
Medical Oncology

Frequently Asked Questions

What is EviCore?

EviCore is an independent specialty medical benefits management company that provides utilization management services for the 1199SEIU Benefit Funds.

What is the EviCore Medical Oncology Review Program?

EviCore's Medical Oncology Review Program consists of prior authorization and medical-necessity determinations for all primary injectable and oral chemotherapeutic agents used in the treatment of cancer and select supportive agents in combination with chemotherapy. The program also includes newly approved chemotherapy agents that are used for the treatment of cancer.

Which medical oncology services require prior authorization for 1199SEIU members?

Please visit the [1199SEIU Funds Implementation Resources page](#) for the list of CPT/HCPCS codes that require prior authorization. Select the "Solution Resources" tab, choose "Medical Oncology," and select the appropriate CPT code list.

Who needs to request prior authorization through EviCore, and when?

All physicians who request/order medical oncology services are required to obtain prior authorization for services prior to the service being rendered in an office or outpatient setting. It is the responsibility of the rendering physician to assure there is a completed prior authorization for medical oncology services.

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 web portal is the quickest, most efficient way to request prior authorization and is available 24/7. Providers can request prior authorization by visiting [EviCore's website](#).
- **Call Center** – EviCore's call center is open from 7:00 am to 7:00 pm Eastern Standard Time. Providers and/or staff can request prior authorization and make revisions to existing cases by calling (888) 910-1199.
- **Fax** – Providers and/or staff can fax prior authorization requests by completing the clinical worksheets found on [EviCore's website](#). Fax completed form to (800) 540-2406.

What are the benefits of using the EviCore web portal?

The EviCore web portal provides 24/7 access to submit or check on the status of your request. It also offers the following additional benefits for your convenience:

- **Speed** – Requests submitted online require half the time (or less) than those taken by phone and 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 portal users are able to see the real-time status of a request.
- **Member history** – Web portal users are able to see both existing and previous requests for a member.

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

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

What information is required when requesting prior authorization?

When requesting prior authorization, please ensure the following 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)
- Tax Identification Number (TIN)
- Phone and fax numbers

Rendering (Performing) Provider

- Facility name
- National Provider Identification (NPI)
- Tax Identification Number (TIN)
- Street address

Clinical(s)

- Requested drug(s) (HCPCS 'J' code and name [brand and/or generic])
- Signs and symptoms
- Results of relevant test(s)
- Relevant medications
- Working diagnosis/stage
- Patient history, including previous therapy

What happens if the provider's office does not know the treatment regimen that needs to be ordered?

The provider's office must provide either the drug name or the HCPCS code in order to submit a request. EviCore will assist the provider's office in identifying the appropriate code based on presented clinical information and the current HCPCS code(s) provided.

What is the most effective way to get prior authorization for urgent requests?

Urgent requests are defined as a condition that is a risk to the patient's health or 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 the [EviCore web portal](#) or by calling (888) 910-1199. Urgent requests will be processed within 24 hours of receipt of complete clinical information.

Note: Please select "urgent" for those cases that truly are urgent and not simply for a "quicker" review. Any case marked "urgent" that does not meet guidelines to be considered urgent may be reassigned as a routine case.

After I submit my request, when and how will I receive the determination?

After all clinical information has been received, for normal (non-urgent) requests a decision is made within two business days. For urgent requests, a decision is made within 72 hours. The provider will be notified by fax or email if selected.

How long is the prior authorization valid?

Prior authorizations vary depending on the clinical indication but could extend to 14 months. If the service is not performed within an approved time span, please contact EviCore for assistance.

What are my options if I receive an adverse determination?

The referring provider, rendering provider, and the member will receive a denial letter that contains the reason for denial, as well as reconsideration and appeal rights processes.

Note: The provider may request a clinical consultation within two business days of the date of the decision.

Does EviCore review cases retrospectively if no prior authorization was obtained?

Retrospective requests must be initiated by phone or in writing within 30 calendar days following the date of service. Please have all clinical information relevant to your request available when you contact EviCore.

How do I make a revision to a prior authorization for a procedure that has been performed? How do I make a revision to a prior authorization for a procedure that has not been performed?

Please contact EviCore with any change to the prior authorization, whether or not the procedure has already been performed. It is very important to update EviCore of any changes to the prior authorization so that claims are processed correctly.

Note: A member cannot have multiple prior authorizations for medical oncology at the same time. If the treatment plan changes to add medications, a new request must be initiated through EviCore, which includes all drugs to be administered. If this request is approved, the original request will end and the new request will be approved on the same date. Claims submitted for this date and after will be processed against the new prior authorization.

What information about the prior authorization will be visible on the EviCore website?

The prior 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

How do I determine if a provider is in network?

Providers may call EviCore at (888) 910-1199. EviCore receives a provider file from the 1199SEIU Benefit Funds with a list of all independently contracted participating.

Where do I submit my claims?

All claims will continue to be filed directly with the 1199SEIU Benefit Funds.

Where do I submit questions or concerns regarding this program?

For program-related questions or concerns, please submit inquiries via [ECRM](#)

Common issues addressed through ECRM include the following:

- Questions regarding accuracy assessment, accreditation, and/or credentialing
- Requests for a prior authorization to be re-sent to the health plan
- Consumer engagement inquiries
- Complaints and grievances
- Eligibility issues (member, rendering facility and/or ordering physician)
- Issues experienced during case creation
- Reports of system issues

Whom do I contact for online support/questions?

Web portal inquiries can be submitted via ECRM or by calling (800) 646-0418 (Option 2).

For real-time assistance, you may use the “Chat Now” feature available at www.EviCore.com

Where can I find additional educational materials?

For more information and to view reference documents, please visit the [1199SEIU Funds Implementation Resources page](#).