

# High-tech imaging authorizations in eviCore

We share with you—our provider partners—a goal of providing those we serve with evidence-based medicine to ensure the best health outcomes. We're making changes to our eviCore prior authorization program based on your feedback to improve the prior authorization experience.

## What's changing?

Starting Sept. 5, 2018, a subset of the high-tech radiology CPT codes will require medical necessity review; other codes will remain on auto-approval.

## What's not changing?

- Musculoskeletal procedures remain on auto-approval until we've finalized an improved process.
- Genetic testing remains on prior authorization.

## We've listened and made improvements

### Enhanced clinical pathways

Same day approvals with up to 90% of requests when all of the required information is submitted for the following services:

- CTs and MRIs of the pelvis for initial staging of prostate cancer
- CT chest, abdomen and pelvis for initial staging and restaging of kidney cancer

### Contrast rule enhancement

- Removal of delays and denials based on contrast rules as long as the code authorized falls into the same test grouping

### Peer-to-peer enhancements

- Reduced wait times, more reliable access to eviCore clinicians, and better specialty matching with new online scheduling of peer-to-peer meetings. [Schedule a peer-to-peer appointment.](#)
- Tips to [avoid a peer-to-peer.](#)

### Provider experience enhancements

- Reduced hold times - 85% of calls will be answered within average of 90 seconds.
- Two business day's approval up to 95% upon receipt of all clinical information.
- Easier data entry with new features like a back button, duplicate option, save/finish later, and resume an in-progress request
- Authorization look-up lets you view and print correspondence, approval/pended authorizations, view faxed documents, and upload additional clinical information
- Fewer "provider/member not found" messages

### Urgent requests

Contact eviCore by phone at **844.303.8456 from 7:00 a.m. - 7:00 p.m. EST, Monday - Friday** to request an expedited prior authorization or use the new online process during the request of an authorization. Urgent requests are defined as conditions that are a risk to the patient's life, health, ability to regain maximum function, or the patient is having severe pain that requires a medically urgent procedure.

**Learn more**

eviCore has partnered with Priority Health to offer on-site meetings, webinars and more to ensure you can work effectively with eviCore. Learn more about our [orientation sessions](#).

The [implementation website](#) has additional tools and resources, including:

- [Radiology CPT codes](#)
- [Clinical guidelines](#)
- [Online forms & resources](#)
- [Radiology Frequently Asked Questions\( FAQs\)](#)
- [Radiology Quick Reference Guide \(QRG\)](#)

**Need help?**

Contact eviCore [client services](#) for problem resolution. Call them at 800-575-4517 option 3 or email [clientservices@evicore.com](mailto:clientservices@evicore.com).

# The life of a question

