



Radiation Therapy Precertification Program Provider Orientation

September - October 2016

Company highlights

3,000+ employees
including 1,000 clinicians

Headquartered in Bluffton, S.C.

Offices across the U.S. including:

- Lexington, MA
- Colorado Springs, CO
- Franklin, TN
- Greenwich, CT
- Melbourne, FL
- Plainville, CT
- Sacramento, CA

SHARING
A VISION
AT THE CORE OF CHANGE.

100 million
members
managed nationwide

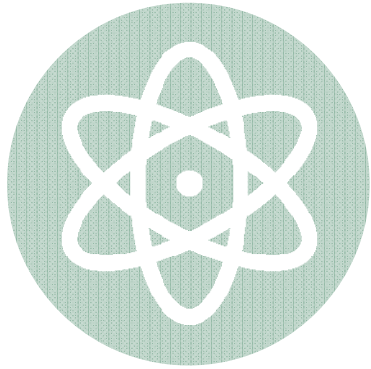


Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

12 million
claims
processed annually

Integrated solutions





Radiation therapy solutions

covered services

Utilization management

- External beam radiation therapy
- Brachytherapy
- Intensity modulated radiation therapy
- Image-guided radiation therapy
- Stereotactic radiosurgery
- Proton therapy
- Hyperthermia
- Radiopharmaceuticals

Claims management

- Payment integrity through claims studio

Our Clinical Approach

Radiation therapy by the numbers

15



Radiation
oncologists on staff

17



Radiation therapy-
trained nurses on staff

Case statistics

70%

Cases immediately
approved

1.3%

Appeal rate

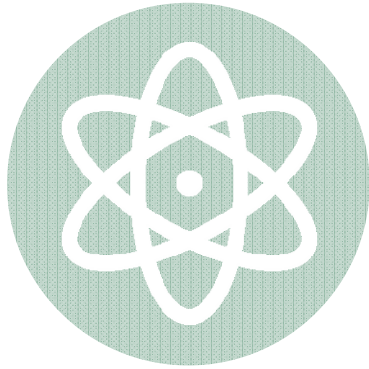
37%

Web utilization rate

22

Million lives
covered





Radiation therapy solution experience

- 7 years of experience - since 2009
- 20 regional and national clients
- 22.7 million total membership
 - 15.7 million commercial membership
 - 3.7 million Medicare membership
 - 3.3 million Medicaid membership
- 200+ average cases built per day



Evidence-based guidelines

The foundation of our radiation therapy solution:



➔ Aligned with national societies

- American Society for Therapeutic Radiology and Oncology
- American College of Radiology
- National Comprehensive Cancer Network
- Medicare Guidelines

➔ Advisory board members

- Dr. Anthony Berson – eviCore healthcare
- Memorial Sloan – Kettering, N.Y.
- Stanford University Medical Center, CA
- Beth Israel Deaconess Medical Center; Harvard, MA
- Detroit Medical Center, Sinai Grace Hospital, MI

Service model

Client service delivery team

The client service delivery team is responsible for high-level service delivery to our health plan clients as well as ordering and rendering providers nationwide

Provider relations representatives



Provider relations representatives are cross-trained to investigate escalated provider and health plan issues.

Client service managers

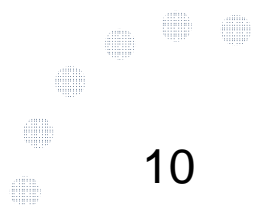


Client service managers lead resolution of complex service issues and coordinate with partners for continuous improvement.

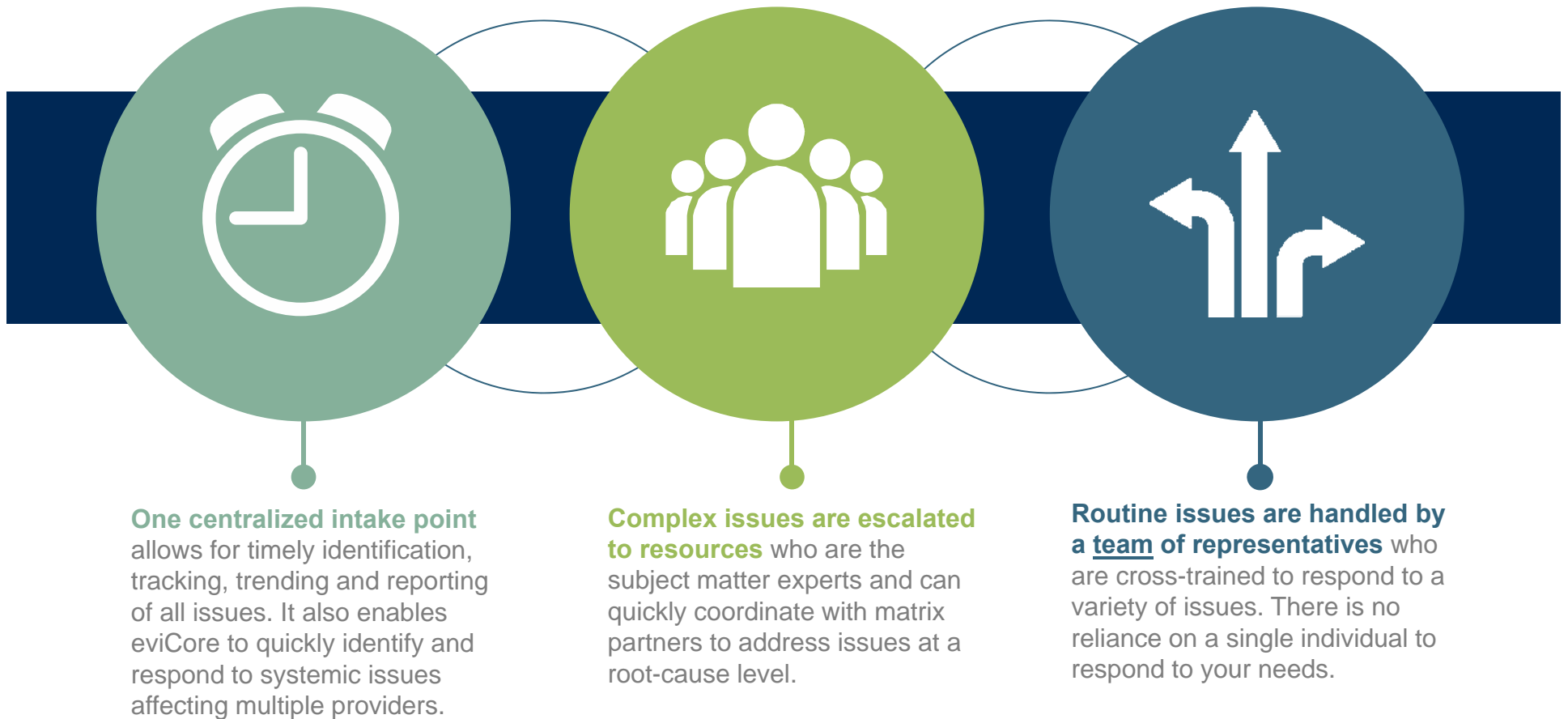
Regional provider engagement managers



Regional provider engagement managers are on-the-ground resources who serve as the voice of eviCore to the provider community.



Why our service delivery model works



Radiation Therapy Precertification Program for Blue Cross

Program overview

eviCore will begin accepting requests on October 18, 2016, for dates of service November 1, 2016, and beyond

Prior authorization applies to services that are:

- Outpatient
- Elective/non-emergent

Prior authorization **does not apply to services that are performed in:**

- Emergency room
- Inpatient
- 23-hour observation

It's the responsibility of the ordering provider to request prior authorization approval for services.

Precertification required:

Clinical modalities

- Complex, 3D Conformal
- IMRT
- Brachytherapy
- SRS/SBRT
- IORT
- Protons
- Neutrons
- Hyperthermia
- Radiopharmaceuticals

Non-clinical modalities

- SIM
- Planning
- Devices
- Imaging
- Physics
- Management

To find a list of CPT
codes that require precertification
through eviCore, please visit:

<https://www.evicore.com/healthplan/BCBSM>

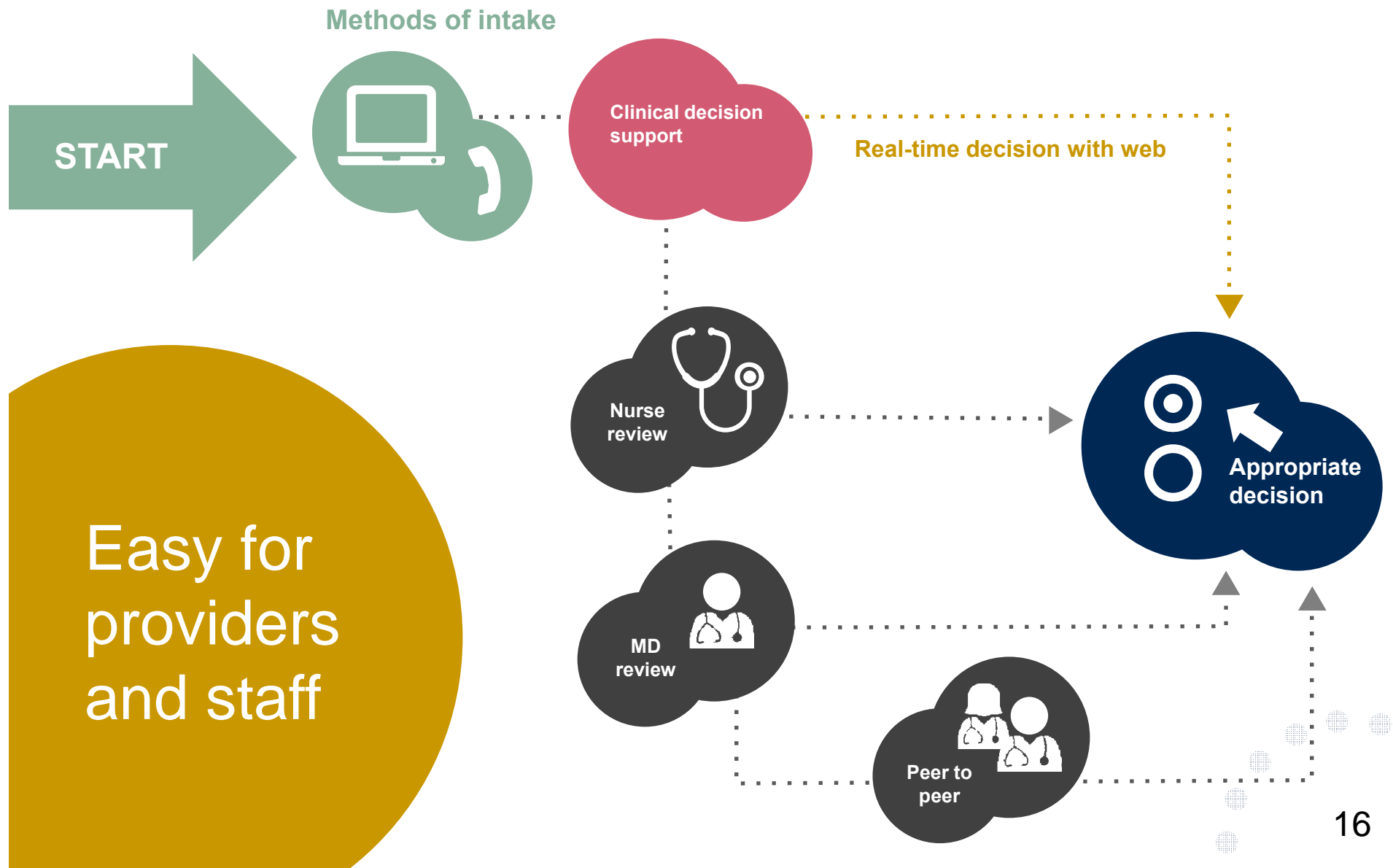
Applicable membership

Authorization is required for Blue Cross Blue Shield of Michigan members enrolled in the following program:

