



RADIATION THERAPY 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"> • Member or Patient name as it appears on Health ID card • Health ID card number • Date of birth • Gender • Address • Phone number 	<ul style="list-style-type: none"> • Ordering provider name • Provider tax ID number • NPI number • Address • Phone and fax number • Email (if available) • Contact name 	<ul style="list-style-type: none"> • Physician/Facility name • Tax ID number • NPI number • Address • Phone and fax number • Email (if available) • Contact name

Test Information
<p>Physician's office submitting requests should reference the radiation therapy worksheets to obtain required information. Please visit the following link: https://www.carecorenational.com/benefits-management/radiation-therapy/radiation-therapy-tools-and-criteria.aspx</p>

CONTACT INFORMATION	
eviCore Prior Authorization (online) Website: www.eviCore.com Online system: Web-based authorization initiation system available 24/7, 365 days a year	eviCore Prior Authorization (by phone) Toll-free phone number: (888) 910-1199, option 2 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 Toll-free phone number: (800) 646-0418 (option 2) Email: providerrelations@evicore.com	1199SEIU Benefit Funds Provider Relations Call Center phone number: (646) 473-7160 Monday – Friday, 8:00 am - 6:00 pm, EST Website: www.1199SEIUFunds.org/providers
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 <i>(for appeals process questions)</i>	
<ul style="list-style-type: none"> • The length of time for which pre-service coverage determination is valid will vary by request but will not exceed six months from certification date. • Authorization is not a guarantee of payment. 	
<p>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.</p>	

*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.