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## High-Tech Radiology Site of Care

### Frequently Asked Questions

#### What is the High-Tech Radiology Site of Care Program?

The site of care program supports eviCore healthcare's efforts to provide Aetna members with coverage for the right care at the right place and at the right time. As a part of this program, precertification for high-tech radiology imaging (MR and CT scans) will include a medical necessity review for both the services requested and the service location.

#### When will the Program begin and which members will be included in the program?

The program will begin on **December 1, 2021**, when eviCore healthcare (eviCore) will include a medical necessity review for site of care for Aetna's fully insured customers. The Site of Care medical necessity review will pertain to Aetna's high-tech radiology program currently managed by eviCore.

#### How will the Site of Care Program impact ordering providers?

There will be no change when ordering providers refer patients to a freestanding radiology center or another office-based location. If a provider directs a patient to an outpatient hospital setting for an MR or CT scan and there is an alternative freestanding site available, they will need to identify the clinical condition that warrants the need for the service to be performed there. If there is no clinical rationale, eviCore will deny coverage for the service at the outpatient hospital setting.

#### How will the Site of Care Program impact customers?

Aetna customers under the Site of Care program may receive a denial of coverage for MR or CT services if their provider requests the service to be performed at an outpatient hospital setting, unless that setting is determined to be medically necessary. eviCore will attempt to contact members who have approved procedures but denied site of service to explain the reason for the site denial, and to offer them the opportunity to change the site to an accredited, free standing imaging center.

**Note:** There is no change to the process for initiating precertification requests for customers whose benefit plans include a site of care medical necessity review. If you request an outpatient hospital setting for one of these customers, you will need to identify the clinical rationale that warrants the hospital based setting, otherwise, the site of service may be denied.

#### What procedures will require prior authorization through eviCore?

The Site of Care program will only be applied to following High-Tech Radiology services currently managed by eviCore:

- Magnetic Resonance Imaging (MRI)
- Computed Tomography (CT)

#### Will the precertification process change?

There will be **no** changes to the current process for precertification requests for customers whose benefit plans include a site of care medical necessity review. If you request an outpatient hospital setting for one of these customers, you will need to identify the clinical rationale that warrants the hospital based setting, otherwise, the site of service may be denied.

**Note:** When requesting coverage for an outpatient hospital setting, providers will need to identify the clinical rationale for selecting that location. Providers and/or staff can continue to request precertification for high-tech radiology services by logging in to the eviCore website **www.evicore.com** or by contacting our call center at **888-622-7329**.



### **What are the hours of operation for the contact call center?**

eviCore healthcare's prior authorization call center is available from 7a.m. to 7 p.m., Monday - Friday local time. The website, [www.evicore.com](http://www.evicore.com), is available 24 hours a day for providers to submit precertification requests.

### **Will urgent requests require Site of Care review?**

No, urgent requests will not be subject to site of care review. Services performed in an emergency room setting are already excluded from all precertification. Urgent requests will be validated for clinical urgency.

### **What if the requested procedure is approved but the site is denied or if the site is approved and the procedure is denied?**

In either of these partially approved scenarios, services rendered in the requested place of service will not be covered. You can follow the directions in the denial letter for post decision options. If the site is denied and the procedure is approved, you can also resubmit the request with an accredited freestanding facility location.

### **What is a reconsideration?**

Providers and/or staff may be able to request a reconsideration of a denied or partially approved study by submitting additional clinical information without the need for a physician to participate. Reconsiderations must be requested on or before the anticipated date the services will be performed. For a Site of Service denial, a valid exception reason for requiring a hospital-based setting must be provided in the reconsideration request.

### **What is a Clinical Consultation?**

We welcome requests for a Clinical Consultation with an eviCore Medical Director. In certain instances, additional clinical information provided during the consultation is sufficient to satisfy the medical necessity criteria for approval. A Clinical Consultation can be performed by a requesting Physician, Nurse Practitioner or Physician Assistant.

### **What if the requested procedure is approved and the site is denied on a case and the requesting provider wishes to change the Site of Care to a preferred site?**

The ordering provider will need to contact eviCore to request a new precertification.

### **How do I submit an appeal for the Site of Care?**

Appeal options and reconsideration or Clinical Consultation if applicable will be explained in the denial letter.

### **Where can I view more information on the Site of Care High –Tech Radiology Coverage Update?**

More information can be found by visiting the Aetna for Health Care Professionals website:

[https://www.aetna.com/health-care-professionals/newsletters-news/office-link-updates-september-2021/90-day-notices-september-2021/evicore-healthcare-site-of-care-medical-necessity-requirement.html?cid=eml-prov\\_790035&sub=prov\\_190308379](https://www.aetna.com/health-care-professionals/newsletters-news/office-link-updates-september-2021/90-day-notices-september-2021/evicore-healthcare-site-of-care-medical-necessity-requirement.html?cid=eml-prov_790035&sub=prov_190308379)

### **Will claims be paid if the site of service is denied and the imaging is performed at the denied site?**

If the study is performed without an approved precertification, including the site of service, the claim will not be paid.

### **Will the requested site be notified if the request is denied?**

If a request for precertification is denied, the ordering provider and the member will be notified.

### **How will requesting providers know if a member is included in the Site of Care program?**

Providers do not need to do anything, if a member is included in Site of Care program the precertification pathway will seamlessly recognize the member without any effort from the provider.