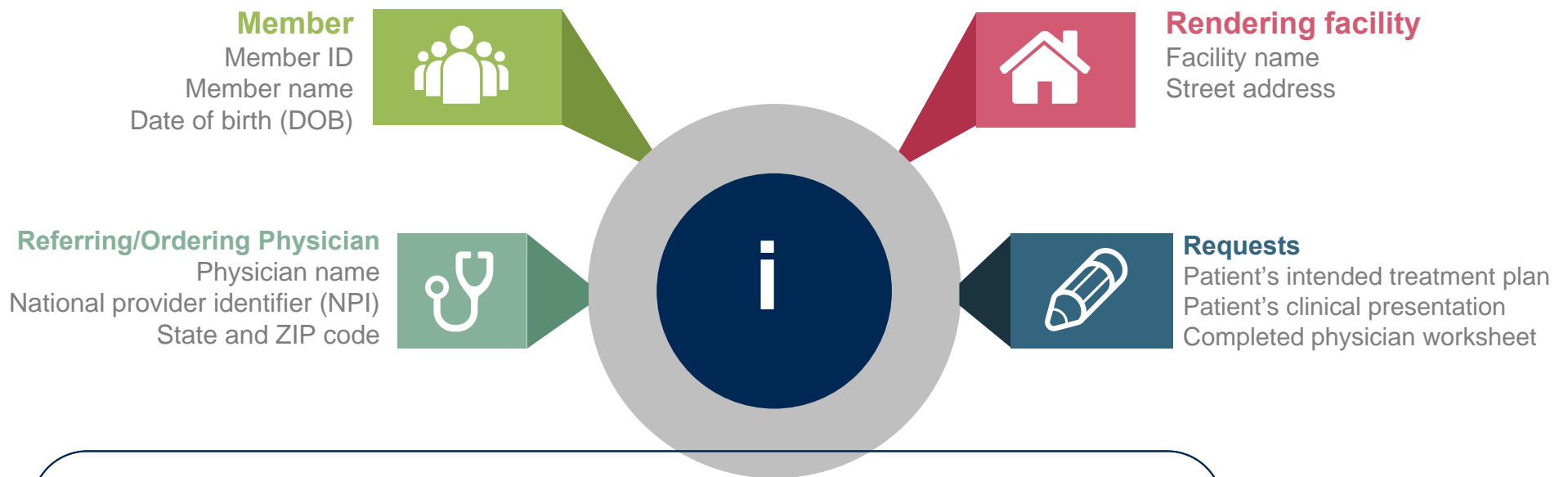
- Medicare Advantage PPO



Clinical review process – Easy for providers and staff



Needed information



If clinical information is needed, please supply:

- Imaging studies and prior test results related to the diagnosis
- Office notes related to the current diagnosis

Holistic treatment plan review

eviCore healthcare relies on information about the patient's unique presentation and physician's intended treatment plan to authorize all services from the initial simulation through the delivery of the last fraction of radiation.

- Providers specify a diagnosis rather than request individual CPT codes
- Diagnosis and treatment plan compared to the evidence-based guidelines developed by our Medical Advisory Board
- If request is authorized/covered or partially authorized/covered, then the treatment technique and number of fractions will be provided
- For questions about specific CPT codes that are included with each episode of care, please reference the **eviCore Radiation Therapy Coding Guidelines** located online: [eviCore Radiation Therapy Coding Guidelines, Effective 1-1-16, Revised 7-15-16](#)
- Correct coding guidelines are based on ASTRO/ACR Radiation Therapy coding resources.

Prior authorization outcomes

Approved requests:

- Processed within **14 business days** after receipt of all necessary information.
- Decision is faxed to the ordering provider and the requested facility once medical necessity is met.
- Notification **is** sent to the member.
- Can be printed on demand from the eviCore web portal.
- Authorizations are typically good for at least **45 days** from the treatment start date.

eviCore
Prior authorization solutions
for your business

Re: Customer:
Customer ID #:
Reference Code:
Authorization Effective Date(s):

Your health plan requires some services to be reviewed and approved for coverage before you receive them. On 10/2/2018, we asked you to review and approve the following service(s):

Initial Phase: 30 fractions (treatment sessions) of 3D (includes contouring + 3D reconstruction of GTV/CTV/PTV/OAR, conformal beams, DVNs, ISRs) are approved. Boost Phase: 8 fractions (treatment sessions) of Electrons are approved. Image Guided Radiation Therapy (IGRT) was neither requested or certified for this course of treatment.

Reviewer: CareCore National, LLC

Cigna partners with CareCore, a leading health and wellness company, to manage our radiology program. CareCore reviews radiation therapy services to determine if they are medically necessary and covered by your plan.

After reviewing your medical information and health plan, we approved this request.

Important reminders:

- When CareCore receives your medical claim(s), we'll need to make sure your health care professionals performed only services we approved. If extra services were performed that weren't medically necessary or covered by your plan, your health plan won't be able to pay for them. This means you'll have to pay the total cost for any extra services.
- This letter isn't a guarantee that your plan will pay for the services. You must be enrolled in the plan and eligible for benefits on the date you receive the service. Please see your plan documents for details.

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Prior authorization outcomes



Approved requests:

- All requests are processed within **14 calendar days** after receipt of all necessary clinical information.
- Authorizations are typically good for **45 calendar days** from the date of determination.



Delivery:

- Faxed to ordering provider
- Mailed to the member
- Information can be printed on demand from the eviCore healthcare web portal

Prior Authorization outcomes



Denied requests:

- Communication of denial determination
- Communication of the rationale for the denial
- How to request a peer review



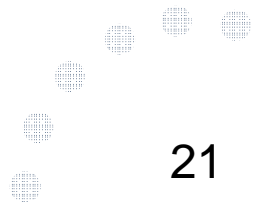
Delivery:

- Faxed to the ordering provider and rendering facility
- Mailed to the member



Appeals:

- eviCore healthcare is not delegated for appeals. Blue Cross will be delegated for first level member and provider appeals.



Prior authorization outcomes – Medicare and Medicare Advantage




Pre-decision consultation

- If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians prior to a decision being rendered.
- In certain instances, additional information provided during the pre-decision consultation is sufficient to satisfy the medical necessity criteria for approval.

Physician worksheet

- The physician worksheet is best completed by the physician during the initial consultation with the patient.
- Inaccurate information causes authorized services to differ from those that are actually delivered and can lead to adverse determinations.
- You can access the physician worksheets online:
<https://www.evicore.com/resources/pages/providers.aspx?solution=Radiation%20Therapy#ReferenceGuidelines>

Updated 8/18/15


Breast Cancer Radiation Therapy Physician Worksheet

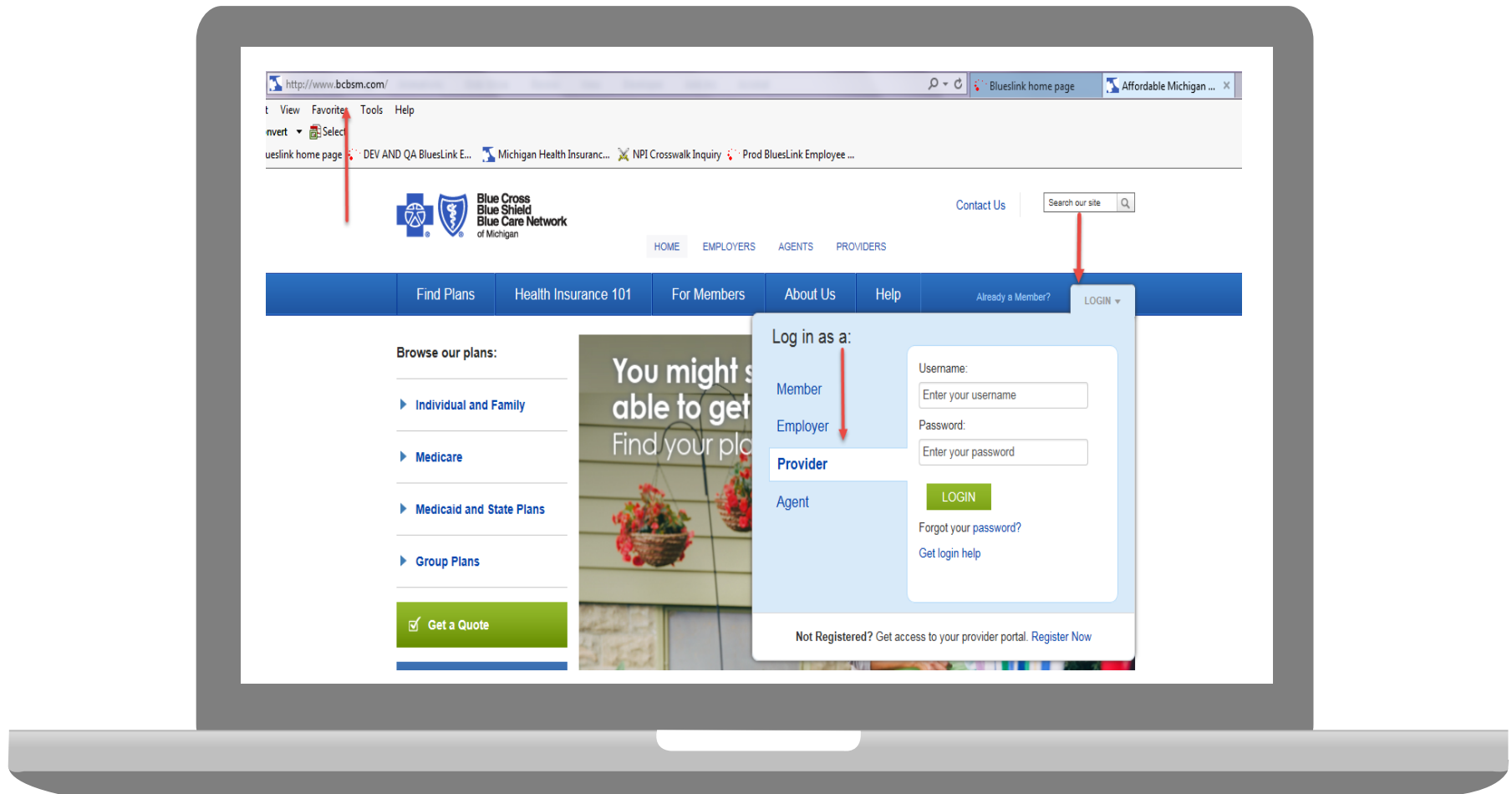
Name Start	Patient Name:	
	What is the radiation therapy treatment start date (mm/dd/yyyy)?	
1	Is the treatment being directed to the primary site (breast)?	Yes No
If treatment is not being directed to the primary site, submit a request for the metastatic site.		
2	Does the patient have distant metastatic disease (M1 stage)?	Yes No
3	Are you delivering adjuvant therapy to the whole breast or chest wall using two gantry angles and 3D conformal treatment planning? <i>If no, continue to question #4. If yes, skip forward to question #8.</i>	Yes No
Please note that AMA and ASTRO position is that forward planned IMRT is billed as 3D conformal.		
4	What is the T-stage (pathologic T-stage if patient has had surgery)?	
	T0 T2 T4 Ductal carcinoma In Situ (DCIS)	
	T1 T3 Recurrent	
5	What treatment plan to be executed for the initial phase?	
	Whole breast or chest wall radiotherapy (mastectomy performed)	
	Partial breast radiotherapy once a day	
	Partial breast radiotherapy twice a day	
6	Will treatment include the internal mammary nodes?	Yes No
7	What technique will be used for the initial phase of treatment?	
	Single catheter brachytherapy	Single fraction intra-operative radiotherapy (IORT)
	Multiple catheter brachytherapy	Intensity modulated radiation therapy (IMRT)
	Electronic brachytherapy	Proton beam therapy
	Complex (77307)	Rotational arc therapy
	Tomotherapy	3D (includes contouring + 3D reconstruction of GTV/CTV/PTV/OAR, conformal beams, DVHs, DRRs)
	Stereotactic body radiation therapy (SBRT)	

