

# HMSA/Evolent\* Clinically Urgent Process

Any request for a clinically urgent MRI, CT scan, or other advanced imaging services as well as urgent left heart catheterizations will receive an upfront authorization number. As always, emergency services ordered from emergency rooms and inpatient hospital stays do not need prior authorization.

Clinically urgent requests are intended to evaluate a condition that requires prompt medical intervention to prevent additional consequences to the member's health and well-being. Before calling to request a procedure, please gather the necessary clinical information to avoid any unnecessary delay. To make this as easy as possible for you, we've enclosed all the required information. If the situation warrants, your member can be directed to the nearest emergency department or urgent care facility for care.

- Cannot be postponed for 24 hours without risking progression to an emergent condition.
- Cannot be postponed for 24 hours without risking loss of life or limb, or risk of permanent disability.
- In the opinion of a provider with knowledge of the member's medical condition, a delay would subject the member to severe pain that cannot be adequately managed without the care or treatment that's the subject of the request.

## Urgent Case Process

For authorization number for a clinically urgent case, please follow these steps:

- Call 1 (866) 306-9729 toll-free and state that the member's case is clinically urgent. If using RadMD.com, be sure to select the clinically urgent indication.
- The Evolent representative (or RadMD) will ask a few demographic and clinical questions. If you state that the case is clinically urgent, the request will receive an upfront authorization number without a pre-service clinical review.
- Validity period for a clinically urgent request is three days from date of request. No extensions are allowed.
- As part of the clinically urgent process, the physician's office will be asked to attest and provide clinical reasons that the case is clinically urgent. The attestation will include the definition of clinically urgent and require the provider to agree that the case meets the urgent criteria and that the member would have been in an emergent situation otherwise. This attestation won't delay the upfront authorization number but is essential to the process.
- Urgent cases are subject to random audits. Evolent and HMSA will monitor use of the urgent case review process to make sure requests meet the definition of clinically urgent. If selected for a random audit, your office will be required to submit records that show the appropriateness of any urgent request submitted. Any provider who is identified as using this process for non-urgent cases may not be permitted to use the urgent review process in the future.