



Evolut	
Frequently Asked Questions (FAQ's) For Ambetter from Meridian Providers	
Question	Answer
GENERAL	
Why did Ambetter from Meridian implement a Medical Specialty Solutions program?	To improve quality and manage the utilization of non-emergent CT/CTA, CCTA, MRI/MRA, PET Scan, Myocardial Perfusion Imaging, MUGA Scan, Stress Echocardiography, and Echocardiography procedures for our members.
Why did Ambetter from Meridian select Evolut to manage these services?	Evolut (formerly National Imaging Associates, Inc.) was selected to partner with us because of its clinically driven program designed to effectively manage quality and patient safety, while ensuring appropriate utilization of resources for Ambetter from Meridian membership.
Which Ambetter from Meridian members are covered under this relationship and what networks are used?	Effective January 1, 2021, Evolut manages non-emergent medical specialty solutions services for Ambetter from Meridian membership through Ambetter from Meridian contractual relationships.
PRIOR AUTHORIZATION	
What was the implementation date for this program?	The implementation date was January 1, 2021.
Which procedures require prior authorization?	<p>The following procedures require prior authorization through Evolut:</p> <ul style="list-style-type: none"> ▪ CT/CTA ▪ CCTA ▪ MRI/MRA ▪ PET Scan ▪ Myocardial Perfusion Imaging ▪ MUGA Scan ▪ Stress Echocardiography ▪ Echocardiography <p>Emergency room, observation and inpatient imaging procedures do not require prior authorization from Evolut. If an urgent/emergent emergency clinical situation exists outside of a hospital emergency room, please contact Evolut immediately with the appropriate clinical information for an expedited review.</p>

Is prior authorization necessary for sedation with an MRI?	No, prior authorization is not required for sedation when performed with an MRI.
Is an Evolent authorization number needed for a CT-guided biopsy?	No, prior authorization is not required for this procedure.
Can a chiropractor order images?	No.
Are routine radiology services a part of this program?	No. Routine radiology services such as x-ray, ultrasound or mammography are not part of this program and do not require a prior authorization through Evolent.
Are inpatient procedures included in this program?	No. Inpatient procedures are included in the authorization for the inpatient stay that is managed through the Ambetter from Meridian Medical Management Department.
Is prior authorization required for procedures performed in the emergency room?	No. Procedures performed in the emergency room are not included in this program and do not require prior authorization through Evolent.
How does the ordering provider obtain prior authorization from Evolent?	Providers are able to request prior authorization via the Evolent web portal (RadMD.com) or by calling Evolent at 1-800-424-5686.
What information is required in order to receive prior authorization?	<p>To expedite the process, please have the following information ready before logging on to the website or calling the Evolent call center (*denotes required information):</p> <ul style="list-style-type: none"> ▪ Name and office phone number of ordering physician* ▪ Member name and ID number* ▪ Requested examination* ▪ Name of provider office or facility where the service will be performed* ▪ Anticipated date of service (if known) ▪ Details justifying examination* <ul style="list-style-type: none"> • Symptoms and their duration • Physical exam findings • Conservative treatment patient has already completed (e.g., physical therapy, chiropractic or osteopathic manipulation, hot pads, massage, ice packs, medications) Preliminary procedures already completed (e.g., x- rays, CTs, lab work, ultrasound, scoped procedures, referrals to specialist, specialist evaluation) • Reason the study is being requested (e.g., further evaluation, rule out a disorder)

