

PROVIDER BULLETIN

PROVIDER INFORMATION

June 1, 2018

eviCore Healthcare Specialty Utilization Management (UM)

Effective August 1, 2018, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) will work with eviCore Healthcare to review and process prior authorizations (PAs) for all fully insured commercial members. **Providers may start entering PA requests on July 23, 2018, for dates of service starting August 1, 2018, for the following services:**

- Lab Management (Molecular and genetic testing)
- Medical Oncology
- Radiation Therapy
- Radiology
- Cardiology (Advanced imaging and diagnostic services; implantable device services)
- Musculoskeletal (spine, large joint and interventional pain)
- Sleep Management (sleep apnea testing; treatment with sleep related DME)

Providers should submit PA requests via our free [Availity](#) provider portal. Effective June 18, 2018, instructions on how to utilize this portal will be available on the Availity website. The Availity portal is available 24/7 and is the **quickest** way to create PAs and check existing case status.

Providers are asked to reference the eviCore medical policy criteria (instructions below) and submit all clinical documentations with the PA request. Failure to submit required information may result in review delays or denial of the request due to insufficient information.

Graduated Utilization Management (30-days):

The following programs will implement a graduated utilization management process to allow providers the ability to become accustomed with the policy criteria and documentation required with a PA request for a 30-day period. During this time period requests will provide educational language to help providers understand why a PA request did or did not meet the clinical guidelines:

- Lab Management (Molecular and genetic testing)
- Radiology
- Cardiology (Advanced imaging and diagnostic services; implantable device services)
- Sleep Management (sleep apnea testing; treatment with sleep related DME)

Effective Dates of Service: August 1, 2018 – August 30, 2018

- Provider will submit all relevant clinical information for review
- eviCore will review clinical information and approve all requests with submitted clinical information
- Requests that do not meet criteria per the evidence-based guidelines will still receive an approval that will include education language in the rationale

Continued

Effective Dates of Services: August 31, 2018 and after

- Provider will submit all relevant clinical information for review
- eviCore will review clinical information and make a determination
- Requests that do not meet criteria per the evidence-based guidelines could result in an adverse determination; this determination will not include education language in the rationale

Graduated Utilization Management (90-days):

The following program will implement a 90-day graduated utilization period:

- Musculoskeletal (spine, large joint and interventional pain)

Effective Dates of Service: August 1, 2018 – October 30, 2018

- Provider will submit all relevant clinical information for review
 - eviCore will review clinical information and approve all requests with submitted clinical information
 - Requests that do not meet criteria per the evidence-based guidelines will still receive an approval that will include education language in the rationale

Effective Dates of Service: October 31, 2018 and after

- Provider will submit all relevant clinical information for review
- eviCore will review clinical information and make a determination
- Requests that do not meet criteria per the evidence-based guidelines could result in an adverse determination; this determination will not include education language in the rationale

Non-Graduated Utilization Management

The following programs will **not** implement a 30-day graduated utilization period:

- Radiation Therapy
- Medical Oncology

Non-Graduated Utilization Management:

Effective Dates of Service: August 1, 2018 and after

- Provider will submit all relevant clinical information for review
- eviCore will review clinical information and make a determination
- Requests that do not meet criteria per the evidence-based guidelines could result in an adverse determination; this determination will not include education language in the rationale

Providers can view the eviCore medical policies, the CPT (Current Procedural Terminology) code list that require PA and the provider orientation materials by visiting the Blue Cross website.

1. Access the 'Provider Section' of the Blue Cross website at **providers.bluecrossmn.com**
2. Under 'Tools and Resources' select 'Medical policy' then acknowledge the Acceptance Statement.
3. Click on the '+' next to 'Utilization Management' and under the 'Precertification Lists' select eviCore Healthcare Specialty Utilization Management Clinical Guidelines

Effective July 23, 2018 and after, if you need to submit a PA by phone or need to speak to an eviCore representative please call **1-844-224-0494**, between 7:00 a.m. to 7:00 p.m. CST, Monday - Friday.

Products Impacted

Authorization is required through eviCore for Blue Cross members enrolled in a commercial fully insured plan. In early June, the online 2018 Commercial Network Guide will be updated to identify the group numbers of the fully insured plans included in this UM program. To access the guide, go to **providers.bluecrossmn.com** and under "What's Inside" select "Education Center" then select "2018 Commercial Network Guide."

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Products Not Impacted

Members who **do not require prior authorization** through eviCore are:

- Blue Cross Commercial Self-Insured Members
- Blue Cross Federal Employee Program (FEP) Members
- Blue Cross Medicare/Medicaid Members

Note: An approved PA does not guarantee coverage under a member's benefit plan. Member benefit plans vary in coverage and some plans may not provide coverage for certain services discussed in the medical policies.

Questions?

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