



## EviCore Claim Processing for Molecular Testing

Claim processing by EviCore does not always require the provider to request prior authorization. In addition to managing prior authorizations for molecular testing, EviCore completes post-claim reviews for certain molecular testing services for medical necessity and appropriateness on Wellmark’s behalf and EviCore claim policies apply. Please review the [Lab Management Code list](#) to determine how EviCore manages each code.

### Molecular Testing Resources

#### EviCore code list & guidelines

EviCore’s use of the word guidelines equates to Wellmark’s use of medical policies.

[Laboratory Management | EviCore healthcare](#)

#### Molecular Testing Utilization Management program page on Wellmark.com

[Molecular Testing Utilization Management Program | Wellmark](#)

**Contact Claims Research/Support** for questions related to claim policies (*i.e. claim review processes, claim denials, request for records, etc.*)

**Note:** Do not use EviCore claim inquiry to submit unsolicited medical records for post-service review. The EviCore claim inquiry is an opportunity to understand the clinical guideline and claim denial reason and **will not result in a claim adjustment**. Following an EviCore claim inquiry, providers must submit an appeal directly to Wellmark to file a post-service appeal and submit clinical documentation for review.

<b>Phone</b>	<b>866-221-8787</b>
<b>ECRM</b>	Access our EviCore Communication Relationship Management (ECRM) platform at <a href="#">ECRM Services</a> to submit a ticket for claim research and response. <b>Wellmark claim appeal needed for claim adjustment.</b>
<b>Clinical consultation when claim policies apply</b>	Clinical consultations with EviCore can occur at any time but will not change the claim denial decision. <b>Wellmark claim appeal needed for claim adjustment.</b>

### Record Request Post-claim (RRPC)

Providers may receive medical record requests from EviCore via mail, phone or fax (Claim denial code VER or VEY). Please submit the requested clinical information via fax or the EviCore Portal as soon as possible, but no later than the 30-calendar-day deadline shared in the request.

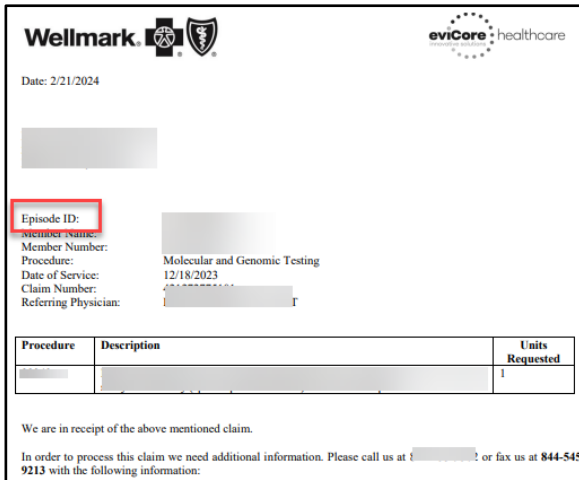
**Note:** Out-of-state providers will receive the post-claim record request from the local BCBS plan. Please send clinical records to your local BCBS plan following instructions on the request and these will be routed to EviCore.



**If the provider receives request for additional clinical information on a submitted claim,** please respond by either:

<b>Faxing records to</b>	844-545-9213
<b>Uploading records via EviCore Provider Portal</b>	<ol style="list-style-type: none"> <li>1. Find the Episode ID and referring provider NPI number on the request letter (See image 1 on page 2).</li> <li>2. Log into <a href="#">EviCore Provider Portal</a></li> <li>3. In the EviCore Provider Hub, navigate to <b>Authorization Lookup</b> to find the case – search by authorization number/NPI (See image 2 on page 2).</li> <li>4. Upload additional clinical (See image 3 on page 2).</li> </ol>

Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc. and Wellmark Blue Cross and Blue Shield of South Dakota are independent licensees of the Blue Cross and Blue Shield Association. Wellmark contracts with EviCore healthcare (EviCore), an independent company to review requests for certain services for medical necessity and appropriateness on behalf of Wellmark.

