



Provider communication

General information and system updates

April 30, 2024

eviCore medical necessity denials

Applicable to: Mercy Care Complete Care, Mercy Care ACC-RBHA, Mercy Care Long Term Care, Mercy Care DD, Mercy Care DCS CHP, and Mercy Care Advantage

As outlined in our Provider Manual and Claims Processing Manual, eviCore healthcare administers prior authorization services for complex radiology and pain management services for all Mercy Care lines of business. Services requiring authorization but performed without authorization may be denied for payment, and you may not seek reimbursement from members.

Prior authorization is required for the following complex radiology services:

- CT/CTA
- MRI/MRA
- PET

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

To request an authorization from eviCore healthcare, please submit your request online, by phone or by fax to:

- Log onto the [eviCore healthcare Online Web Portal](#).
- Call eviCore healthcare at 888-693-3211.
- Fax an **eviCore healthcare Request Form** (available online at the eviCore healthcare Online Web Portal) to 888-693-3210.

In order to avoid unnecessary denials, it's important to submit medical necessity documentation along with your request to support the need for these services.

For urgent requests: If services are required in less than 48 hours due to medically urgent conditions, please call eviCore healthcare's toll-free number for expedited authorization reviews. Be sure to tell the representative the authorization is for medically urgent care.

eviCore healthcare recommends that ordering physicians secure authorizations and pass the authorization numbers to the rendering facilities at the time of scheduling. eviCore healthcare will communicate authorization decisions by fax to both the ordering physicians and requested facilities. Authorizations contain authorization numbers and one or more CPT codes specific to the services authorized. If the service requested is different than what is authorized, the

rendering facility must contact eviCore healthcare for review and authorization prior to claim submission.

This same information may be found in our [Provider Manual](#) under **Chapter 100 - Chapter 13 - Referrals and Authorizations, Section 13.10 - Complex Radiology Service Authorizations**. You may also view this information in our [Claims Processing Manual - Section 2.4 - Radiology](#).

Please don't hesitate to contact your Mercy Care [Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for all you do!

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