



Prior Authorization Program

As part of Scott and White Health Plan's (SWHP) ongoing commitment to provide our members with access to high-quality, cost-effective care, eviCore healthcare has been contracted to provide benefits management services for selected covered services requiring prior approval. eviCore is an independent company that provides specialty medical benefits management for SWHP.

SWHP members enrolled in SWHP's Commercial and Medicare Advantage programs will require prior authorization by eviCore for the following covered services, for dates of service:

- **August 1, 2018, and thereafter:** Advanced Imaging (PET/MRI/CT) and Nuclear Medicine
- **September 1, 2018, and thereafter:** Cardiology Imaging and Select Cardiac Procedures
- **October 1, 2018, and thereafter:** Joint, Spine, and Pain Management Procedures

You'll find the eviCore orientation presentation, CPT Codes, FAQ, a Quick Reference Guide, and other resources at:

<https://www.evicore.com/healthplan/scottandwhite>.

How to Request Authorization

We are keeping it simple! The SWHP Provider Portal is the quickest, most efficient way to obtain an authorization. Just click on the eviCore link to initiate a case, view case/authorization details, verify eligibility, and more. Log on to the Provider Portal here.

For urgent requests: If service is required in less than 48 hours due to a medically urgent condition, please call eviCore at **1-888-209-5762** to request an expedited authorization review. Be sure to tell the representative the authorization is for medically urgent care.



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When to Request Authorization

We recommend that ordering physicians or their delegate secure authorizations and pass the authorization numbers to the rendering facilities at the time of scheduling. Authorizations will contain authorization numbers and one or more CPT codes specific to the services authorized. To ensure accurate claims processing, please include the provider authorization number on your claim. It is important that the requested service matches the service that has been authorized. If it does not, additional review and authorization will be required prior to service and claim submission.

In addition, it is always a good idea to refer to the SWHP Prior Authorization List to determine if a medical service, procedure, or supply requires prior authorization. Request forms for prior authorizations not handled by eviCore are on the provider page at swhp.org.

Eligibility

Prior to rendering service, you may check member eligibility and benefits online or by calling SWHP Customer Service at **888-316-7947**. This will also help determine if preauthorization is needed through eviCore or SWHP.

Resources and Information

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Please contact your SWHP Provider Relations Representative if you have any questions, need more information or would like to request an onsite training session. To locate your representative's contact information, please visit the provider page at swhp.org.

Additional information on non-eviCore authorizations and policies for clinical programs and pharmacy services may be found on the Provider Home Page at swhp.org, under the heading Authorizations and Policies.

