

Improving Prior Authorization Approval Rates

Best Practices for Providers

Top Two Reasons for PA Denials

1. Case request lacks required clinical information

Not supplying the necessary patient clinical information is the most common reason for denials and the easiest to rectify.

2. Requested procedure does not meet clinical guidelines

To protect payers and patients, we ensure that care aligns with the most up-to-date, evidence-based guidelines, developed collaboratively with medical professionals. We rely on these clinical guidelines to evaluate medical necessity.



Two Proven Ways to Avoid PA Denials

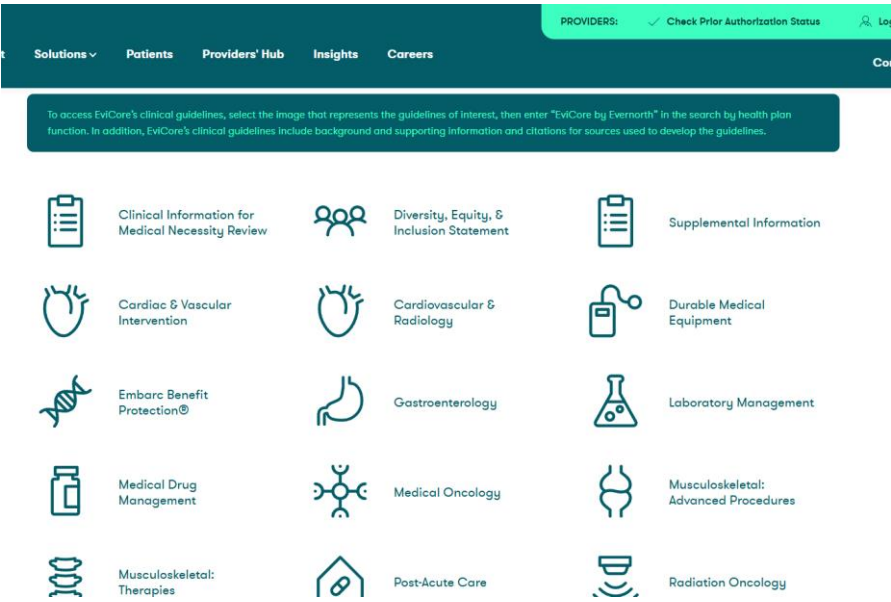
1. Share clinical records when submitting requests

- Upload records directly to eviCore provider portal.
- View the full list of [Required Clinical Information](#) for PA requests.

Required Clinical Information
Current Office Notes / Exam Findings
Conservative Treatment Records
Recent Relevant Imaging / Test Results
Reasons for the Procedure
Functional Testing Results
Physician's Treatment Plan
Pertinent Medical History

2. Review clinical guidelines prior to submitting requests

Access [Clinical Guidelines | EviCore by Evernorth](#) on the eviCore provider portal



More Tips for Preparing PA Requests

Simple ways to reduce the number of cases referred for medical review:

- ✓ When possible, complete the clinical section of the request during the office visit.
- ✓ Have the patient records readily available when initiating the request.
- ✓ Submit requests within 24 to 48 hours of the patient's office visit.
- ✓ Share the patient's records with the rendering practice that will make the PA request.



Online Resources and Tools

Security Health Plan Provider Resources

[View this page](#) for presentation tips, frequently asked questions, quick reference guides, and more.

