



December 1, 2020

Dear Colleague:

eviCore healthcare is pleased to announce its continued partnership with Highmark BCBS Delaware Health Options (Highmark Health Options) to provide services for members enrolled in Medicaid programs.

Effective February 1, 2021, Highmark Health Options will require prior authorization from eviCore for the Medicaid membership delegated for cardiology and radiology services on dates of service February 1, 2021 and beyond. Services performed without prior authorization may not be reimbursed for the healthcare services listed below, and you may not seek reimbursement from members.

Authorization is required for:

- ✓ *Cardiology and radiology services*

Services performed in conjunction with an inpatient stay, 23-hour observation, or emergency room visit are not subject to prior authorization requirements.

**To request a prior authorization:** Log in at [www.evicore.com](http://www.evicore.com) or call eviCore healthcare's call center at 888-564-5492 between 7 a.m. – 7 p.m. local time. If prior authorization is initiated via phone and additional clinical information is required, fax to 1-800-540-2406. Be sure to include the case number.

**For urgent requests:** If services are required in less than 48 hours due to medically urgent conditions, submit a request online at [www.evicore.com](http://www.evicore.com) and indicate that the procedure is **not** routine or standard. Providers can also submit urgent requests by calling eviCore toll-free at 888-564-5492. Mention to your eviCore representative that the request is for medically urgent care.

As a recommendation, ordering physicians can request prior authorization and then forward the approval information to the rendering facilities at the time of scheduling. Authorizations contain approval numbers and one or more CPT codes specific to the services authorized. If the service performed is different than what was initially authorized, the rendering facility must contact eviCore to make revisions and authorization before submitting a claim.

**Need an eviCore account?** Click on "Register for an account" at [www.evicore.com](http://www.evicore.com).

**Have questions about requesting authorizations or using the web portal?** To access step-by-step instructions for submitting authorization requests via the web portal, visit eviCore's client-specific provider resource site at [www.evicore.com/resources/healthplan/highmark](http://www.evicore.com/resources/healthplan/highmark). The site includes access eviCore healthcare's clinical guidelines and worksheets to assist you with authorization request submissions, important information regarding turn-around times, and next steps if a request is denied.

For questions or additional information, call or email eviCore Client and Provider Services at 1-800-646-0418 option 4 or [clientservices@evicore.com](mailto:clientservices@evicore.com).

Sincerely,

Highmark Health Options and eviCore healthcare