

Oct. 22, 2021

NOTICE OF CHANGES TO PRIOR AUTHORIZATION REQUIREMENTS

Medical Mutual has expanded its engagement of eviCore healthcare (eviCore) to manage the prior authorization process for radiation oncology services for our fully insured and self-funded group members, including those in commercial, individual and Medicare Advantage plans.

What Is Changing

The transition to eviCore for radiation oncology prior authorizations will begin for dates of service on or after Feb. 1, 2022. eviCore will start accepting prior authorization reviews on Jan. 17, 2022. If treatment starts prior to Feb. 1st, there are no changes in prior authorization requirements, and providers should continue to submit requests to Medical Mutual directly.

Please note that we have expanded the list of radiation oncology services that will be subject to prior authorization. A complete list of services that require prior authorization through eviCore is available at [MedMutual.com/Provider](https://www.medmutual.com/Provider) or www.evicore.com/resources/healthplan/medical-mutual-of-ohio. Services performed in conjunction with a 23-hour observation, emergency room visits or inpatient hospital stays are not subject to prior authorization requirements.

To avoid claim rejections for failure to obtain prior authorization, please note the following:

- Services not authorized prior to billing will result in a claim rejection for both the treating physician and rendering facility. You may not seek reimbursement from our members.
- If prior authorization is not completed prior to the service being performed, you must contact eviCore at 1-888-693-3211 within 15 days post service to obtain a retro authorization.
- If the treatment plan changes during the course of care, you must contact eviCore at 1-888-693-3211 within 15 days after the service for a new authorization.
- If the date of service is outside of the authorization timeframe, you must contact eviCore at 1-888-693-3211 within 15 days after the date of service. Services performed outside of the correct authorization timeframe will be denied for lack of prior authorization, and you may not seek reimbursement from our members.

Requesting Prior Authorization

To request prior authorization for radiation oncology services, access the eviCore web portal and build a case at <https://evicore.com/Pages/ProviderLogin.aspx>. Prior authorizations will be accepted 24 hours a day, seven days a week, excluding planned down time for system maintenance, through the eviCore website, by phone at 1-888-693-3211 or fax to 1-866-699-8160. eviCore will provide a voice message service for telephone requests received outside the normal operating hours of 8 a.m. to 9 p.m. E.T., Monday through Friday.

Authorization records will contain prior authorization numbers and one or more CPT® codes specific to the services ordered. We recommend ordering providers secure prior authorization and pass the authorization numbers to the service facility at the time of scheduling.



2060 East Ninth Street
Cleveland, OH 44115-1355
MedMutual.com/Provider | 1-800-362-1279

Thank you for caring for our members. If you have questions about this letter or the eviCore procedures, please contact your Provider Contracting Manager or call 1-800-625-2583.

Sincerely,

A handwritten signature in black ink that reads "Teresa Koenig MD, MBA".

Teresa Koenig, MD, MBA
Executive Vice President, Chief Medical Officer