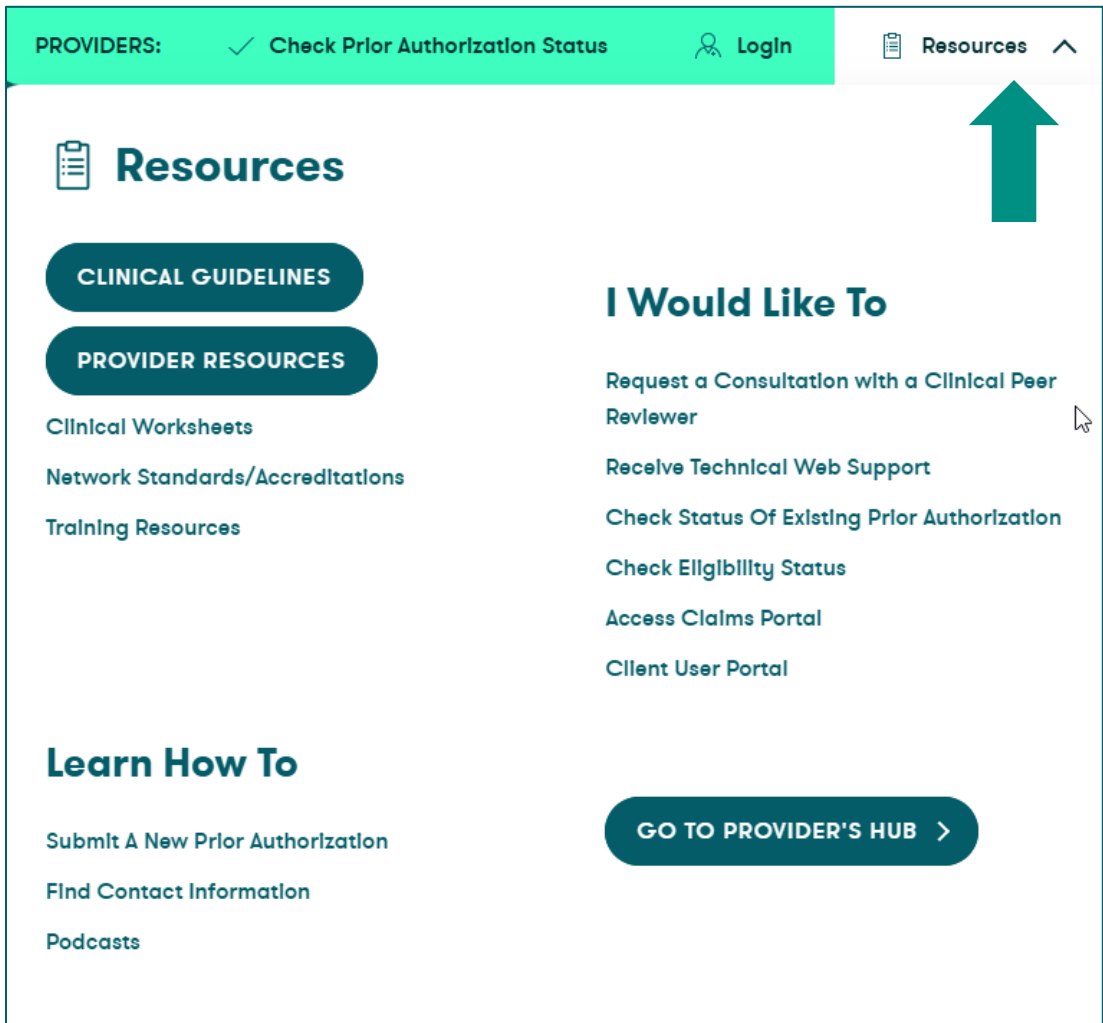
EviCore Provider's Hub

[Login here](#) for access to training resources.

Free Provider Webinars

Sign up for upcoming provider forums, program overviews, and portal orientation sessions.

- + [Intro to Web Portal Training](#)– Twice per week
- + [Intro to EviCore Online Resources](#)– Twice per month



Click the **Resources** drop-down tab to access the help menu.

EviCore Communication Relationship Management (ECRM)

For program-related questions or concerns, please submit inquiries via the **EviCore Communication Relationship Management (ECRM)** application. Common issues addressed through ECRM include:

- Issues experienced during case creation
- Reports of system issues
- Support for EviCore's provider portal
 - You can also speak with Web Support at 800-646-0418 (option 2), or
 - Chat with Web Support online at www.EviCore.com Monday-Friday, 7AM-7PM ET.

ECRM is available **24/7**. Users can login or register [HERE](#).

Additional Information about ECRM can be found on the [ECRM Resource site](#).



Security Health Plan Resources and Tools

Provider Manual

Medicaid Managed Care

Family Health Center

Group & Direct Pay

Medicare Advantage

Provider Manual

Provider login

Required

Username

Password

Log In

[Need Help?](#)

Provider Login

Preventive services guidelines

Help your patients stay on track with preventive care. Use these guidelines to know what Security Health Plan covers at every stage of their lives.

Clinical practice guidelines

Our medical directors, pharmacists, nurses, utilization management committee, P&T committee for pharmacy routinely review the current best evidence to keep pace with medical advances.

Care management

Refer your patients who need extra support for chronic and complex conditions.

Pharmacy resources

Check here for quick access to drug safety or formulary information plus affiliated compounding or mail order pharmacies.

Benefit eligibility inquiry

Submit a secure inquiry for benefits or eligibility.

Claims inquiry

Submit a secure claims inquiry.

Electronic data interchange

Reduce your paperwork and improve efficiency by automating your manual processes. Use our online tools.

Credentialing manual

Use this guide to become credentialed with Security Health Plan.

Tools and Resources