



HOT TOPIC

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REMINDER: SUBMIT PRIOR AUTHORIZATION REQUESTS TO EVICORE FOR ADVANCED IMAGING AND CARDIOLOGY SERVICES SCHEDULED FOR 2019

Highmark's Oct. 1, 2018 Special eBulletin, *eviCore to Manage Highmark's Advanced Imaging and Cardiology Services Program Beginning Jan. 1, 2019*, informed providers that starting Dec. 17, 2018, they may submit requests for prior authorizations through eviCore healthcare (eviCore) for advanced imaging and cardiology services scheduled for Jan. 1, 2019, and after. If a prior authorization is not requested for a procedure or service planned for Jan. 1, 2019, and later, the claim may be denied.

The authorization process through NaviNet[®] experienced a minor issue on Dec. 17, 2018, that may have caused delays when you were submitting your requests. **That issue has been resolved.**

Please use NaviNet, the preferred method for authorization submissions, or call eviCore at 1-888-564-5492, for all prior authorization requests for advanced imaging and cardiology services with dates of service Jan. 1, 2019, and later.

HOW TO REQUEST AUTHORIZATIONS FOR SERVICES SCHEDULED FOR 2018

Please continue to submit all prior authorization requests for advanced imaging and cardiology services with 2018 dates of service to National Imaging Associates (NIA) through NaviNet, telephone, or fax.

When submitting a prior authorization request for advanced imaging or cardiology services with 2018 dates of service to NIA through NaviNet, you may receive a blank screen at the end of the authorization process. **If you do receive a blank screen at the end of the authorization process, please verify that the authorization request was successful through either RadMD or by phone at 1-866-335-8166.**