

PROVIDER QUICK POINTS

PROVIDER INFORMATION



May 24, 2023

Expansion of SmartChoice Program for Fully Insured Commercial Products

Blue Cross and Blue Shield of Minnesota (Blue Cross) and eviCore Healthcare (eviCore) will be expanding eviCore's SmartChoice Program from the 7-county metro area to the entire state beginning on June 15, 2023. The eviCore SmartChoice Program expansion will include PET and CT scans for all fully insured commercial members. Blue Cross and eviCore are implementing this change to help members identify the best treatment options in today's increasingly complex healthcare environment.

eviCore's SmartChoice program educates members about their options when receiving high-tech imaging services (MRI, PET, and CT). The program enables members to select the same-quality (or better) diagnostic imaging procedures at the most cost-effective and geographically convenient facilities to ensure optimal health outcomes. The SmartChoice program only applies to fully insured commercial members.

The SmartChoice program proactively contacts members when their ordering physician has requested a higher-cost facility for high-tech radiology services if there is another conveniently located participating facility that offers the same service at a lower cost.

Note: Members are not contacted in urgent or emergency situations, or when the choice of another network facility is not appropriate due to clinical circumstances or member needs.

After eviCore is contacted for precertification of coverage for an MRI, PET, or CT scan, a specially trained representative may contact the member by phone. The representative can assist in several ways, by:

- Providing information about conveniently located, cost effective, and participating facilities (hospitals or freestanding) that can perform the requested service(s).
- Scheduling an appointment at the member's facility of choice.
- Finalizing the precertification for the approved services, and providing the authorization information to the member, the ordering physician, and the selected facility.
- Connecting directly with the Health Plan's Customer Service Team when needed, to help answer the member's questions about benefits, account-based balances, or other plan details.

For health care professionals who order high-tech imaging studies:

When initiating the precertification request through eviCore providers will be asked for a current phone number for the member. Once the requested high-tech imaging has been approved by eviCore, an eviCore SmartChoice program representative will attempt to speak with the member within one hour.

Providing an accurate phone number to eviCore will help ensure the member can be contacted quickly. The conveniently located, cost-effective, participating facilities that eviCore will identify to the member will also be identified to the health care professional who initiates the precertification requests.

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Products Impacted

- Fully insured commercial subscribers

Provider FAQ

Can I choose a cost-effective facility for my member?

During the process of creating a prior authorization request, eviCore will offer a list of cost-effective facilities for your member that you can choose from.

What about the facility I select?

Your preference will be recorded, and the eviCore representative will include this facility on the list when we call your member. As part of the SmartChoice program, Blue Cross is letting their members know their options for imaging as well as the costs involved.

How will I know where my member is going?

Once your member has selected a facility, a fax will be sent to your office with the authorization number and their chosen location. The same fax will be sent to the selected facility.

Questions?

Please contact Blue Cross SmartChoice at **866-686-2994**.