Page 1 of 2

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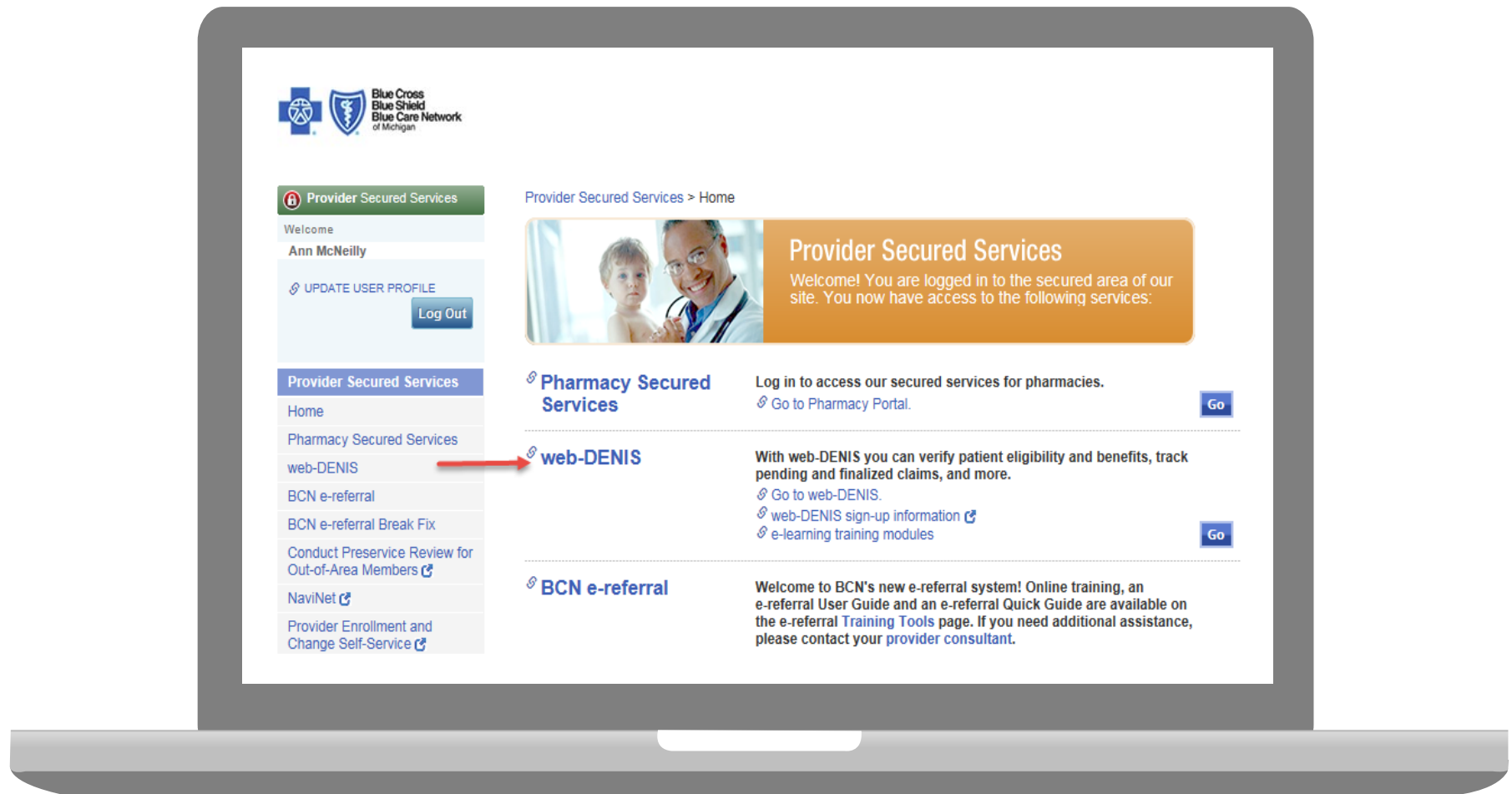
Web portal services

Web portal services



To initiate a request, access your account at www.bcbsm.com.

Web portal services



Click on web-DENIS.

Web portal services



To initiate a case, click **Prior Authorization** from the options list.

Web portal services

[To HIPAA View Option](#)

[Back to Provider Secured Home](#)

[Broadcast Messages](#)

[Subscriber Info.](#)

[Provider Enrollment](#)

[BCBSM Provider Publications and Resources](#)

[BCN Provider Publications and Resources](#)

[Provider Manuals](#)

[Claim Submission](#)

[Facility Claims](#)

[Professional Claims](#)

[Hospital Prenotification](#)

Prior Authorization for Medicare Plus Blue PPO Contracts

Please Enter Information:

NPI:*

Contract Number:*

* All items marked with asterisks are required

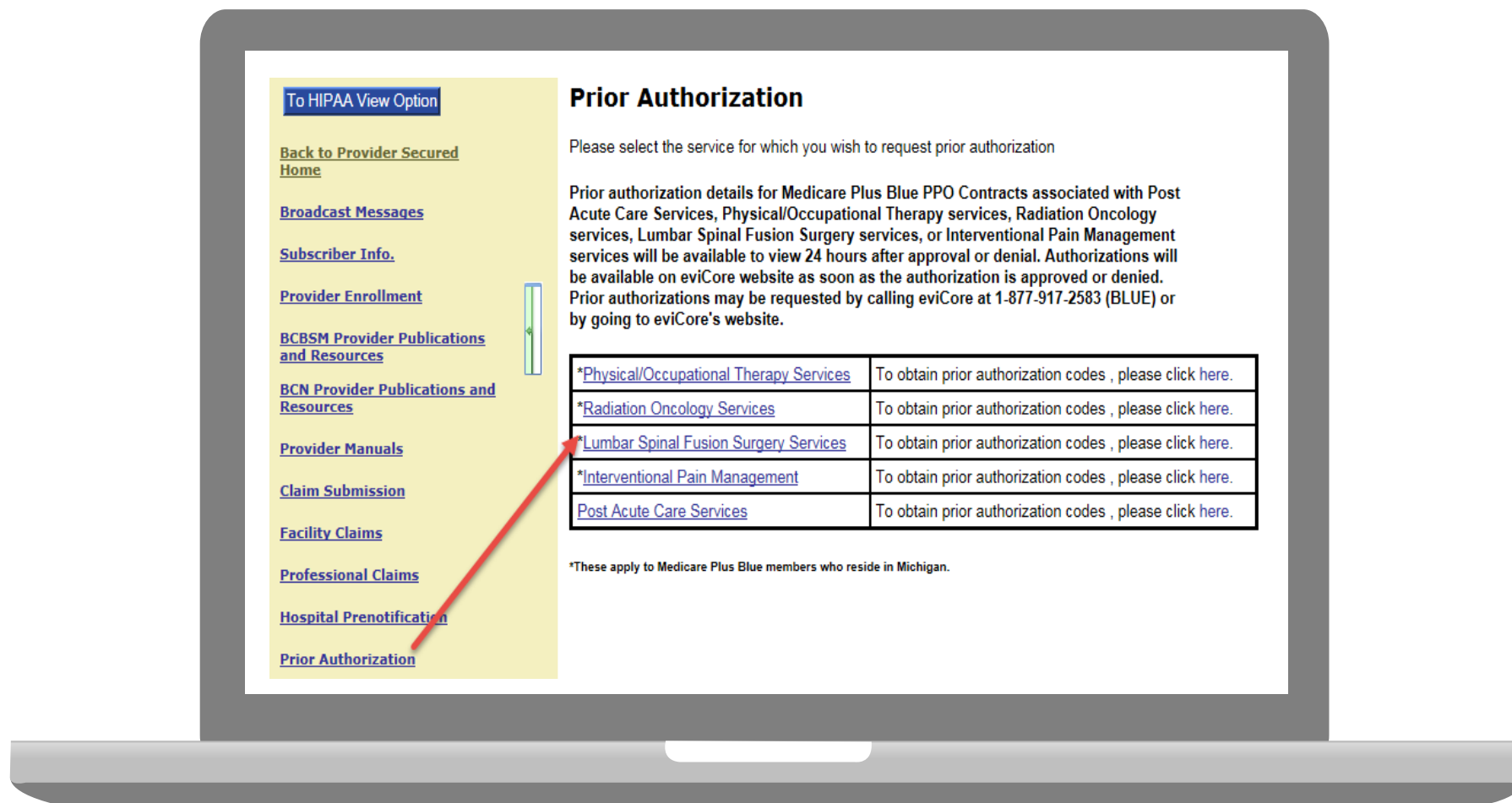
This prior authorization system is available for Medicare Plus Blue PPO contracts only and applies to the following services: Post Acute Care, Physical Therapy, Radiation Oncology, Lumbar Spinal Fusion Surgery & Interventional Pain.

