



Radiology and Cardiology

Frequently Asked Questions

Who is eviCore healthcare?

eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for [Horizon](#).

Which members will eviCore healthcare manage for the Radiology and Cardiology program?

eviCore will manage prior authorization for Horizon members who are enrolled in the following programs:

- **Commercial**
- **Medicare**
- **Medicaid**

What is eviCore healthcare's Radiology and Cardiology program?

eviCore's Radiology and Cardiology Program consists of Prior Authorization Medical Necessity Determinations for advanced radiological and cardiology services.

Our solution is designed around each client's individual needs. This is accomplished by utilizing our unique clinical expertise with a staff of 300+ medical directors covering 51 different specialties and 800 licensed nurses with advanced training in various specialties. Additionally, we employ industry-leading clinical guidelines, including pediatric-specific imaging guidelines that incorporate all applicable criteria from medical specialty societies.

Which Radiology and Cardiology services require prior authorization for Horizon?

Go to <https://www.evicore.com/resources> Find the Health Plan > Select solution resources> Select the correct solution> Select CPT Codes.

Radiology

- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)
- Diagnostic Ultrasounds

Cardiology

- Cardiac MR
- Cardiac CT
- Cardiac PET
- Nuclear Stress (Myocardial Perfusion Imaging)
- Echo
- Stress Echo
- Diagnostic Heart Cath
- CRID (Cardiac Rhythm Implantable Devices)

Who needs to request prior authorization through eviCore?

All physicians who request/order radiology and cardiology services are required to obtain a prior authorization for services prior to the service being rendered in an office or outpatient setting.



How do I request a prior authorization through eviCore healthcare?

Providers and/or staff can request prior authorization in one of the following ways:

Web Portal

Online case submission is the quickest, most efficient way to request prior authorization and is available 24/7. Providers can request authorization for Horizon members by visiting www.evicore.com.

Call Center

eviCore’s call center is open from 7 a.m. to 7 p.m. Eastern time. Providers and/or staff can request prior authorization and revise existing cases by calling [866-496-6200](tel:866-496-6200).

Examples of Call Center Inquiries:

- Obtain prior authorization or check the status of an existing case
- Discuss questions regarding authorizations and case decisions
- Change facility or CPT Code(s) on an existing case
- To request a Clinical Consultation
- Status check

Fax

Providers and/or staff can fax prior authorization requests by completing the clinical worksheets found on eviCore’s website at www.evicore.com/provider/online-forms and faxing to 800-637-5204 for Radiology and 888-785-2480 for Cardiology.

Do Radiology and Cardiology services performed in an inpatient setting at a hospital or emergency room setting require prior authorization?

No. Radiology and Cardiology studies performed in an emergency room, while in an observation unit, or during an inpatient stay do not require prior authorization.

How do I check an existing prior authorization request for a member?

Our web portal provides 24/7 access to check the status of existing authorizations. To check the status of your authorization request, please visit www.evicore.com and sign in with your login credentials. Select Authorization Lookup, search by member information or by authorization number/NPI.

What information is required when requesting prior authorization?

When requesting prior authorization, please ensure the following information is readily available:

Member

- First and Last Name
- Date of Birth
- Member ID

Ordering Provider

- First and Last Name
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Phone and Fax Number

Rendering (Performing) Provider

- Facility Name
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Street Address
- Phone & Fax Number

Clinical(s)

- Requested Procedure Code (CPT Code)
- Signs and symptoms
- Imaging/X-ray reports
- Results of relevant test(s)
- Working diagnosis
- Patient history, including previous therapy

Note: eviCore suggests utilizing the clinical worksheets when requesting authorization for Radiology and Cardiology services available at <https://www.evicore.com/provider/online-forms>

How do I check the eligibility and benefits of a member?

Member eligibility and benefits should be verified through Horizon.

Where can I access eviCore healthcare's clinical worksheets and guidelines?

eviCore's clinical worksheets and guidelines are available online 24/7 and can be found by visiting one of the following links:

Clinical Worksheets

www.evicore.com/provider/online-forms

Clinical Guidelines

www.evicore.com/provider/clinical-guidelines

How do I make a revision to an authorization that has been performed? How do I make a revision to authorization that has not been performed?

The requesting provider or member should contact eviCore with any change to the authorization, whether the procedure has already been performed or not. It is very important to update eviCore healthcare of any changes to the authorization for claims to be correctly processed for the facility that receives the member.

Call eviCore at 866-496-6200 from 7:00AM – 7:00PM (EST):

- Obtain prior authorization or check the status of an existing case
- Discuss questions regarding authorizations and case decisions
- Change facility or CPT Codes(s) on an existing case
- To request a Clinical Consultation
- Status check

How do I submit a program related question or concern?

For program related questions or concerns, please email: clientservices@evicore.com

Who do I contact for online support/questions?

Web portal inquiries can be emailed to portal.support@evicore.com or call 800-646-0418 (Option 2). Additionally, there is a 'Chat Now' button on the eviCore website that allows real time web support.

Where can I find additional educational materials?

For more information and reference documents, please visit our resource page at:

<https://www.evicore.com/resources/healthplan/horizon-bcbsnj>