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## Sleep Management

### Frequently Asked Questions

#### Which members will eviCore healthcare (eviCore) manage for the Sleep Management program?

eviCore will manage prior authorization for AdventHealth Advantage Plans (AHAP) members who are enrolled in the following programs:

- AHAP MA
- Commercial

#### Which sleep services require prior authorization for AHAP?

The following services will require authorization through eviCore beginning August 1, 2020

- Facility based Polysomnography
- Facility based Positive Airway Pressure (PAP) Titration
- Facility based Split-Night Studies
- PAP Therapy Devices and Supplies
- PAP Therapy Compliance

#### How do I request a prior authorization through eviCore?

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

##### Web Portal

The eviCore portal is the quickest, most efficient way to request prior authorization and is available 24/7. Providers can request authorization by visiting [www.evicore.com](http://www.evicore.com).

##### Call Center

eviCore's call center is open from 8 a.m. to 7 p.m. local time. Providers and/or staff can request prior authorization and make revisions to existing cases by calling 877-825-7722.

#### 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](http://www.evicore.com) and sign in with your login credentials.

#### What information is required when requesting prior authorization?

When requesting prior authorization, please ensure the 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) 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 and Fax Number

##### Clinical(s)

- Relevant clinical notes pertaining to the patient's condition
- Patient's History



- Physical Findings

**Note:** eviCore suggests utilizing the clinical worksheets when requesting authorization for sleep services

### Where can I access eviCore'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

<https://www.evicore.com/provider/online-forms>

#### Clinical Guidelines

[www.evicore.com/provider/clinical-guidelines](http://www.evicore.com/provider/clinical-guidelines)

### When will I receive the authorization number once the prior authorization request has been approved?

Once the prior authorization request has been approved, the authorization information will be provided to the ordering and rendering provider via fax. The member will receive an approval letter by mail.

### How will the authorization determinations be communicated to the providers?

eviCore will fax the authorization and/or denial letter to the requesting provider.

Providers may also visit [www.evicore.com](http://www.evicore.com) to view the authorization determination.

**Note:** The authorization number will begin with the letter "A" followed by a nine-digit number.

### If denied, what follow-up information will the referring provider receive?

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

### Does eviCore review cases retrospectively if no authorization was obtained?

Retrospective requests must be initiated by phone within 15 business days following the date of service. Please have all clinical information relevant to your request available when you contact eviCore.

### How can the provider confirm that the prior authorization number is valid?

Providers can confirm that the prior authorization is valid by logging into our web portal, which provides 24/7 access to view prior authorization numbers. To access the portal, please visit [www.evicore.com](http://www.evicore.com).

To request a fax letter with the prior authorization number, please call eviCore at 877-825-7722 to speak with a customer service specialist.

### How long is a sleep authorization valid?

Sleep testing authorizations are valid for 90 days and PAP therapy authorizations are valid 180 to 365 days. If the services are not performed within the timeframe provided, please contact eviCore healthcare.

**Note:** Authorizations performed outside of the authorized timeframe's can possibly lead to a denial of claims payment.

### Do sleep services performed in the emergency room (ER) require authorization?

No, services that are performed in an emergency room setting do not require authorization from eviCore at this time.

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

Member eligibility and benefits should be verified on MyAHplan.com before requesting prior authorization through eviCore.



### What if an authorization is issued and revisions need to be made?

The requesting provider should contact eviCore with any change to the authorization. It is very important to update eviCore of any changes to the authorization in order for claims to be correctly processed for the facility that receives the member.

### How do I determine if a provider is in network?

Participation status can be verified by calling 844-522-5282.

Providers may also contact eviCore at 877-825-7722. eviCore receives a provider file from AHAP with all independently contracted participating and non-participating providers.

### How do I submit a program-related question or concern?

For program-related questions or concerns, please email: [clientservices@evicore.com](mailto:clientservices@evicore.com)

### How does eviCore monitor PAP Compliance?

eviCore gathers PAP usage data from online systems to monitor member usage and compliance during the first 90 days of PAP therapy. Member setup instructional videos will be available on the Health Plan provider resource site at: <https://www.evicore.com/resources/healthplan/healthfirstthehealthplans> and will take approximately 4 to 5 minutes to view.

### Will eviCore receive my members' data if the member information is not entered correctly?

Each Durable Medical Equipment (DME) company will need to set up eviCore **exactly** as instructed on the Manufacturer Demo Videos in order for us to receive all your members' data. If the member information is not entered correctly, no compliance information will be received by eviCore during the first 90 days of PAP therapy, and therefore, no continued authorization or denial notification will be generated.

### How does eviCore provide Therapy Support<sup>SM</sup> for AHAP members?

Non-compliant members: During the first 90 days of PAP therapy, eviCore will outreach to the DME and referring provider periodically to support compliance. Outreach contact points: 3d, 7d, 14d, 21d, 30d, 60d, 90d and as driven by data.

Compliant members: eviCore healthcare interaction will be minimal.

The DME provider is encouraged to work with the DME member during this time period to maximize member compliance with PAP treatment.

### Who can I reach out to if I have questions regarding member setup?

Questions regarding member setup may be emailed to eviCore at [Sleeptherapysupport@evicore.com](mailto:Sleeptherapysupport@evicore.com).

### How do I obtain authorization for purchase of the PAP device?

Once the member reaches the compliance goal within the first 90 days of usage, eviCore will authorize an additional seven or 10 units (based on the Line of Business). This will complete the authorization for purchase of the PAP device. The DME provider does not need to contact eviCore for the purchase authorization. An authorization for purchase will be generated by eviCore and sent to the DME provider.

### What is the 90-day compliance threshold?

To reach the compliance goal, PAP usage data must demonstrate  $\geq 4$  hours per night for 70% of nights, within a 30 consecutive-day period within the first 90 days of PAP therapy.

### What information is needed for resupply requests of PAP equipment?

Once the member reaches the compliance goal within the first 90 days of usage, the DME provider is required to monitor compliance and provide a compliance report of the most recent 30 days' usage for all resupply requests to eviCore via the web portal [www.evicore.com](http://www.evicore.com) or fax 866-999-3510.



**What happens if an attended sleep study is requested, but Home Sleep Testing (HST) is more appropriate?**

The ordering clinician will be offered the choice to suspend the request for an attended study in favor of an HST and the case will be expired.

If the provider does not select the HST option, the case will go to medical review and could lead to an adverse determination of the requested attended sleep study.

**If denied, what follow-up information will the referring provider receive?**

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

**How do I submit a program-related question or concern?**

For program-related questions or concerns, please email [clientservices@evicore.com](mailto:clientservices@evicore.com)

**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/adventhealth>