

## **Prior Authorization Required from eviCore Healthcare for Musculoskeletal Services Only Starting Nov. 1, 2021.**

Effective Nov. 1, 2021, Highmark Health Options will require prior authorization from eviCore for musculoskeletal (e.g., pain, joint, and spine) services. Services performed without prior authorization may not be reimbursed for the health care services listed below, and you may not seek reimbursement from Highmark Health Options members.

Prior authorization is required for:

- Musculoskeletal services\*

\*Note: eviCore will review any spine and joint surgery requested inpatient to determine medical necessity of both the services and the inpatient stay.

Services **not** subject to prior authorization:

- Musculoskeletal services performed in conjunction with a 23-hour observation or emergency room visit.

### **To request a prior authorization**

Log in at [evicore.com](https://www.evicore.com) or call eviCore at 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](https://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 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.

### **Need an eviCore account?**

Click on "Register for an account" at [evicore.com](https://www.evicore.com) and follow prompts.

### **Have questions about requesting authorizations or using the web portal?**

For instructions on how to submit authorization requests via the web portal, visit [evicore.com/resources/healthplan/highmark](https://www.evicore.com/resources/healthplan/highmark). In the coming weeks, the site will include access to eviCore's clinical guidelines and worksheets to assist you with authorization request submissions, provide important information regarding turn-around times, and outline next steps if a request is denied.

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

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