

PROVIDER BULLETIN

PROVIDER INFORMATION



July 1, 2022

eviCore Healthcare Specialty Utilization Management (UM) Program: Musculoskeletal Clinical Guideline Updates

eviCore has released clinical guideline updates for the Musculoskeletal program. Guideline updates will become effective **September 1, 2022**. **Please review all guidelines when submitting a prior authorization request.**

Guidelines with substantive change:

- CMM-208: Ablations-Denervations of Facet Joints and Peripheral Nerves
- CMM-209: Regional Sympathetic Blocks
- CMM-211: Spinal Cord and Dorsal Root Ganglion Stimulators
- CMM-311: Knee Replacement Arthroplasty
- CMM-312: Knee Surgery Arthroscopic and Open Procedures
- CMM-318: Shoulder Arthroplasty/Replacement/Resurfacing/Revision Arthrodesis
- CMM-609: Lumbar Fusion (Arthrodesis)

Prior authorization request will be reviewed based on eviCore clinical guideline criteria. Providers can view the list of Current Procedural Terminology (CPT) codes that require prior authorization, eviCore clinical guidelines and other provider resources on the eviCore Implementation Resources website.

To view CPT Code lists:

- Access the 'Provider Section' of the Blue Cross website at providers.bluecrossmn.com
- Select "**See all tools and resources**" under *Tools and Resources*
- Select "**See medical policy and prior authorization info**" under *Medical policy and prior authorization*, read and accept the Blue Cross Medical Policy Statement
- Click on the "**Medical policies**" tab, then scroll down and click on the "**eviCore healthcare clinical guidelines**" link, which is located under *Other evidence-based criteria and guidelines we use and how to access them*
- Select "**Solution Resources**" and then click on the appropriate solution (ex: Musculoskeletal Management)
- Select "**CPT Codes**" to view the current CPT code list that require a prior authorization

To view Clinical Guidelines:

- Access the 'Provider Section' of the Blue Cross website at providers.bluecrossmn.com

- Select “**See all tools and resources**” under *Tools and Resources*
- Select “**See medical policy and prior authorization info**” under *Medical policy and prior authorization*, read and accept the Blue Cross Medical Policy Statement
- Click on the “**Medical policies**” tab, then scroll down and click on the “**eviCore healthcare clinical guidelines**” link, which is located under *Other evidence-based criteria and guidelines we use and how to access them*
- Select “**Resources**” dropdown in the upper right corner
- Click “**Clinical Guidelines**”
- Select the appropriate solution (ex: Musculoskeletal Management)
- Type “**BCBS MN**” (space is important) in “Search by Health Plan”
- Click on the “**Current**”, “**Future**”, or “**Archived**” tab to view guidelines most appropriate to your inquiry.

Products Impacted

This change only applies to:

- Individual subscribers
- Fully insured subscribers
- Self-insured commercial subscribers (Select Groups)
- Medicare Advantage subscribers

Prior Authorization Look Up Tool

Providers should use the Prior Authorization Look Up Tool on the Availity Provider Portal to quickly determine if an authorization is required. By entering Member Group Number, Date of Service and Procedure Code, the tool will indicate whether an Authorization is required. If an Authorization is not required, the tool will allow the user to print the results for their records. If an Authorization is required, the user will move directly into the next field in Authorization application to complete the request.

This feature is accessible for lines of business managed by Blue Cross and will advise providers if Blue Cross or eviCore will review the request.

To access the Prior Authorization Look Up Tool:

1. Log in at **Availity.com/Essentials**
2. Select **Patient Registration**, choose **Authorization & Referrals**, then **Authorizations**
3. Select Payer **BCBSMN**, your Organization, Transaction Type **Outpatient** and you will be redirected to the Authorization Look Up Tool application.

To submit a Prior Authorization (PA) Request to eviCore

Providers submit eviCore PA request via the free Availity provider portal. There is no cost to the provider for using the portal.

Instructions on how to utilize this portal are found on the Availity website. Providers should reference the eviCore clinical guideline criteria, submit prior authorization request via Availity, and submit all applicable clinical documentation with the PA request. Failure to submit required information may result in review delays or denial of the request due to insufficient information.

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

If a provider does not obtain a required prior authorization before rendering services, Blue Cross will deny claims as provider liability for lack of prior authorization.

Questions?

If you have questions and would like to speak to an eviCore representative call **844-224-0494**, 7:00 a.m. to 7:00 p.m. CST, Monday – Friday.