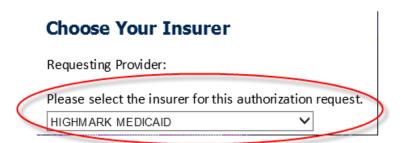


Provider Update

OCTOBER 14TH, 2022

eviCore platform updates effective Oct. 28th, 2022.

Effective October 28th, 2022, providers will need to select "**Highmark Medicaid**" when submitting prior authorizations through eviCore. Failure to select this option will result in a claim denial.



Note: Highmark Health Options requires an authorization if the member's coverage is primary or secondary. If a member has Highmark Medicare or Commercial as their primary coverage, providers need to build a separate authorization for each health plan. eviCore will not be able to determine if a member has additional coverage. **For Highmark Medicare or Commercial authorizations, please continue to select "Highmark" when submitting prior authorizations through eviCore.**



To request a prior authorization

Log in to <u>eviCore</u> or call 1-888-564-5492 between 7 a.m. – 7 p.m. local time. If prior authorization is initiated via phone and additional clinical information is required, then fax information 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 evicore.com and indicate that the procedure is not routine or standard. Providers can also submit urgent requests by calling eviCore toll-free at 1-888-564-5492. 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.



Provider Update

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Need an eviCore account?

Click on "Register for an account" at evicore.com and follow prompts.

Have questions about requesting authorizations or using the web portal?

For instructions on how to submit authorization request on eviCore's web portal, please visit the <u>provider resource site for Highmark Health Options</u>.

If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at portal.support@evicore.com or via phone at 1-800-646-0418 (Option 2).