Image 1



Wellmark  

Date: 2/21/2024

Episode ID: [Redacted]

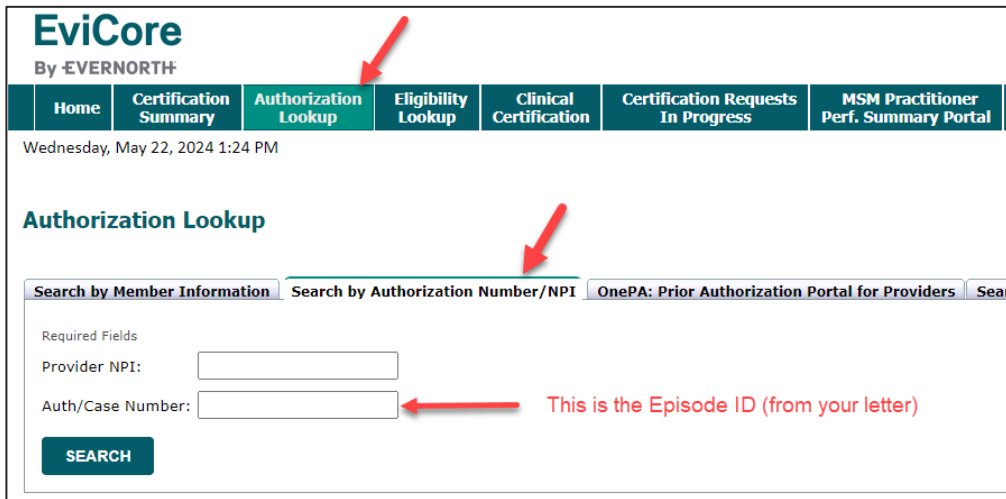
Member Name: [Redacted]  
 Member Number: [Redacted]  
 Procedure: Molecular and Genomic Testing  
 Date of Service: 12/18/2023  
 Claim Number: [Redacted]  
 Referring Physician: [Redacted]

Procedure	Description	Units Requested
[Redacted]	[Redacted]	1

We are in receipt of the above mentioned claim.

In order to process this claim we need additional information. Please call us at [Redacted] or fax us at 844-545-9213 with the following information:

Image 2



**EviCore**  
By EVERNORTH

Home | Certification Summary | **Authorization Lookup** | Eligibility Lookup | Clinical Certification | Certification Requests In Progress | MSM Practitioner Perf. Summary Portal

Wednesday, May 22, 2024 1:24 PM

**Authorization Lookup**

Search by Member Information | **Search by Authorization Number/NPI** | OnePA: Prior Authorization Portal for Providers | Search

Required Fields

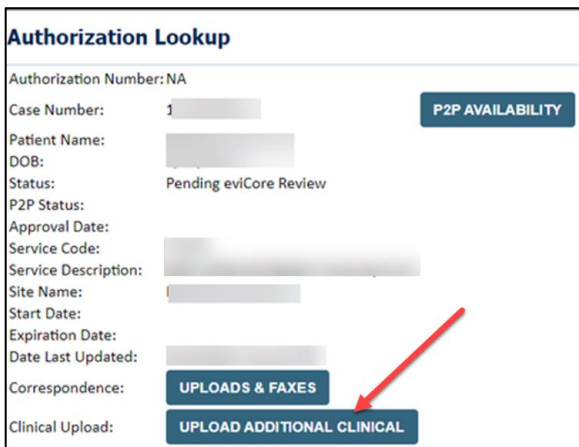
Provider NPI:

Auth/Case Number:  ← This is the Episode ID (from your letter)

**SEARCH**

The **Episode ID** on the request letter is the same as the **Auth/Case Number** in the EviCore Portal.

Image 3



**Authorization Lookup**

Authorization Number: NA

Case Number: 1 **P2P AVAILABILITY**

Patient Name: [Redacted]  
 DOB: [Redacted]  
 Status: Pending eviCore Review  
 P2P Status:  
 Approval Date:  
 Service Code:  
 Service Description:  
 Site Name:  
 Start Date:  
 Expiration Date:  
 Date Last Updated:

Correspondence: **UPLOADS & FAXES**

Clinical Upload: **UPLOAD ADDITIONAL CLINICAL** ←



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By EVERNORTH

**If the provider does NOT receive request for additional clinical information on a submitted claim (Denial code beginning with “V” but not VER or VEY), but would like to provide additional clinical information:**

1. Review the EviCore Guidelines (Medical Policy) found at [Laboratory Management | EviCore healthcare](#) to understand the EviCore claim policy applied.
2. Submit a claim appeal to Wellmark. **Wellmark does not require a provider inquiry before an appeal for EviCore related denials.**