



## MEDICAL ONCOLOGY 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>

### Treatment Information

- Requested test(s) HCPCS-J Code or description
- Working Diagnosis

### CONTACT INFORMATION

eviCore Prior Authorization (online)	eviCore Prior Authorization (by phone)
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	Toll-free phone number: (888) 910-1199, option 3 Monday - Friday, 7:00 am - 7:00 pm, all local time zones (except holidays*) leave a message outside of normal business hours
eviCore Web Portal Support	1199SEIU Benefit Funds Provider Relations
Toll-free phone number: (800) 646-0418 (option 2) Email: <a href="mailto:providerrelations@evicore.com">providerrelations@evicore.com</a>	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>

### eviCore First-Level Appeal

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 *(for appeals process questions)*

- The length of time for which pre-service coverage determination is valid will vary by request, but will not exceed 14 months from certification date.
- Authorization is not a guarantee of payment.

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.

\*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.*