

# PROVIDER BULLETIN

## PROVIDER INFORMATION



April 1, 2020

### eviCore to Become Final Reviewer on Appeals for Commercial Members

Effective June 1, 2020, eviCore Healthcare (eviCore) will assume final review on first level appeals submitted on behalf of a Blue Cross and Blue Shield of Minnesota (Blue Cross) or a Blue Plus member enrolled in a Commercial health care plan. This includes any member of an Individual/Family plan, Small Employer plan, or Fully Insured Large Group plan.

The transition of final review from Blue Cross to eviCore will authorize eviCore to make the final decision on medical necessity appeals for eviCore delegated services.

This change does not affect the process for handling second level appeals.

#### Submitting an eviCore First Level Appeal

The process to submit a first level eviCore appeal will not change. First level Post-service medical necessity appeals should continue to be submitted to Blue Cross. First level Pre-service appeals should continue to be sent directly to eviCore.

Pre-Service Appeals	Post-Service Appeals
<p><b>Fax:</b> UM Pre-service Appeals: 844-324-7007</p> <p><b>Mail:</b> eviCore Healthcare Attn: Appeals 400 Buckwalter Place Blvd Bluffton, SC 29910</p>	<p><b>Fax:</b> Claims Appeals: 615-468-4469</p> <p><b>Mail:</b> Blue Cross and Blue Shield of Minnesota Attn: Consumer Service Center P.O. Box 982800 El Paso, TX 79998-2800</p>

#### Changes to the Appeals Process

As a result of the new final review arrangement, providers will see the following changes to the appeals process.

- Correspondence regarding first level appeal determinations will come from eviCore.
- The appropriate eviCore contact information will be displayed on the appeal letters.
- Providers will call eviCore directly for first level appeal information and status checks of post-service medical necessity appeals.
- Requests for copies of the first level appeal determination letters will need to be directed to eviCore.

#### Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.