If you need to request hospital prenotification for any BCBSM contracts please use the hospital prenotification link on the left navigation bar. For BCN contracts, please go to BCN e-referral



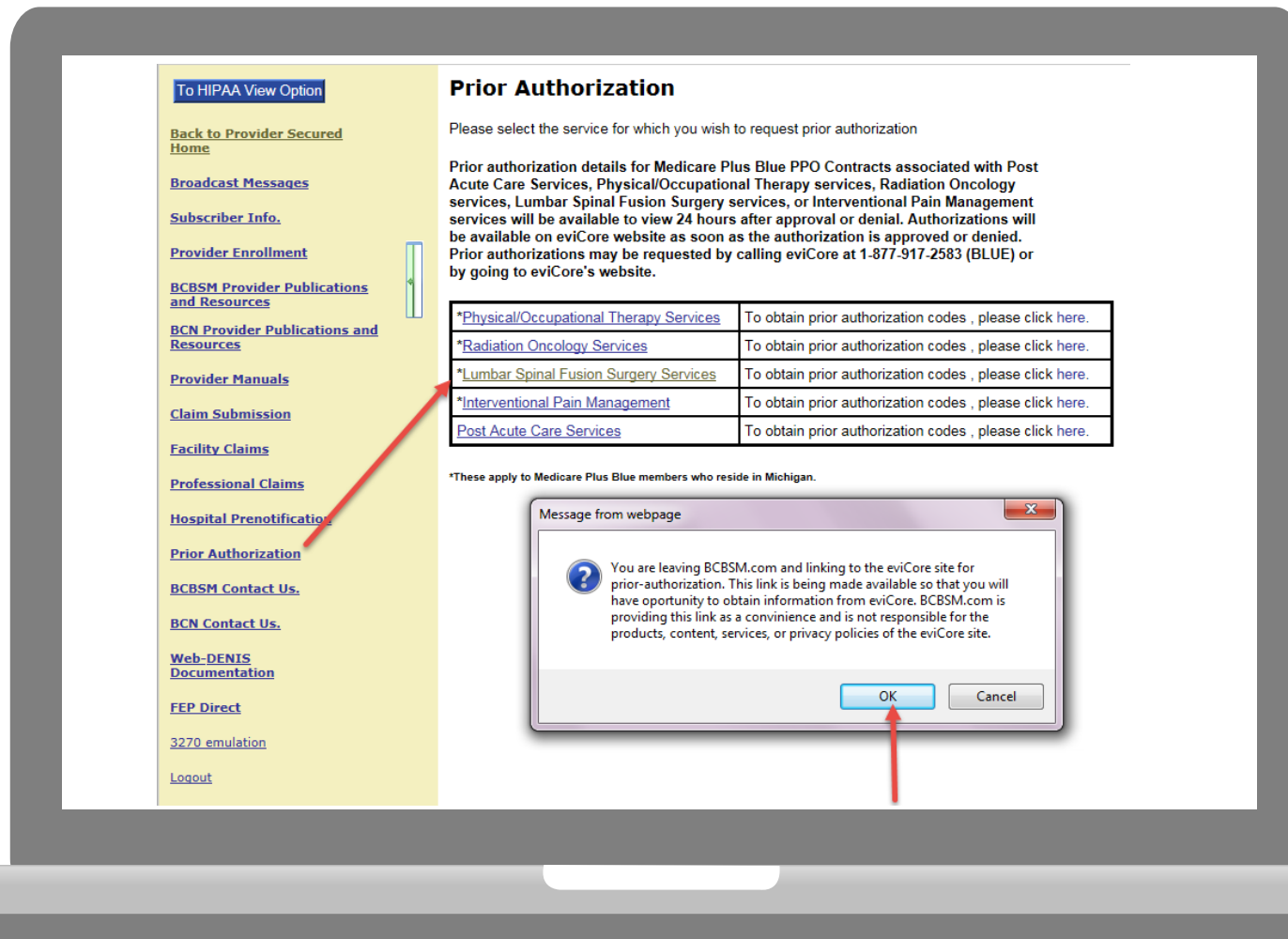
Enter the **NPI** and **Contract Number**.

Web portal services



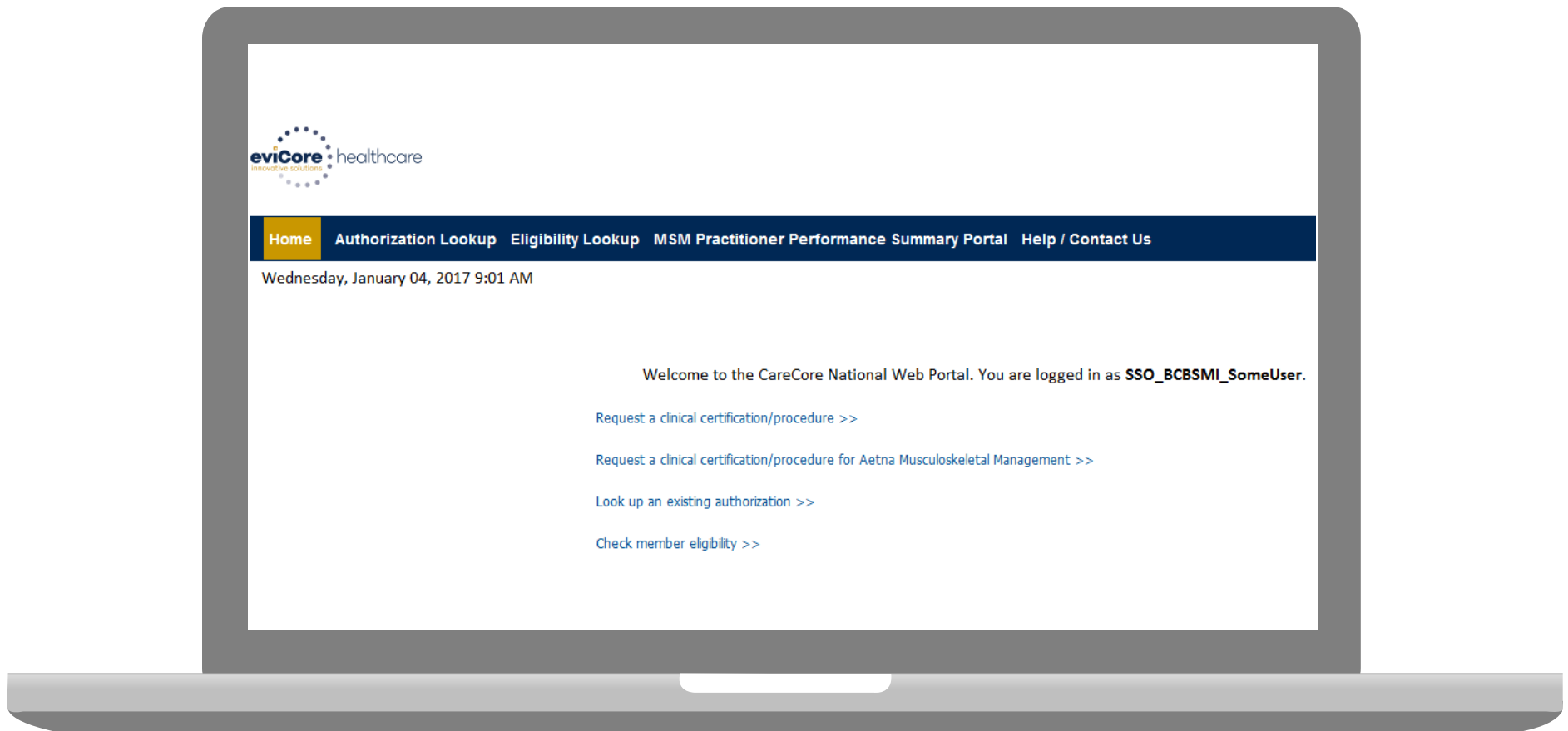
Select the **service** for which you wish to request prior authorization.
For this program, select **Radiation Oncology Services**.

Web portal services

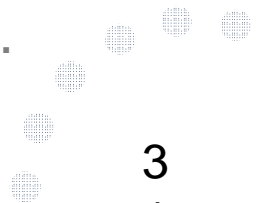


When you select the service, click **OK** to be re-directed to the eviCore healthcare web portal to proceed with the authorization initiation.

