If the service is not performed within the calendar days from the issuance of the authorization, please contact EviCore.

Note: Authorizations performed outside of the authorized timeframes can possibly lead to a denial of claims payment.

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, the ability to regain maximum function, and/or the patient is experiencing severe pain that requires a medically urgent procedure. Urgent requests may be initiated on our web portal at Evicore.com or by contacting our contact center at 888-444-6182. Urgent requests will be processed within 24 hours 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 contacting the number listed on the back of the member's ID card.

Where can I access EviCore 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 2-3 business days. For urgent requests, a decision is made within 24 hours to 72 hours. The provider will be notified by 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. Reconsiderations must be requested within 7 business days after the determination date.

Does EviCore review cases retrospectively if no authorization was obtained?

Retrospective requests must be initiated by phone within 90 calendar days following the date of service and meet a valid retro exception reason. Please have all clinical information relevant to your request available when you contact EviCore.

What verification elements are required when clinical documentation is provided to EviCore?

EviCore requires a name (first and last) and two additional identifier from the list below.

- Date of birth
- Correct case number/Episode ID
- Member identification number
- Full address (Street, City, State and zip code)
- Full phone number including area code
- Driver's license number or other government-issued ID

Note: All clinical information pages must include the member's first and last name and two additional patient identifiers, such as date of birth and health plan ID.

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 at 888-444-6182 with any change to the authorization, whether the surgery has been completed or additional procedures were required. Please be prepared to offer additional documentation to support the change. 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

Where do I submit my claims?

All claims will continue to be filed directly to Alliance Health.

Where do I submit questions or concerns regarding this program?

For assistance with membership, claims, provider network issues, etc., submit the issue to our dedicated teams via EviCore Communication Relationship Management (ECRM):

- Access: [ECRM Services](#)
- ECRM educational resources: [ECRM Resources | EviCore by Evernorth](#)
- Trouble using ECRM? Send an email to: ECRMSupport@EviCore.com

Common issues addressed through ECRM

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

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- 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 resolved via **ECRM** or call 800-646-0418 (Option 2).

What are the benefits of using EviCore Web Portal?

Our web portal provides 24/7 access to submit or verify 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 can view the real-time status of a request.
- **Member History** – Web users can 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: [Alliance Health | EviCore by Evernorth](#).