

PROVIDER BULLETIN

PROVIDER INFORMATION



November 1, 2018

Blue Cross Contracts with eviCore to Expand Utilization Management for Home Health Services

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) has contracted with eviCore healthcare (eviCore), an independent specialty medical benefits management company, to manage Prior Authorization (PA) requests for Home Health Care (HHC) services for Medicare Advantage subscribers effective January 1, 2019.

eviCore healthcare will begin accepting PA requests for HHC services for dates of service beginning January 1, 2019 for the following HHC services:

- Skilled Nursing
- PT/OT/ST
- Social Worker
- Home Health Aides (for subscribers receiving **skilled** HHC services)

Key eviCore program points effective January 1, 2019:

- HHC agencies are responsible to submit the initial PA request for HHC services for subscribers discharging from the hospital, or for members with a new community referral from a physician or treating practitioner.
- The initial HHC request for patients discharging from a Post-Acute Care (PAC) facility, which includes Skilled Nursing, Inpatient Rehab and Long Term Acute Care Facilities, may be submitted by either the admitting HHC Agency, Hospital or discharging PAC facility.
- The discharging PAC Facility or the admitting HHC Agency may submit Home Health PA requests to eviCore.
- In addition, HHC agencies should submit all concurrent review requests to eviCore.

eviCore will accept benefit PA requests from providers in any of the following ways:

- www.availity.com will be the most efficient way to create PAs and check existing case status
- Fax - Home Health Prior Authorizations: 866-506-3087
- Telephone – Clinical information can be called in to eviCore at 844-224-0494, choose options 1, 8, 1, 1 for Home Health. Follow appropriate prompts based on inquiry.

Training Opportunities & Provider resources:

eviCore will be conducting a series of online orientation webinar sessions to educate providers on the new PA process. PA forms, training schedules and provider resources will be posted at www.evicore.com/healthplan/bluecrossmn. Provider questions can be emailed to client.services@evicore.com.