



## **eviCore healthcare Radiology Program Frequently Asked Questions**

### **Who is eviCore healthcare?**

eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for select radiology studies for Neighborhood Health Plan of Rhode Island (Neighborhood).

### **Which members will eviCore healthcare manage for the outpatient radiology services program?**

eviCore will manage radiology services for all Neighborhood Health Plan of Rhode Island members, except Extended Family Planning (EFP) members.

### **How can I initiate a prior authorization request?**

The quickest, most efficient way to obtain prior authorization is through the 24/7 self-service web portal at [www.evicore.com](http://www.evicore.com). Prior authorization can also be obtained via telephone at 1-888-693-3211 or fax at 1-888-693-3210.

### **Is it possible for the physician to be both the referring and the rendering provider?**

Yes. This is allowed under the program guidelines.

### **What are the hours of operation for the prior authorization department at eviCore?**

eviCore healthcare's prior authorization call center is available from 8:00 a.m. to 9:00 p.m. Eastern Standard Time, Monday through Friday. The telephone number is 1-888-693-3211. The web portal is available for access 24/7.

### **What information is needed in order to get approval for radiology services?**

- Member's name, date of birth, plan name and plan ID number
- Ordering physician's name, National Provider Identifier (NPI), Tax Identification Number (TIN), and Fax number
- Rendering facility's name, NPI, TIN, street address, and fax number
- Service being requested (CPT codes and diagnosis codes)
- All relevant clinical notes; imaging/X-ray reports; patient history; physical findings

### **What procedures are included in the program?**

- CT/CTA
- MR/MRA
- PET and PET/CT
- Nuclear Medicine
- 3D Rendering Procedures



### **Who can request a prior authorization?**

A representative of the ordering physician's staff can ask for authorization. This could be someone from the clinical, front office or billing staff acting on behalf of the ordering physician.

### **How do providers check for the authorization status of a member?**

You can check the authorization via the portal at [www.evicore.com](http://www.evicore.com) or via telephone at 1-888-693-3211.

### **What is the format of the eviCore healthcare authorization number?**

An authorization number is one (1) alpha character followed by seven (7) numbers, and then the CPT code of the procedure authorized. For example: N1234567.

### **Once I ask for a prior authorization, how long will it take to get a decision?**

In many cases, especially when complete clinical information is submitted initially, providers can receive a real-time approval. If clinical review is needed, in most cases, eviCore will make a decision within two (2) business days of receipt of all necessary information.

### **How will all parties be notified if the prior authorization has been approved or denied?**

Referring providers and rendering facilities will be notified in writing by fax. Providers can validate a prior authorization by using the eviCore website or by calling eviCore Customer Service. Members will be notified by mail.

### **If a prior authorization is not approved, what follow-up information will the referring provider receive?**

If a prior authorization request is not approved your notification letter will include the denial rationale, how to request a peer-to-peer discussion, and your appeals rights.

### **How long is an authorization valid?**

Authorizations are valid for ninety (90) calendar days from the date of the request.

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

The most efficient way to obtain preauthorization for urgent requests is via telephone, as an immediate approval can be obtained. Please contact eviCore healthcare directly at 1-888-693-3211, indicating the request is urgent. For outpatient radiology services in urgent situations only, treatment may be started without preauthorization, however the treatment must meet urgent/emergent guidelines.

### **Does eviCore approve cases retrospectively if no authorization was obtained before the admission?**

Retrospective requests must be initiated within 3 business days following the date of service. Please have all clinical information relevant to your request available when you contact eviCore healthcare.



### **How do I file an appeal if my prior authorization request is denied?**

Appeals may be initiated by mail, telephone, fax or e-mail:

eviCore healthcare  
Attn: Clinical Appeal Dept.  
730 Cool Springs Blvd, Suite 800  
Franklin, TN 37067

Toll Free Telephone: 1-888-693-3211

Fax: 1-888-693-3210

E-mail: [Appealsfax@evicore.com](mailto:Appealsfax@evicore.com)