

## Radiology

### Quick Reference Guide

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#### Authorization Required

All outpatient, non-emergent, diagnostic high-tech radiology services including:

- MRI/MRA
- CT/CTA
- PET
- Nuclear

#### Authorization Not Required

- Inpatient radiology
- Radiology testing done in the ER
- 23-hour observation
- Outpatient radiology services other than indicated

#### Urgent Requests

When service is required due to a medically urgent condition, the referring physician's office can contact eviCore healthcare by web portal at [www.priorityhealth.com/provider](http://www.priorityhealth.com/provider) or by phone at **844-303-8456** for authorization. eviCore will make a good faith effort to render a decision within **24 hours** for **Medicare and Medicaid** cases and **72 hours** for **Commercial** cases after the receipt of all necessary information. In most cases where requisite information is provided in the initial call, a decision is rendered and communicated within 1 business day. Please indicate that the notification is for **medically urgent care**.

#### Authorization Requirements

To ensure the authorization process is as quick and efficient as possible, we highly recommend that the physician's office submitting requests have:

- Recent clinical information including prior tests, lab work, and /or imaging performed related to this diagnosis
- Working or differential diagnosis and notes from the patient's last visit related to the diagnosis and
- Notes
- Type and duration of treatment performed
- Patient's name, address, and current
- Member ID

#### Authorizations

An authorization number will be faxed to the ordering physician and rendering providers upon approval. eviCore healthcare will approve the specific facility performing the imaging study and the CPT code or codes for diagnostic imaging. **Contact eviCore healthcare for changes to facility or study.**

It is the responsibility of the performing facility to confirm that the referring physician completed the prior authorization process for advanced imaging procedures. The quickest most efficient way to obtain prior authorization is through the 24/7 self-service web portal at [www.priorityhealth.com/provider](http://www.priorityhealth.com/provider). Log into your provider account then click "Auth Request". When a case is initiated on the web portal and meets clinical criteria, a real-time authorization may be received. Prior authorization can also be obtained via phone at **844-303-8456**.

**Important!** Authorization from eviCore healthcare does not guarantee claim payment. Services must be covered by the health plan and the member must be eligible at the time services are rendered. **Claims submitted for unauthorized procedures are subject to denial, and the member must be held harmless.** Please verify the member's eligibility with the health plan.

#### Authorization Denials

eviCore healthcare notifies the referring physician and rendering provider in writing of a denial and provides a rationale for the determination within one working day of decision. This communication sets forth the appeal options per current state policy. eviCore healthcare also offers the ordering physician a consultation with an eviCore healthcare Medical Director on a peer-to-peer basis. In certain instances, additional information provided during the peer-to-peer consultation is sufficient to satisfy medical necessity criteria.

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We offer convenient methods to request authorizations:

#### Web Portal

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The Web Portal is available 24/7 at [www.priorityhealth.com/provider](http://www.priorityhealth.com/provider).

The Web Portal remains the quickest, most efficient way to obtain information.

If you have questions or need assistance, please contact the Priority Health Provider Helpline at **800-942-4765**.

#### Phone

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Contact us toll-free at **844-303-8456** from **7AM to 7PM EST, Monday-Friday**. For faster service, you'll need all pertinent clinical information before you call.

eviCore healthcare's call center will be closed in observance of New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day. **The web is available 24/7, 365 days a year.**

#### Guidelines on the Web

To access the eviCore healthcare guidelines via the web, visit our Radiology site at the following link:

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

From there you can access important information and resources:

- Education tools
- Program overview
- Clinical guidelines & quick reference guides
- Online forms

#### *Need Clinical Support?*

If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians and radiologists. One of eviCore healthcare's physicians can assist in a consideration of imaging study options. To request a clinical discussion, call eviCore healthcare at **844-303-8456** or you can access the implementation page for Priority Health at <https://www.evicore.com/healthplan/priorityhealth> and click on Request a Clinical Consultation (peer to peer). Fill out the request form and submit.

**This is not where claim denials reconsideration would be discussed. For claim denials, you must follow the appeal process.**

#### Implementation Site

The eviCore Priority Health implementation website contains web registration and submission information, comprehensive CPT code list, FAQ documents, and other important resources that are kept up-to-date for your convenience:

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