



March 31, 2023

Dear Provider:

First Choice VIP Care Plus and First Choice VIP Care are pleased to announce our collaboration with eviCore healthcare to provide prior authorization management services for our members. eviCore, an Evernorth Health Services business, is a specialty medical benefits management company that partners with health plans to provide utilization management services.

Effective May 1, 2023, First Choice VIP Care Plus and First Choice VIP Care will require prior authorization from eviCore for the covered health care services listed below. Services performed in conjunction with an inpatient stay, 23-hour observation, or emergency room visit are not subject to prior authorization requirements:

**DME
Genetic Testing
Joint & Spine Surgery**

**Medical Oncology
Occupational Therapy
Pain Management**

**Physical Therapy
Radiation Oncology
Diagnostic Sleep Testing**

Services performed without following prior authorization requirements may not be reimbursed, and you may not seek reimbursement from **members**.

To request prior authorization:

- Log on to www.evicore.com/pages/ProviderLogin.aspx (preferred)
- Call: 1-877-506-5193
- To fax additional clinical information:
 - Joint and Spine Surgery, Medical Oncology, Pain Management, Radiation Oncology: 1-800-540-2406
 - Genetic Testing: 1-844-545-9213
 - Sleep testing and Sleep DME: 1-866-999-3510
 - Physical and Occupational Therapy: 1-855-774-1319
 - DME: 1-866-663-7740

For urgent requests: If services are required in less than 48 hours due to medically urgent conditions, please submit a request online at www.evicore.com and indicate that the procedure is NOT routine/standard. Urgent requests can also be made by calling the toll-free number at **1-877-506-5193**. Be sure to tell the representative that the request is for medically urgent care.

We recommend that ordering physicians request prior authorization and pass the approval information to the rendering facility at the time of scheduling. Prior authorizations contain approval numbers and information detailing what services or treatments have been authorized. If the service provided is different from what was initially authorized, the rendering facility must contact eviCore to make revisions and obtain prior authorization before submitting the claim.

Have questions about requesting prior authorizations? We recommend attending an online orientation session. The orientation schedule and program-training resources, including a list of CPT codes that require prior authorization from eviCore, are available at:

www.evicore.com/resources/healthplan/amerihealth-caritas-family-of-companies.evicore.com

eviCore's Clinical Guidelines and request forms are available at www.evicore.com.

Please call the eviCore Client and Provider Services department at 1-800-646-0418 (Option 4) if you have any questions or need more information.

First Choice VIP Care and First Choice VIP Care Plus eviCore Provider Orientation Schedule

First Choice VIP Care and First Choice VIP Care Plus has collaborated with eviCore healthcare to provide our members access to medically appropriate care that is consistent with evidence-based treatment guidelines. Effective May 1, 2023, the following programs listed below will require prior authorization from eviCore:

DME
Genetic Testing
Joint & Spine Surgery

Medical Oncology
Occupational Therapy
Pain Management

Radiation Oncology
Physical Therapy
Diagnostic Sleep Testing

Beginning on May 1, 2023, eviCore healthcare will be leading live online orientation sessions designed to assist you and your staff with the new medical treatment programs. These sessions will include detailed information about the prior authorization process, accessing information from the eviCore website, and a question-and-answer period.

Registration

Online orientation sessions require advance registration. There is no cost for these sessions. Each orientation session lasts approximately one hour and is scheduled in Eastern Standard Time. All eviCore programs for First Choice VIP Care and First Choice VIP Care Plus are listed on the schedule below; select the appropriate program training session based on your physician specialty.

Here's how to register for an orientation session:

1. Go to <http://eviCore.webex.com>.
2. Select "WebEx Training" from the menu bar on the left.
3. Click the "Upcoming" tab and choose the session you want to attend. **Each session will be listed with the health plan name and program specialty, e.g., "First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for **Medical/Radiation Oncology.**"*
4. Click "Register" next to the session you wish to attend.
5. Enter the registration information.

After you have successfully registered for the live WebEx session, you will receive an e-mail containing the toll-free phone number, meeting number, conference password, and a link to the web portion of the session. **Please keep the registration e-mail. You will need the link to join 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, you can obtain a copy of the presentation as well as other important documents at www.evicore.com/resources/healthplan/amerihealth-caritas-family-of-companies/eviCore.com. Documents are available in PDF format. If you need Adobe Reader, you can download it from www.adobe.com/products/reader/.



If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at portal.support@evicore.com or via phone at 1-800.646.0418 (Option 2). For any client or provider inquiries not associated with this training, please email ClientServices@evicore.com.

Session Name	Date	Time
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Medical/Radiation Oncology	Tuesday, April 11 th , 2023	10:30 ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Medical/Radiation Oncology	Monday, April 17 th , 2023	2 PM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Medical/Radiation Oncology	Tuesday, May 2 nd , 2023	10 AM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Genetic Testing	Wednesday, April 19 th , 2023	10 AM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Genetic Testing	Wednesday, April 24 th , 2023	2 PM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Genetic Testing	Tuesday, May 2 nd , 2023	2 PM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for PT/OT	Thursday, April 13 th , 2023	4 PM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for PT/OT	Tuesday, April 18 th , 2023	10 AM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for PT/OT	Thursday, May 4 th , 2023	12 PM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Pain Mgmt. / Joint and Spine Procedures	Thursday, April 13 th , 2023	12 PM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Pain Mgmt. / Joint and Spine Procedures	Tuesday, April 25 th , 2023	10 AM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Pain Mgmt. / Joint and Spine Procedures	Wednesday, May 3 rd , 2023	12 PM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Sleep Medicine	Tuesday, April 11 th , 2023	10 AM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Sleep Medicine	Thursday, April 27 th , 2023	1 PM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for Sleep Medicine	Monday, May 8 th , 2023	11 AM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for DME	Monday, April 17 th , 2023	10 AM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for DME	Wednesday, April 26 th , 2023	3 PM ET
First Choice by Select Health of South Carolina Inc Plans (Medicaid and Medicare) Provider Orientation for DME	Tuesday, May 2 nd , 2023	1 PM ET