



Health New England
Where you matter.

Radiology, Sleep Studies, Genetic Testing

Effective Date 1/1/2021 | Revised Date 1/1/2021

Radiology, Sleep Studies, Genetic Testing

eviCore healthcare performs utilization management services for outpatient imaging services, sleep studies and genetic lab testing. Advanced Diagnostic Imaging services require prior authorization when performed in an outpatient setting. This policy **does not apply to** emergency room, observation or inpatient imaging procedures. **Failure to obtain prior authorization for the listed procedures may result in denial of payment.** This policy is applicable to **all HNE products.**

Procedures That Require Prior Authorization

- CT Scan
- MRI/MRA
- PET Scan
- Nuclear Cardiology
- Sleep Studies
- Genetic Lab Testing

Prior Authorization Process

- The **ordering physician** is responsible for obtaining the prior authorization from eviCore healthcare for the service requested. Patient symptoms, past clinical history and prior treatment information must be available at the time of the request. eviCore healthcare can accept requests online via a secure web application at <https://www.evicore.com/> or by phone (see below). The web application is available 24 hours per day, seven days per week.
- **Call center hours of operation are Monday through Friday, 8 a.m. to 9 p.m. EST.** Providers can obtain prior authorization by calling (888) 693-3211. (Studies ordered after normal business hours or on weekends should be conducted by the rendering facility as requested by the ordering physician. However, the ordering physician must contact eviCore healthcare within 48 hours of the next business day to obtain proper authorization for the studies, which will still be subject to medical necessity review.)
- The **facility providing radiological services** is responsible for ensuring that authorization has been obtained prior to rendering service. Facility providers can confirm authorizations at eviCore healthcare's website, <https://www.evicore.com/>. Providing services without prior authorization may result in denial of payment.

Important Notes:

- If the ordering provider is not satisfied with eviCore healthcare's decision, the provider may request a reconsideration by contacting eviCore healthcare at (888) 693-3211. If the provider is still not satisfied with the outcome after a reconsideration, the provider may, with the member's consent, initiate a member appeal on behalf of the member by contacting HNE's Member Services Department at (800) 310-2835 or (800) 842-4464, extension 5025. Appeals are managed through HNE.
- The provider may submit a provider appeal for post-service denials once a claim has been denied. [See Provider Appeal Guidelines](#) for information on how to file a provider appeal.

Accreditation Requirements for Advanced Diagnostic Imaging Facilities

Suppliers of the technical component of advanced diagnostic imaging services must be accredited.

For all lines of business, HNE follows the Centers for Medicare and Medicaid Services (CMS) accreditation requirements for suppliers that provide the technical component of advanced diagnostic imaging. CMS defines advanced diagnostic imaging procedures as including magnetic resonance imaging (MRI), computed tomography (CT), and nuclear medicine imaging such as positron emission tomography (PET). This requirement only applies to the suppliers that furnish the technical component (TC) of advanced diagnostic imaging services, not to the physicians interpreting them. Providers subject to this requirement include physicians, non-physician practitioners, and Independent Testing Facilities. Hospitals are excluded from this requirement.