October 15, 2022

Dear Colleague:

Providence Health Plan is expanding its partnership with eviCore healthcare for Physical Medicine benefits management services. As part of these efforts, our Self-Funded (Administrative Services Only) group plans will become effective with requiring eviCore medical necessity reviews as of **January 1st, 2023** for the following codes**:**

- Outpatient rehabilitation Physical therapy
- Outpatient rehabilitation Occupational therapy
- Chiropractic (Please Note: Procedure codes 98940, 98941, 98942,and 98943 are not part of this program)
- Massage Therapy (Please Note: Procedure code 97124 is not part of this program)
- Acupuncture (Please Note: Procedure codes 97810, 97811, 97813 and 97814 are not part of this program)

To submit a request:
- Web Portal (preferred): www.eviCore.com
- Phone: (866) 803-8052 7 am to 7 pm local time
- Fax: (855) 774-1319 https://www.evicore.com/provider/online-forms

Notification of an initial episode of care should be registered with eviCore within 7 days pre or post first visit. Requests should not be submitted for services performed in conjunction with an inpatient stay, 23-hour observation, emergency room visits, or home health episodes. For additional information, including eviCore's clinical guidelines and a complete list of services requiring medical necessity review, please visit: https://www.eviCore.com/healthplan/PHP.

Please visit the Providence Health Plan website to view a full list of group plans.

Washington Providers: Self-funded groups are largely exempt from state regulation, therefore, the provisions of RCW 48.43.016 prohibiting medical necessity review of the initial evaluation and first 6 treatment visits do not apply. All Physical Medicine services identified in this notice are subject to eviCore medical necessity review.

Have questions about submitting a request? Attend an online orientation! Please see page 2 of this communication for dates and times.

- eviCore healthcare's Clinical Guidelines and request forms are available at: **www.evicore.com**.
- Please email the eviCore Client Provider Operations department at clientservices@evicore.com or call at **(800) 646-0418 (Option #4)** if you have any questions or need more information.

Providence Health Plan
Medical Necessity Review Training

During these sessions we will discuss in detail the medical necessity review request process **for Outpatient Rehabilitation** services and how to navigate the eviCore website at **www.evicore.com**. We encourage you to attend one of these informative sessions to ensure your understanding of the medical necessity review process for **Outpatient Rehabilitation** services.

Registration

All online orientation sessions require advance registration and will last approximately one hour. All sessions are scheduled in **Pacific Standard Time.**

Day of the Week	Date	Time
Wednesday	December 21	10:00 am
Wednesday	January 4	10:00 am

How To Register

Please read the following instructions to register for and participate in a session:

1. Please go to evicore.webex.com
2. Select "WebEx Training" from the menu bar on the left ▤.
3. Click the "Upcoming" Tab. Choose "**Providence Health Plan Physical Medicine Orientation**".
4. Click "Register" next to the session you wish to attend.
5. Enter the registration information.

After you have registered for the conference, you will receive an e-mail containing the toll-free phone number and meeting number, conference password, and a link to the web portion of the session. **Please keep the registration e-mail so you will have the link to the Web conference and the call-in number for the session in which you will be participating.**

If you are unable to participate in a session, you can obtain a copy of the presentation as well as other important documents at www.eviCore.com/healthplan/PHP. Documents are available in PDF format. If you need Adobe Reader, you can download it from www.adobe.com/products/reader/.

If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at portal.support@evicore.com or via phone at (800) 646-0418 (Option 2). For any Client or Provider inquiries not associated with this training, please email ClientServices@evicore.com.