

MassHealth Imaging Prior Auth Requirements effective 03/01/2020

CDPHO OFFICE MANAGERS MEETING 02.20.2020



New Prior Authorization Requirements

- ❑ Effective March 1, 2020 MassHealth will require PA for advanced imaging services, non-obstetric ultrasounds, polysomnography, and cardiology services.
- ❑ MassHealth has contracted with eviCore to provide utilization management programs for imaging services.
- ❑ Between March 1, 2020 and May 31, 2020, MassHealth will implement an informational edit that will not deny claims for services and codes requiring PA, but instead inform providers of the PA requirement
- ❑ Beginning June 1, 2020, MassHealth will deny claims for services and codes requiring PA if the provider has not established a PA.

Prior Authorization continued

- ❑ **Turnaround Time**: eviCore will render a decision within 2 business days of a timely, complete request for PA.
- ❑ **Urgent and Emergent Care**: PA will not be required for services rendered in the emergency department, and there will be an option to submit same-day urgent PA requests, which will be processed within a maximum of 4 hours. If urgent requests meet medical necessity criteria and all required documentation is submitted, urgent requests can be approved in real time.
- ❑ **Window to Submit PA**: PA can be requested for a service rendered up to 14 days after the date of service.
- ❑ **Technical & Professional**: When a code requires a professional and a technical component (TC), PA is required for the technical component only, and the TC modifier must be included on the PA request.
- ❑ **Referrals**: If Primary Care Provider (PCP) referrals are required for the service requested, the PA will not override the referral requirement. For such services, MassHealth still requires a referral in addition to the PA

Prior Authorizations Denials and Appeals

- ❑ If a PA request is lacking necessary documentation, eviCore will contact the provider to obtain the missing information. If the provider fails to submit the requested documentation within 10 days of eviCore's request, eviCore will issue an administrative denial of the request for PA.
- ❑ Upon receipt of a timely, complete submission, eviCore will review and approve, deny, or modify the request within 2 business days.
- ❑ Once eviCore has rendered a decision, eviCore will notify the provider by fax or eviCore's web portal. If eviCore has denied or modified a PA request, eviCore will also notify the member of this fact by mail.
- ❑ This communication will also explain the member's appeal rights and include an appeal form. The member will have 30 days to appeal that decision to the Board of Hearing

Prior Authorizations Denials and Appeals Process continued

- ❑ If eviCore has denied or modified a request for PA, the provider may request a peer-to-peer consultation with an eviCore clinician to review the clinical aspects of the case.
- ❑ Providers may request such consultations through eviCore's online portal. A provider's request for a peer-to-peer consultation does not alter or enlarge the time in which the member can request a fair hearing related to the Board of Hearings (BOH)
- ❑ If eviCore overturns the denial or modification after the peer-to-peer consultation, the provider will be notified through the web portal and eviCore will work with the member to withdraw any requests for a hearing through the BOH.

Clinical Guidelines to Evaluate PA Requests

- ❑ eviCore's Clinical Guidelines will be used to determine medical necessity and evaluate requests for PA by service category.
- ❑ Provider requests for authorization of the following services and codes must adhere to eviCore's clinical guidelines
- ❑ eviCore's website and can be found at

[https://www.evicore.com/provider/clinical-guidelines.](https://www.evicore.com/provider/clinical-guidelines)

Trainings

The training session offerings for each program are outlined in the following table.

Web Training Sessions			
Date	Day	Program	Time
2/11/2020	Tuesday	Radiology/Cardiology	2 p.m.–3 p.m.
2/11/2020	Tuesday	Sleep	1 p.m.–2 p.m.
2/13/2020	Thursday	Radiology/Cardiology	11 a.m.–12 p.m.
2/13/2020	Thursday	Sleep	9 a.m.–10 a.m.
2/18/2020	Tuesday	Radiology/Cardiology	11 a.m.–12 p.m.
2/18/2020	Tuesday	Sleep	9 a.m.–10 a.m.
2/19/2020	Wednesday	Radiology/Cardiology	10 a.m.–11 a.m.
2/19/2020	Wednesday	Sleep	12 p.m.–1 p.m.
2/21/2020	Friday	Radiology/Cardiology	2 p.m.–3 p.m.
2/21/2020	Friday	Sleep	3 p.m.–4 p.m.

Forums			
Date	Day	Program	Time
4/2/2020	Thursday	Radiology/Cardiology	9 a.m.–10 a.m.
4/6/2020	Monday	Sleep	1 p.m.–2 p.m.

How to Register for Training

How to Register

1. Once you have selected a session, please go to <http://eviCore.webex.com/>
2. Click on the menu bar on the upper left hand side—the three horizontal lines underneath the eviCore healthcare logo. Then choose “Webex Training”
3. Under Live Sessions, click the “Upcoming” tab, then enter the desired topic name exactly as listed in the table and search
4. Click “Register” next to the session(s) with the date and time you wish to attend
5. Complete the registration information After you have registered for the online training session, you will receive an email containing the toll-free phone number, meeting number, conference password, and a link to access the web portion of the session.

Please keep the registration email with the link to the web conference and the call-in number for the session. This information will not be sent a second time in advance of the training.

Questions?

Thank you

