

Provider Memorandum

New Prior Authorization Requirements through eviCore

Molina Healthcare of Illinois (Molina) has contracted with eviCore healthcare (eviCore), an independent specialty medical benefits management company, to provide outpatient utilization management services.

Effective December 16, 2019, eviCore will begin accepting prior authorization requests for dates of service on or after January 1, 2020.

eviCore will manage prior authorization requests for the following specialized clinical services, effective for dates of service on or after January 1, 2020:

- Imaging and Special Tests
 - Advanced Imaging (MRI, CT, PET, non-OB Ultrasounds)
 - Cardiac Imaging
- Radiation Therapy
- Sleep Covered Services and Related Equipment
- Molecular and Genomic Testing

Molina and eviCore will be providing online web orientation sessions designed to assist your office staff with how to submit prior authorizations to eviCore, identify impacted services and codes, and navigate the eviCore website and provider portal. We encourage your office staff to attend these informative sessions to ensure your understanding of the new prior authorization process.

Below are eviCore contact and resource information:

- eviCore main website is www.evicore.com.
- eviCore Provider Resource site is www.evicore.com/resources/healthplan/molina/illinois.
- eviCore dedicated Molina Call Center for prior authorization requests; inquiries regarding existing cases; changes to facilities or CPT codes: (888) 333-8144. This phone number will be active in mid-December 2019.
- eviCore Client & Provider Services assistance for provider questions or eviCore Web Support: (800) 646-0418.

Web Orientation Sessions

Anyone wishing to attend one of the online web orientation sessions must register in advance. Each online web orientation session is free of charge and will last approximately one hour.

How to Register

Please read the following instructions carefully to register for and participate in a session:

1. Once you have chosen a date and time, please go to <https://evicore.webex.com/>.
2. Click on “WebEx Training” via the left side menu (in WebEx modern view) or the “WebEx Training” tab at the top of the page (in WebEx classic view).



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3. Click the “Upcoming” tab and find the date/time of the session you wish to attend. All of the Provider Orientation Sessions will be named based on the specialty, e.g., “**Molina IL Imaging and Special Tests Provider Orientation.**”
4. Click “Register” next to the session and enter the registration information.

After you have registered for a session, you will receive an e-mail containing the toll-free phone number and meeting number, conference password, and a link to the web portion of the conference. **Please keep the registration e-mail so you will have the link to the web conference and the call-in number for the session in which you will be participating.**

If you are unable to participate in a session at any of the times listed, you can obtain a copy of the presentation as well as other important documents at www.evicore.com/resources/healthplan/molina/illinois. Documents are available in PDF format. If you need Adobe Reader, you can download it at www.adobe.com/products/reader/.

We hope you find the following times convenient. All session times are listed in Central Time.

Molina IL Imaging and Special Tests Provider Orientation

Dates	Day of the week	Time
12/13/19	Friday	11:00 AM Central
12/19/19	Thursday	2:00 PM Central

Molina IL Radiation Therapy Provider Orientation

Dates	Day of the week	Time
12/10/19	Tuesday	9:00 AM Central
12/16/19	Monday	3:00 PM Central

Molina IL Molecular and Genomic Testing Provider Orientation

Dates	Day of the week	Time
12/11/19	Wednesday	10:00 AM Central
12/17/19	Tuesday	2:00 PM Central

Molina IL Sleep Covered Services and Related Equipment Provider Orientation

Dates	Day of the week	Time
12/12/19	Thursday	11:00 AM Central
12/18/19	Wednesday	3:00 PM Central

Providers who have questions, concerns, or would like additional information about eviCore may contact eviCore Client & Provider Services at (800) 646-0418 or go to www.evicore.com.