

## Durable Medical Equipment

### Prior Authorization Services

EviCore by Evernorth will begin accepting prior authorization requests for Durable Medical Equipment (DME) services on April 1<sup>st</sup>, 2025 for Zing Health members with Medicare coverage for dates of service of April 1<sup>st</sup>, 2025 and beyond. This will include Medicare members in the following states: IL, IN, MI, MS, OH, and TN. Prior Authorization Services applies to DME services that are home based and medically necessary.

### Prior Authorization Requirements

1. Member name, date of birth, Member ID
2. Referring physician's National Provider Identifier (NPI), Tax ID (TIN), and telephone and fax numbers
3. Rendering DME provider's NPI, TIN, and telephone and fax numbers
4. Current supporting clinical: Physician order/prescription, clinical information relating to request, certificate or letter of medical necessity, current detailed invoice listing all requested HCPCS code(s) with units, rental vs purchase specification for each HCPCS code, and diagnosis code(s),

### Methods to Request Prior Authorization

All prior authorization requests should be submitted prior to the delivery of DME services in one of the following ways:

1. EviCore by Evernorth provider portal: (preferred method) [Homepage](#) | [EviCore by Evernorth](#)
2. Fax: 866.663.7740
3. Telephone: 855.252.1125

### Retrospective Requests

Retrospective reviews will be allowed and can be submitted up to 60 calendar days from the date of service. However, they cannot have a date of service prior to 4/1/25.

### Prior Authorization Updates

If updates are needed on an existing prior authorization, providers can contact EviCore by Evernorth by phone at 855.252.1125.

### Prior Authorization Determinations

Written notification of the determination in the form of a letter will be faxed to the Physician and DME Supplier. All information is available via the EviCore healthcare Web Portal.

### DME Requests with Inpatient Discharge

If an inpatient discharge is contingent upon DME prior authorization approval, the DME supplier should either:

1. Fax supporting clinical documentation and indicate **"Pending Discharge"** on the fax cover sheet or prior authorization form.
2. Call EviCore by Evernorth at 855.252.1125, and indicate, **"Inpatient discharge is pending DME prior authorization"** during the clinical intake discussion.
3. Submit request via the EviCore by Evernorth provider portal and indicate, **"Inpatient discharge is pending DME prior authorization"** in the free note section.

### Additional Clinical Needed

When a request has been reviewed and additional clinical information is needed for approval, EviCore by Evernorth will fax a hold letter to the ordering and servicing provider requesting additional information. The provider should submit the additional information to EviCore by Evernorth within the specified timeframe in the letter. EviCore by Evernorth will review the additional documentation and reach a determination.

### Adverse Determination

If a request is denied, communication of the denial determination and denial rationale will be made by both phone and fax to the ordering physician. The ordering physician and DME supplier will receive a notification via fax and the member will receive a letter by mail.

### Clinical Consultation

Providers can request a Clinical Consultation with an EviCore by Evernorth physician to better understand the reason for denial. Once a denial decision has been made, however, the decision cannot be overturned via a Clinical Consultation.

### Appeals

EviCore by Evernorth is not delegated for appeals. Please reference your denial letter you receive from EviCore by Evernorth for next steps on where to submit your appeal.



### **Convenient Web Portal**

The EviCore by Evernorth online portal ([Homepage | EviCore by Evernorth](#)) is the quickest and most efficient way to request precertification and check authorization status

#### **Portal Assistance:**

**Phone: 800-646-0418  
option 2**



### **Call Center: 855.252.1125**

Hours of Operation: Monday-Friday: 8 a.m. to 9 p.m. EST. Saturday and Sunday 9 a.m. to 5 p.m. EST. Holidays 9 a.m. to 2 p.m. EST. For faster service, you will need all pertinent clinical information on hand before you call.

Fax: 866.663.7740



### **Provider Resource Page**

The EviCore by Evernorth Provider Resource page contains web registration/submission information, frequently asked question documents, a comprehensive HCPCS code list, and other important resources that are kept up-to-date for your convenience.

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