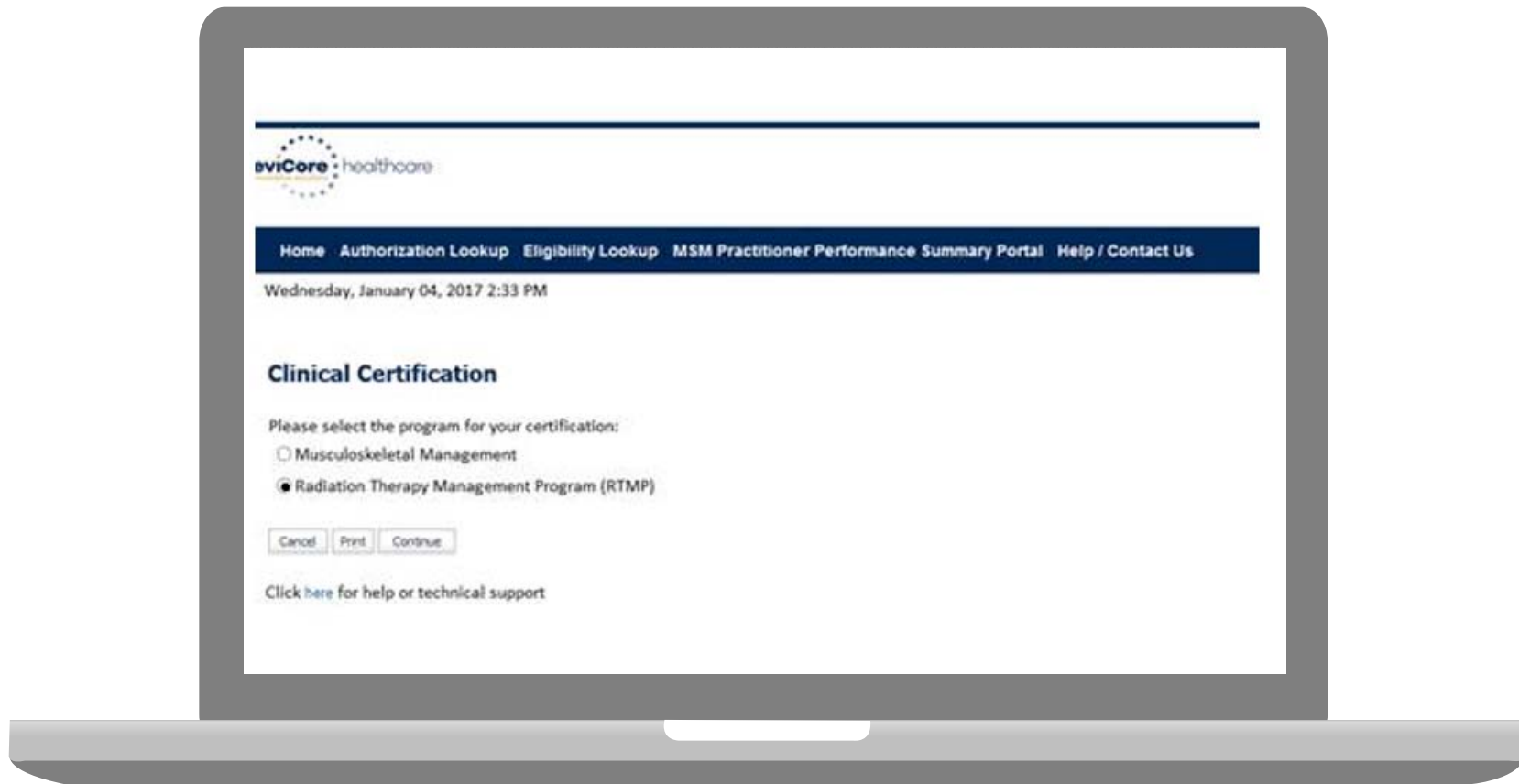
eviCore web portal



Once redirected to the eviCore portal, you will land on the home page.
Click ***Request a clinical certification/procedure.***

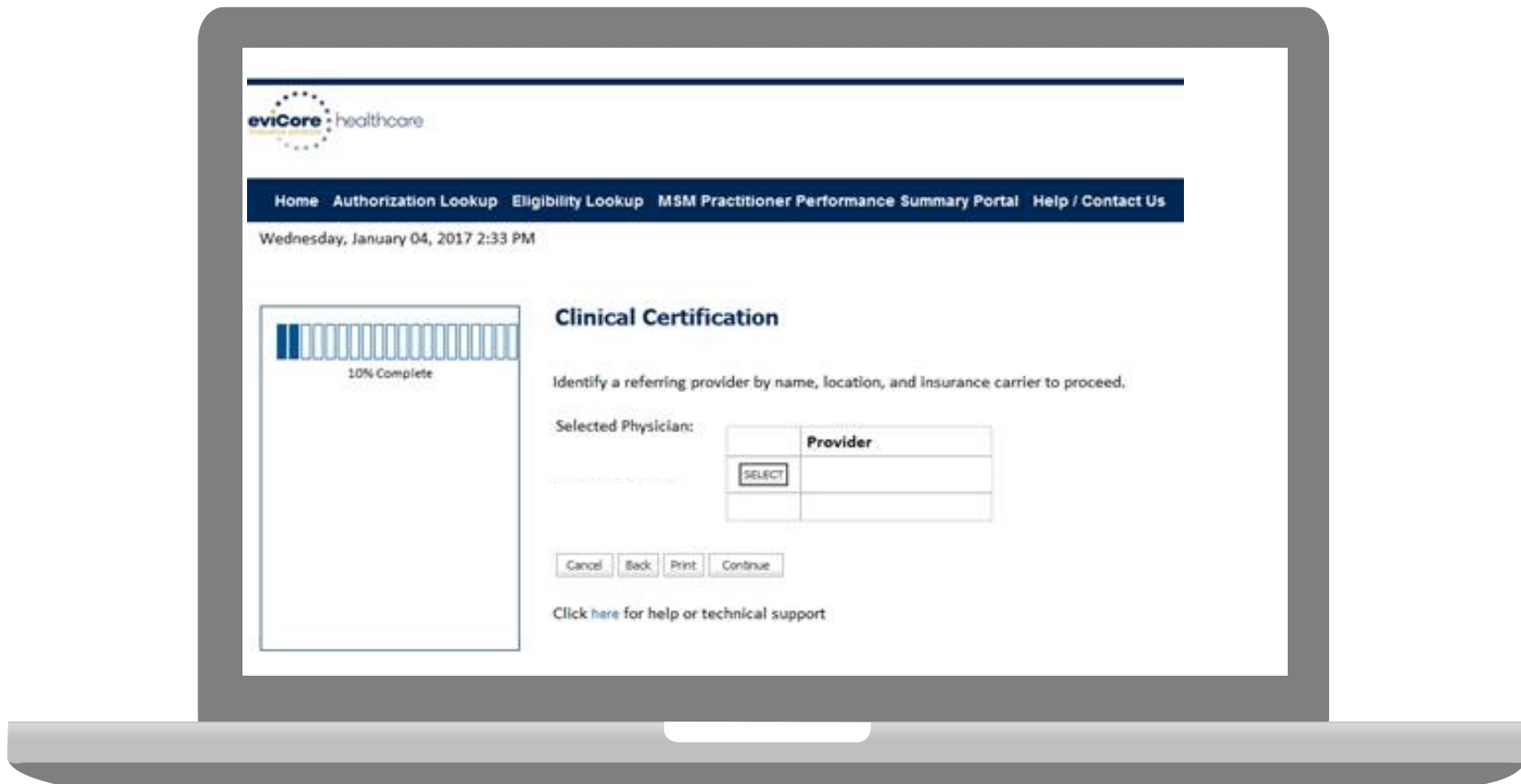


Select program



Select the Radiation Therapy Management Program (RTMP) for your certification.

Select a provider



The screenshot displays the eviCore healthcare portal interface. At the top, the logo and navigation links (Home, Authorization Lookup, Eligibility Lookup, MSM Practitioner Performance Summary Portal, Help / Contact Us) are visible. The date and time are shown as Wednesday, January 04, 2017 2:33 PM. The main section is titled "Clinical Certification" and includes a progress bar indicating "10% Complete". Below the progress bar, there is a form to "Identify a referring provider by name, location, and insurance carrier to proceed." The form includes a "Selected Physician:" label and a table with a "Provider" header and a "SELECT" button. At the bottom of the form, there are buttons for "Cancel", "Back", "Print", and "Continue". A link for help or technical support is also provided.

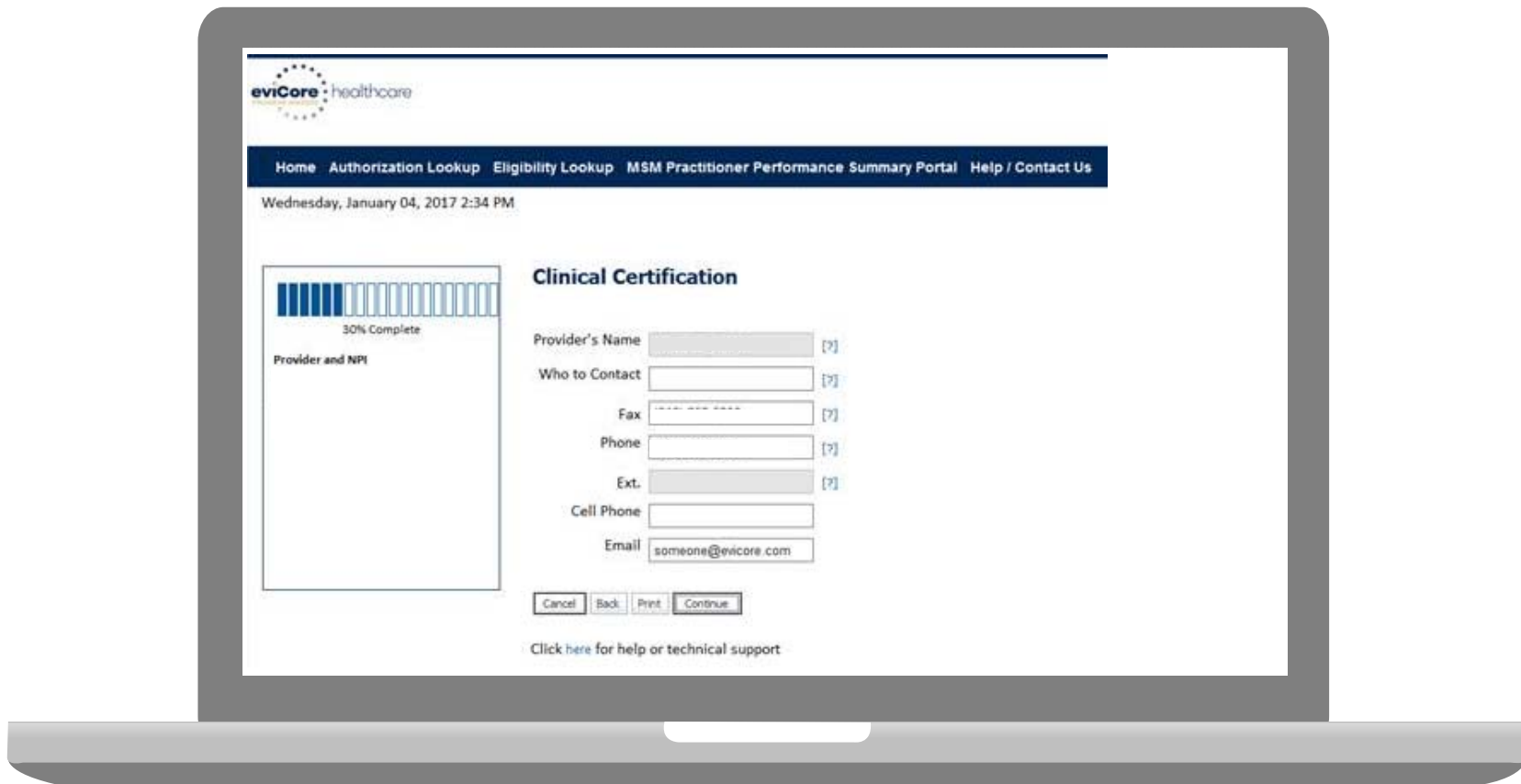
Provider
<input type="button" value="SELECT"/>

Click [here](#) for help or technical support



Select the practitioner or group for whom you want to build a case.

