



## RADIOLOGY REVIEW MANAGEMENT PROGRAM PROVIDER QUICK REFERENCE GUIDE

INFORMATION NECESSARY WHEN SUBMITTING PRIOR AUTHORIZATION REQUESTS		
Member or Patient Information	Ordering Provider Information	Performing Provider Information
<ul style="list-style-type: none"> <li>• Member or Patient name as it appears on Health ID card</li> <li>• Health ID card number</li> <li>• Date of birth</li> <li>• Gender</li> <li>• Address</li> <li>• Phone number</li> </ul>	<ul style="list-style-type: none"> <li>• Ordering provider name</li> <li>• Provider tax ID number</li> <li>• NPI number</li> <li>• Address</li> <li>• Phone and fax number</li> <li>• Email (if available)</li> <li>• Contact name</li> </ul>	<ul style="list-style-type: none"> <li>• Physician/Facility name</li> <li>• Tax ID number</li> <li>• NPI number</li> <li>• Address</li> <li>• Phone and fax number</li> <li>• Email (if available)</li> <li>• Contact name</li> </ul>

Test Information
<ul style="list-style-type: none"> <li>• Requested test(s) CPT code(s) and units</li> <li>• Signs and Symptoms</li> <li>• Results of Relevant tests</li> </ul>

CONTACT INFORMATION	
<b>eviCore Prior Authorization (online)</b> Website: <a href="http://www.eviCore.com">www.eviCore.com</a> Online system: Web-based authorization initiation system available 24/7, 365 days a year	<b>eviCore Prior Authorization (by phone)</b> Toll-free phone number: (888) 910-1199, option 1 Monday - Friday, 7:00 am - 7:00 pm, all local time zones (except holidays*) leave a message outside of normal business hours
<b>eviCore Web Portal Support</b> Toll-free phone number: (800) 646-0418 (option 2) Email: <a href="mailto:providerrelations@evicore.com">providerrelations@evicore.com</a>	<b>1199SEIU Benefit Funds Provider Relations</b> Call Center phone number: (646) 473-7160 Monday – Friday, 8:00 am - 6:00 pm, EST Website: <a href="http://www.1199SEIUFunds.org/providers">www.1199SEIUFunds.org/providers</a>
<b>eviCore First-Level Appeal</b> eviCore healthcare Attn: Clinical Appeals Department 400 Buckwalter Place Blvd. Bluffton, SC 29910  Toll Free Fax Number: (844) 545-9214  Toll Free Phone Number: (866) 221-8787, Option 2 <i>(for appeals process questions)</i>	
<ul style="list-style-type: none"> <li>• Pre-service coverage determination is valid for 60 calendar days from certification date.</li> <li>• Authorization is not a guarantee of payment.</li> </ul> <p>In addition to prior authorization, eviCore will review claims for coding accuracy and medical necessity. We urge you to update your claims submission system and coding practices accordingly to avoid payment delays or unnecessary denials.</p>	

\*Holidays: New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Good Friday, Memorial Day, Independence Day, Labor Day, Yom Kippur, Thanksgiving Day, Day after Thanksgiving Day and Christmas Day.