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REQUESTING NEW EPISODES OF CARE PRIOR AUTHORIZATIONS

IMPORTANT! To request an outpatient Prior Authorization Episode of Care for Hip Replacements, Knee Replacements, Knee Arthroscopy, Lumbar Laminectomy, or Shoulder Replacement, you must call the Utilization Management MSK Team at 1-800-452-8507 and select option 4.

If you contact eviCore directly to request one of the above episodes, you will be directed to contact the Utilization Management MSK dedicated team.

The above Episodes of Care took effect on **January 1, 2020**, and are available to Commercial fully insured, Affordable Care Act (ACA), Administrative Services Only (ASO) opt-in, Medigap, and Medifil Highmark West Virginia members receiving services in West Virginia.

These outpatient episodes are not designed to be a one-size fits all approach to care. Treatment plans for any service must:

- Be Individualized to the patient
- Be Supported
- Have clearly documented medical-necessity for each component of the outpatient episode in the patient's medical record
- Provide the performing provider for each component of the outpatient episode when making the request

If any component of your treatment plan falls outside of the defined Prior Authorization Episode of Care and requires prior authorization or if the performing provider name for Home Health and Physical Therapy services is unknown, the standard authorization process must be utilized.

More details on the Prior Authorization Episodes of Care for West Virginia were provided in a Special eBulletin posted on December 27, 2019. You can locate the eBulletin by:

- Accessing the **Provider Resource Center**
- Clicking **Newsletters/Notices**
- Selecting **Special eBulletins**
- Locating **PRIOR AUTHORIZATION EPISODES OF CARE FOR WEST VIRGINIA EFFECTIVE 1/1/2020**