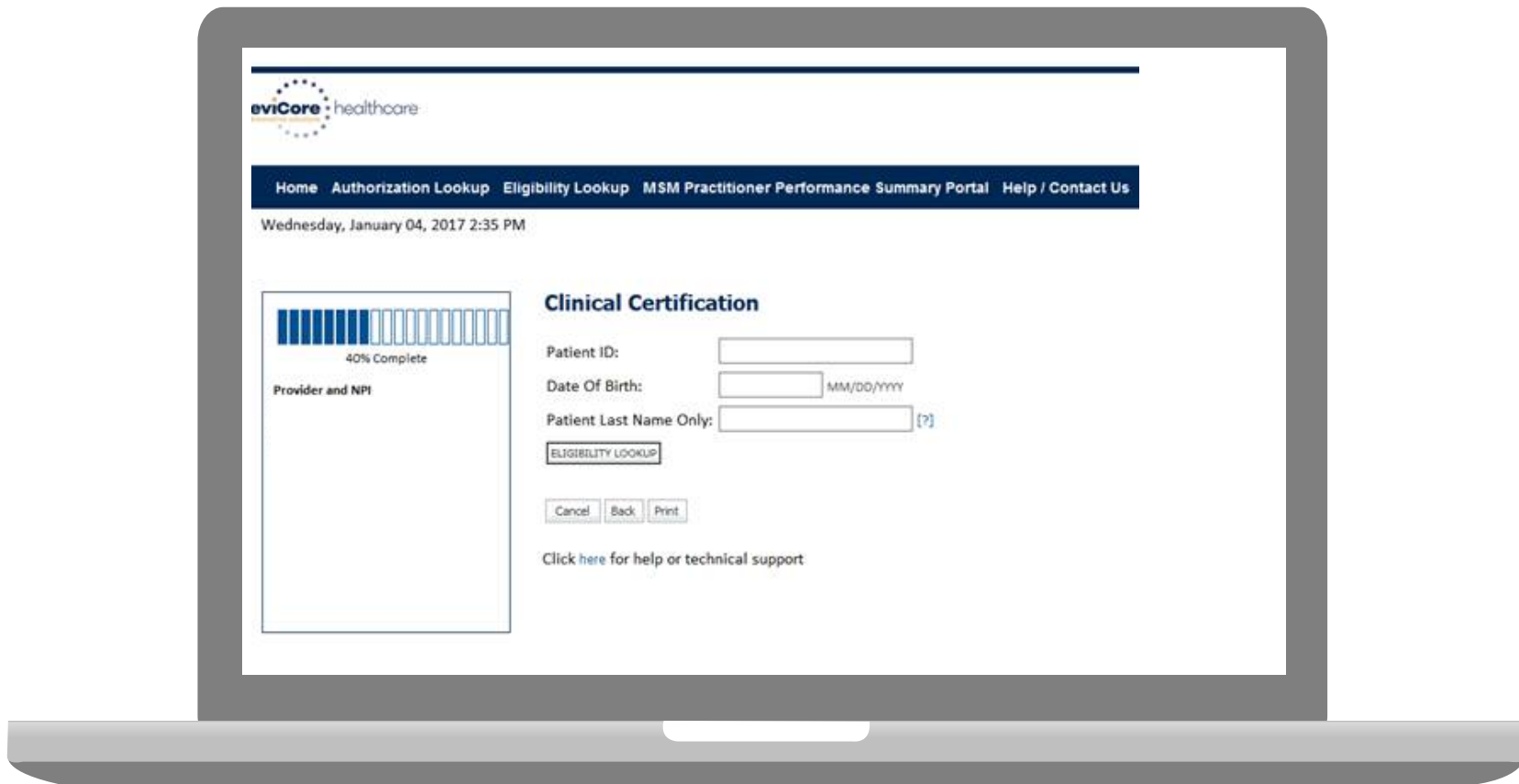
Contact information



The screenshot shows a laptop displaying the eviCore healthcare website. The page has a dark blue header with the eviCore logo and a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, MSM Practitioner Performance Summary Portal, and Help / Contact Us. Below the navigation bar, the date and time are displayed: Wednesday, January 04, 2017 2:34 PM. The main content area is titled "Clinical Certification" and features a progress bar on the left indicating "30% Complete". The progress bar is a horizontal bar with 10 segments, the first 3 of which are filled with blue. Below the progress bar is a box labeled "Provider and NPI". To the right of the progress bar, there are several input fields for contact information: "Provider's Name" (with a red asterisk and a character count of 7), "Who to Contact" (with a character count of 7), "Fax" (with a character count of 7), "Phone" (with a character count of 7), "Ext." (with a character count of 7), "Cell Phone", and "Email" (with the placeholder text "someone@evicore.com"). At the bottom of the form, there are four buttons: "Cancel", "Back", "Print", and "Continue". Below the buttons, there is a link that says "Click here for help or technical support".

➤ Enter the **Provider's Name** and appropriate information for the point of contact person.

Member information



The screenshot shows a laptop displaying the eviCore healthcare website. The page has a dark blue header with the eviCore logo and a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, MSM Practitioner Performance Summary Portal, and Help / Contact Us. Below the navigation bar, the date and time are displayed: Wednesday, January 04, 2017 2:35 PM. The main content area is titled "Clinical Certification" and contains a progress bar showing 40% completion. To the left of the progress bar is a section labeled "Provider and NPI". The form fields include "Patient ID:", "Date Of Birth:" (with a MM/DD/YYYY format hint), and "Patient Last Name Only:" (with a [?] hint). Below these fields is a button labeled "ELIGIBILITY LOOKUP". At the bottom of the form are buttons for "Cancel", "Back", and "Print". A link for help or technical support is also present.

eviCore healthcare

Home Authorization Lookup Eligibility Lookup MSM Practitioner Performance Summary Portal Help / Contact Us

Wednesday, January 04, 2017 2:35 PM

40% Complete

Provider and NPI

Clinical Certification

Patient ID:

Date Of Birth: MM/DD/YYYY

Patient Last Name Only: [?]

[Click here for help or technical support](#)

➤ Enter the member information, including the **Patient ID**, **Date Of Birth** and **Patient Last Name Only**. Click **ELIGIBILITY LOOKUP**.

Clinical details

Clinical Certification

This procedure will be performed on 7/1/2016. [CHANGE](#)

Radiation Therapy Procedures

Select a Procedure by CPT Code[?] or Description[?]

RCBREA ▼ Breast Cancer ▼

Diagnosis

Diagnosis Code: **C50.412**
Description: **Malignant neoplasm of upper-outer quadrant of left female breast**
[Change Diagnosis](#)

Select a secondary Diagnosis Code (Lookup by Code or Description)
Secondary diagnosis is optional for Radiation Therapy

[LOOKUP](#)

[Cancel](#) [Back](#) [Print](#) [Continue](#)

Verify service selection

The screenshot shows a web portal interface for a provider. At the top, there is a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (which is highlighted), Certification Requests In Progress, Physician Criteria, and Manage Your Account. Below the navigation bar, the date and time are displayed: Tuesday, April 15, 2014 4:01 PM. The main content area is titled "Clinical Certification" and contains a progress bar showing 40% completion. On the left, there are two sections: "Physician" and "Patient", each with an "EDIT" link. The main content area displays the following information: "Confirm your service selection.", "Treatment Start: 6/20/2015", "CPT Code: RCBREA", "Description: Breast Cancer", "ICD-10 Code: MALIGN NEOPL BREAST NOS", "Diagnosis: MALIGN NEOPL BREAST NOS", "Secondary ICD-10 Code:", "Secondary Diagnosis:", "Change Procedure or Diagnosis", "Change Secondary Diagnosis", and a row of buttons: Cancel, Back, Print, and Continue.

Provider Web Portal

Home Authorization Lookup Eligibility Lookup **Clinical Certification** Certification Requests In Progress Physician Criteria Manage Your Account

Tuesday, April 15, 2014 4:01 PM

Clinical Certification

Confirm your service selection.

Treatment Start: 6/20/2015
CPT Code: RCBREA
Description: Breast Cancer
ICD-10 Code: MALIGN NEOPL BREAST NOS
Diagnosis: MALIGN NEOPL BREAST NOS
Secondary ICD-10 Code:
Secondary Diagnosis:
[Change Procedure or Diagnosis](#)
[Change Secondary Diagnosis](#)

Cancel Back Print Continue

Site selection

Provider Web Portal

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | Physician Orders | Manage Your Account | Cardiology Approval Report

Tuesday, April 15, 2014 4:03 PM Log Off (KCDHAM)

60% Complete

Physician EDIT

Patient EDIT

Service EDIT
4/15/2014
76817 US PREGNANT UTERUS
TRANSVAGINAL
66030 MEMORR EARLY PREG-UNSPEC

Clinical Certification

The locations listed below are within 25 miles from the member's zip code and are listed in a random order. If the location you would like to send your patient to is not on this list, you can search for that location using the Specific Site Search parameters below.

Specific Site Search

Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI: Zip Code: Site Name:
TIN: City:

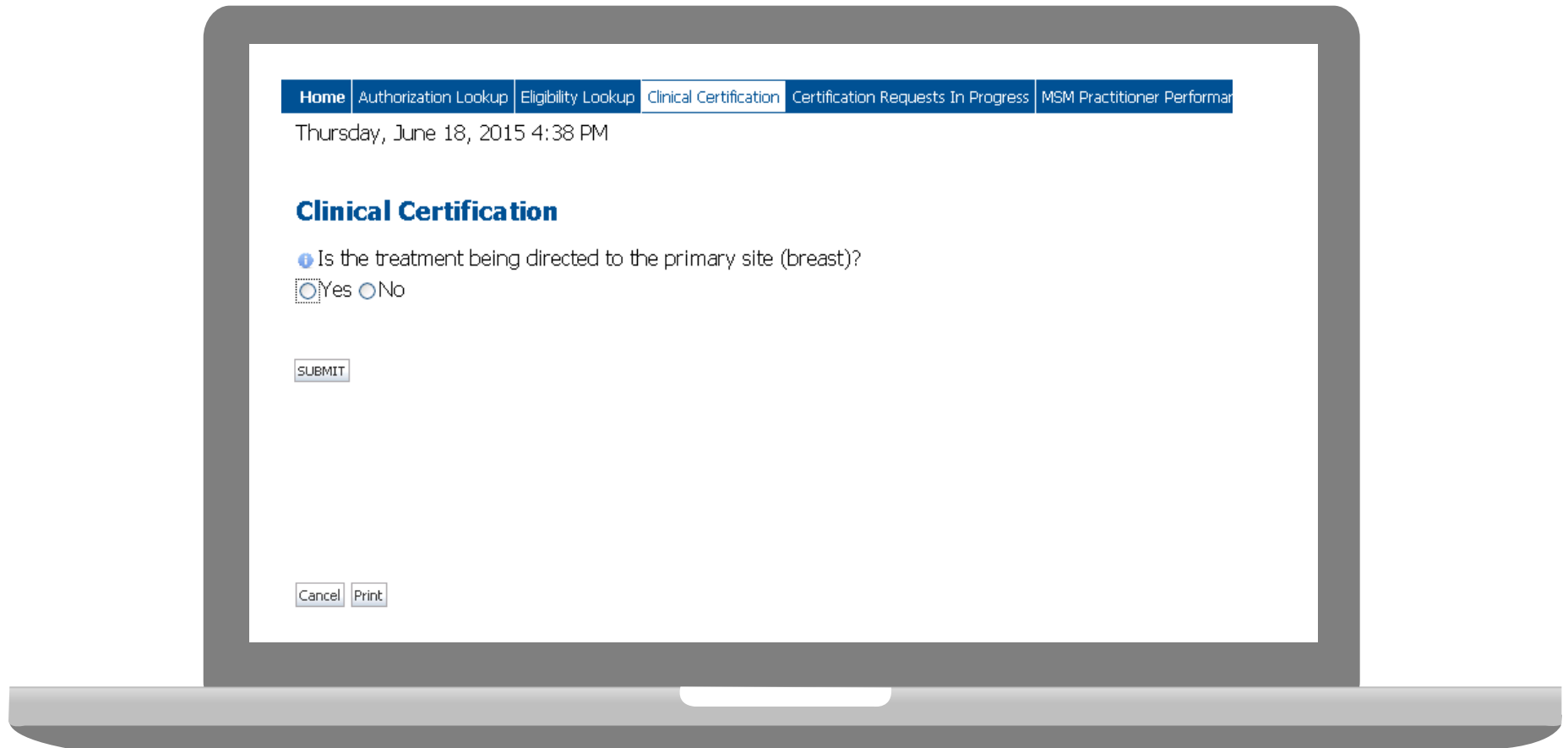
☐ Exact match
☒ Starts with

[LOOKUP SITE](#)

	Name	Address
<input type="button" value="SELECT"/>		
<input type="button" value="SELECT"/>		
<input type="button" value="SELECT"/>		
<input type="button" value="SELECT"/>		

- Verify all information entered and make any needed changes before moving into the clinical collection phase of the prior authorization process.
- You will not have the opportunity to make changes after that point.

Clinical collection



The image shows a laptop screen with a web application interface. At the top, there is a navigation bar with several tabs: "Home", "Authorization Lookup", "Eligibility Lookup", "Clinical Certification" (which is highlighted), "Certification Requests In Progress", and "MSM Practitioner Performan". Below the navigation bar, the date and time "Thursday, June 18, 2015 4:38 PM" are displayed. The main heading is "Clinical Certification". Below this, there is a question: "Is the treatment being directed to the primary site (breast)?". There are two radio buttons: "Yes" (which is selected) and "No". Below the question, there is a "SUBMIT" button. At the bottom left, there are "Cancel" and "Print" buttons.

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | MSM Practitioner Performan

Thursday, June 18, 2015 4:38 PM

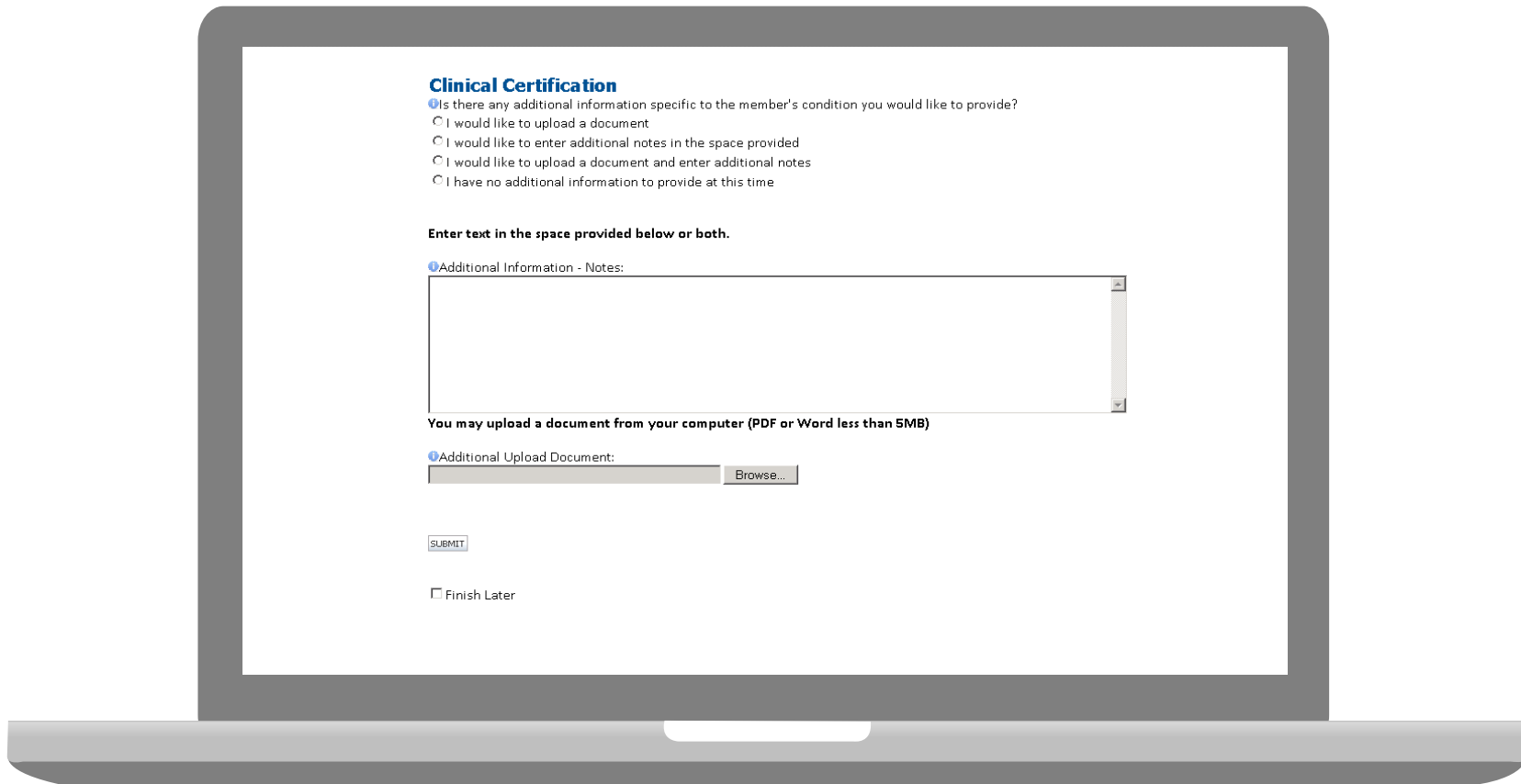
Clinical Certification

☒ Is the treatment being directed to the primary site (breast)?
☐ Yes ☐ No



You will then enter the clinical collection phase of the case process.

Medical review



Clinical Certification

④ Is there any additional information specific to the member's condition you would like to provide?

- ☐ I would like to upload a document
- ☐ I would like to enter additional notes in the space provided
- ☐ I would like to upload a document and enter additional notes
- ☐ I have no additional information to provide at this time

Enter text in the space provided below or both.

④ Additional Information - Notes:

You may upload a document from your computer (PDF or Word less than 5MB)

④ Additional Upload Document:

☐ Finish Later



If **additional information** is required, you will have the option to either upload documentation, enter information into the text field or contact us via phone.

Approval

Clinical Certification		
Your case has been Approved.		
Provider Name:	Contact:	
Provider Address:	Phone Number:	
	Fax Number:	
Patient Name:	Patient Id:	
Insurance Carrier:		
Site Name:	Site ID:	
Site Address:		
Diagnosis/ICD-10 Code:	Description:	MALIGN NEOPL BREAST NOS
Secondary Diagnosis:	Description:	
Date of Service:		
CPT Code:	Description:	Breast Cancer
Authorization Number:		
Review Date:		
Expiration Date:		
Status:		Your case has been Approved.
REQUESTED Phase 1: Electrons: Technique: Electrons; 8 Fractions (treatment sessions)		
APPROVED Phase 1: Electrons: Technique: Electrons; 8 Fractions (treatment sessions) As Medically Necessary: Special radiation dosimetry (8 x 77331), Basic Radiation Dosimetry (12 x 77300)		
DENIED		
DENIAL RATIONALE		
<input type="button" value="Print"/> <input type="button" value="Continue"/>		

Once the clinical pathway questions are completed and the answers have met the clinical criteria, an **approval** will be issued.

Print the screen and store in the patient's file.

Building additional cases

Home | Authorisation Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | MSM Practitioner Performance Summary Portal | Resources | Manage Your Account

Thursday, March 05, 2015 10:15 AM

Clinical Certification

Thank you for submitting a request for clinical certification. Would you like to:

- Return to the main menu
- Start a new request

You can also start a new request using some of the same information.

Start a new request using the same:

☐ Program

☐ Provider

☐ Program and Provider

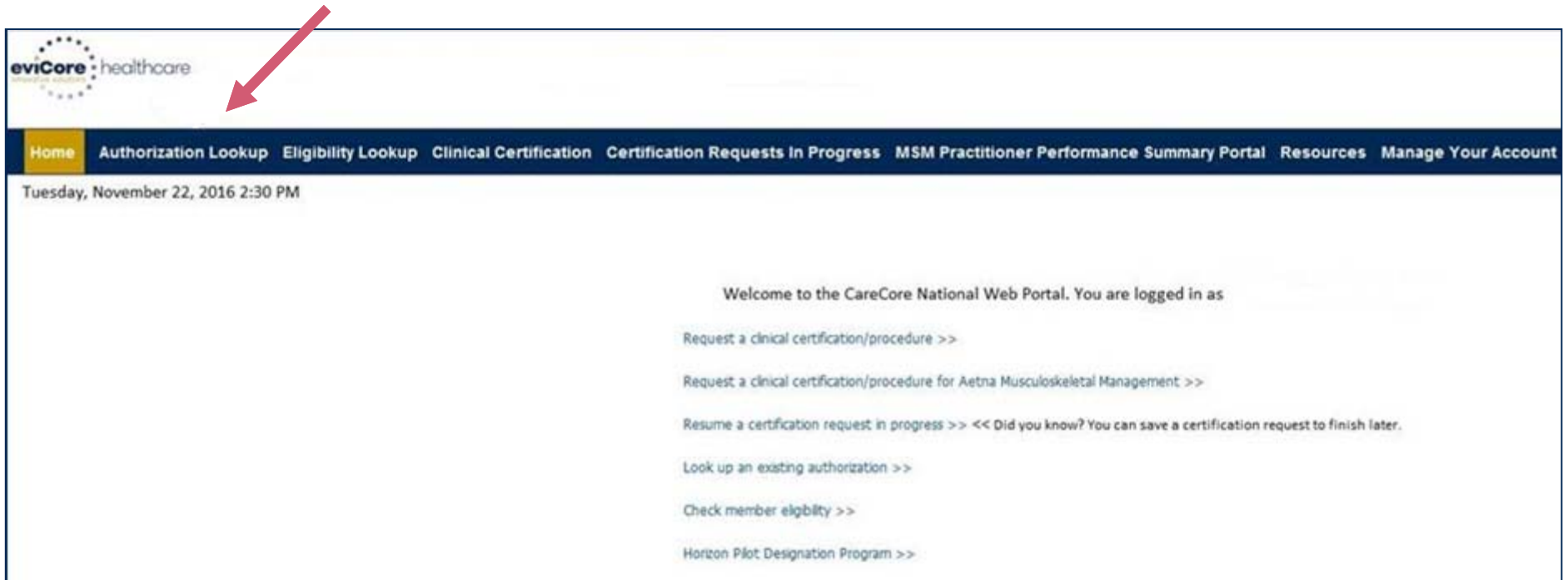
☒ Program and Health Plan

Is this request also for the same:

☒ Provider ☐ Member ☐ Procedure ☐ Same Program and Health Plan only (new provider, member, and procedure)

➤ Once a case has been submitted for clinical certification, you can return to the **Main Menu** or **start a new request**. You're even able to indicate if any of the previous case information will be needed for the new request.

Authorization look-up



When logged in to your web portal account, select **Authorization Lookup** from the menu options at the top.

Authorization look-up

eviCore healthcare

Home Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Performance Summary Portal Resources Manage Your Account

Tuesday, November 22, 2016 2:30 PM

Authorization Lookup

New Security Features Implemented

☒ Search by Member Information

REQUIRED FIELDS

Healthplan:

Provider NPI:

Patient ID:

Patient Date of Birth:
MM/DD/YYYY

OPTIONAL FIELDS

Case Number:

or

Authorization Number:

☒ Search by Authorization Number/ NPI

REQUIRED FIELDS

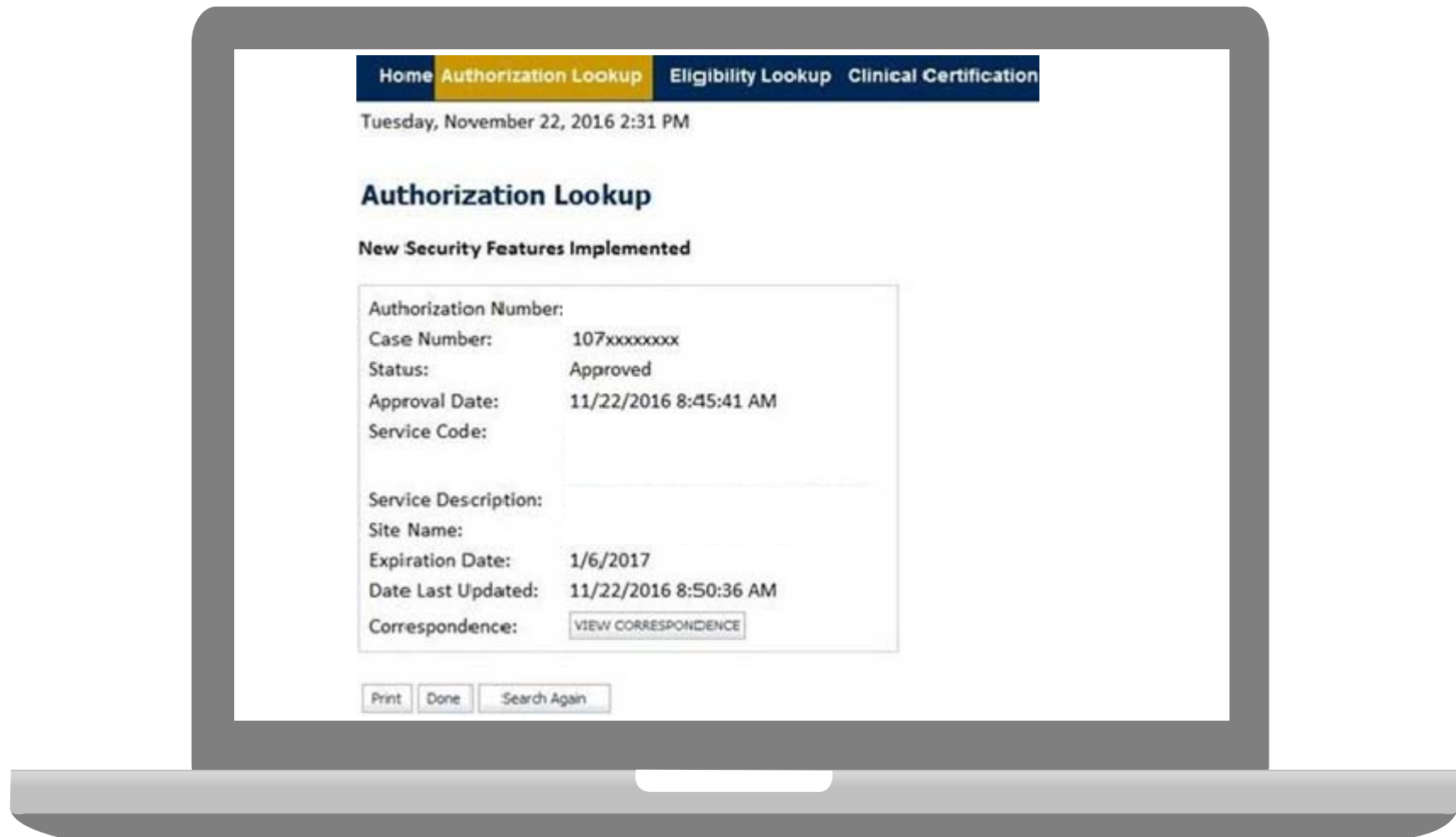
Provider NPI:

Auth/Case Number:

➤ Select **Search by Authorization Number/NPI**. Enter the provider's NPI and authorization or case number. Select **Search**.

You can also search for an authorization by **Member Information**. Enter the health plan, provider NPI, patient's ID number and patient's date of birth.

Authorization status



The screenshot shows a web application interface for 'Authorization Lookup'. At the top, there is a navigation bar with links: 'Home', 'Authorization Lookup' (highlighted in yellow), 'Eligibility Lookup', and 'Clinical Certification'. Below the navigation bar, the date and time 'Tuesday, November 22, 2016 2:31 PM' are displayed. The main heading is 'Authorization Lookup', followed by a sub-heading 'New Security Features Implemented'. A form contains the following fields and values:

Authorization Number:	
Case Number:	107xxxxxxx
Status:	Approved
Approval Date:	11/22/2016 8:45:41 AM
Service Code:	
Service Description:	
Site Name:	
Expiration Date:	1/6/2017
Date Last Updated:	11/22/2016 8:50:36 AM
Correspondence:	VIEW CORRESPONDENCE

At the bottom of the form, there are three buttons: 'Print', 'Done', and 'Search Again'.



The authorization will then be accessible to review. To print authorization correspondence, select **View Correspondence**.

Eligibility look-up



Provider resources



Radiation Therapy Resources

Clinical Guidelines, Physician Worksheets, and other resources can be accessed online:

- <https://www.evicore.com/resources/pages/providers.aspx?solution=Radiation%20Therapy#ReferenceGuidelines>
- Click the **“View More Physician Worksheets”** button to access specific worksheets.

eviCore healthcare

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Overview | **Clinical Guidelines** | Online Forms & Resources | Solutions | Video Tutorial

Clinical Guidelines

Please select clinical guidelines by first selecting the appropriate solution. Adobe PDF Reader is required to view guideline documents.

Benefits, coverage policies, and eligibility issues pertaining to each Health Plan may take precedence over eviCore's guidelines. Select the view more option to access health plan specific guidelines.

Radiation Therapy

eviCore Radiation Therapy Clinical Guidelines - Effective 9/2/2016

eviCore Radiation Therapy Coding Guidelines (Revised 7.15.16) - Effective 1/1/2016

eviCore Radiation Therapy Clinical Documentation Requirements (Revised 7.15.16) - Effective 1/1/2016

+ View more for health plan specific radiation therapy guidelines

+ View more Physician Worksheets

Provider resources: Pre-certification call center



Pre-Certification
Call Center



Web-Based
Services



Provider Relations
Department



Documents

7 a.m. to 8 p.m. Eastern time 1-877-917-BLUE (2583)

- Obtain pre-certification or check the status of an existing case
- Discuss questions regarding authorizations and case decisions
- Change facility or CPT code on an existing case

Provider resources: Web-based services



Pre-Certification
Call Center



Web-Based
Services



Provider Relations
Department



Documents

www.evicore.com

To speak with a web specialist, call 1-800-646-0418 (Option #2) or email portal.support@evicore.com

- Request authorizations and check case status online – 24/7
- Auto save – no data lost
- Upload electronic PDF/word clinical documents

Provider resources: Provider relations department



Pre-Certification
Call Center



Web-Based
Services



Provider Relations
Department



Documents

providerrelations@evicore.com

*To speak with a Provider Relations representative, call 1-800-646-0418
(Option #3)*

- Eligibility issues (member, rendering facility or ordering physician)
- Issues experienced during case creation
- Request for an authorization to be resent to the health plan
- Request for education/training on program processes



Provider resources: Implementation document

If you have provider enrollment questions, contact Blue Cross at 1-877-917-2583.



Pre-Certification
Call Center



Web-Based
Services



Client Services
Department:



Documents

Blue Cross implementation site:

<https://www.evicore.com/healthplan/BCBSM>

- CPT code list of the procedures that require prior authorization
- Blue Cross quick reference guide
- Blue Cross FAQ document
- eviCore clinical guidelines

Coding guidelines and program criteria:

<https://www.evicore.com/resources/pages/providers.aspx?solution=Radiation%20Therapy#ReferenceGuidelines>

To obtain a copy of this presentation, please contact the Client Services department at providerrelations@evicore.com.

Questions?

Thank you!