Can a provider request more than one procedure at a time for a member (i.e., CT of abdomen and CT of thorax)?	Yes. Evolent can handle multiple authorization requests per contact. Separate authorization numbers are issued by Evolent for each study that is authorized.
What kind of response time can ordering providers expect for prior authorization?	Generally, within 2 business days after receipt of request with full clinical documentation, a determination will be made. In certain cases, the review process can take longer if additional clinical information is required to make a determination.
What does the Evolent authorization number look like?	The Evolent authorization number consists of alpha-numeric characters. In some cases, the ordering provider may instead receive an Evolent tracking number (not the same as an authorization number) if the provider’s authorization request is not approved at the time of initial contact. Providers can use either number to track the status of their request online or through an Interactive Voice Response (IVR) telephone system.
If requesting authorization through RadMD and the request pends, what happens next?	You will receive a tracking number and Evolent will contact you to complete the process.
Can RadMD be used to request an expedited authorization request?	No. Expedited authorization requests need to be called into Evolent’s call center for processing. The number to call to submit a prior authorization request is 1-800-424-5686.
What happens if a patient is authorized for a CT of the abdomen, and the radiologist or rendering physician feels an additional study of the thorax is needed?	If the radiologist or rendering provider feels that, in addition to the study already authorized, an additional study is needed, please contact Evolent immediately with the appropriate clinical information for an expedited review.
Can the rendering facility obtain authorization in the event of an urgent test?	Yes. If an urgent clinical situation exists outside of a hospital emergency room, please call Evolent immediately with the appropriate clinical information for an expedited review.

How long is the prior authorization number valid?	The authorization number is valid for 30 days from the date of request. When a procedure is authorized, Evolent will use the date of the request as the starting point for the 30-day period in which the examination must be completed.
Is prior authorization necessary for an outpatient, advanced imaging service if Ambetter from Meridian is NOT the member's primary insurance?	No.
If a provider obtains a prior authorization number does that guarantee payment?	An authorization number is not a guarantee of payment. Authorizations are based on medical necessity and are contingent upon eligibility and benefits. Benefits may be subject to limitations and/or qualifications and will be determined when the claim is received for processing.
Does Evolent allow retro-authorizations?	Procedures that have <u>not</u> been properly authorized will <u>not</u> be reimbursed. The rendering facility <u>should not</u> schedule procedures without prior authorization.
Can a provider verify an authorization number online?	Yes. Providers can check the status of member authorization quickly and easily by going to the Evolent website.
Is the Evolent authorization number be displayed on the Ambetter from Meridian website?	No.
SCHEDULING EXAMS	
How does Evolent determine where to schedule an exam for a Ambetter from Meridian member?	Evolent manages Medical Specialty Solutions services through Ambetter from Meridian's contractual relationships.
Why does Evolent ask for a date of service when authorizing a procedure? Do physicians have to obtain an authorization before they call to schedule an appointment?	At the end of the authorization process, Evolent asks where the procedure is being performed and the anticipated date of service. The exact date of service is not required. Physicians should obtain authorization before scheduling the patient.

WHICH MEDICAL PROVIDERS ARE AFFECTED?	
Which medical providers are affected by the medical specialty solutions program?	<p>Any provider who orders or performs medical specialty solutions procedures in an outpatient setting. Ordering providers will need to request a prior authorization, and the delivering/servicing providers will need to be sure there is a prior authorization number in order to bill the service.</p> <ul style="list-style-type: none"> • Ordering providers, including Primary Care Providers (PCPs) and Specialty Care providers. • Delivering/Servicing providers who perform diagnostic advanced imaging procedures at: <ul style="list-style-type: none"> ▪ Freestanding diagnostic facilities ▪ Hospital outpatient diagnostic facilities ▪ Provider offices
CLAIMS RELATED	
Where do providers send their claims for outpatient, non-emergent advanced imaging services?	Providers should send claims to the address indicated on the back of the Ambetter from Meridian member ID card. Providers are also encouraged to follow their normal EDI claims process.
How can providers check claims status?	Providers should check claims status at the Ambetter from Meridian Website
Who should a provider contact if they want to appeal a prior authorization or claims payment denial?	Providers are asked to please follow the appeal instructions given on their non-authorization letter or Explanation of Payment (EOP) notification.
MISCELLANEOUS	
How is medical necessity defined?	<p>Evolent defines medical necessity as services that:</p> <ul style="list-style-type: none"> • Meets generally accepted standards of medical practice; be appropriate for the symptoms, consistent with diagnosis, and otherwise in accordance with sufficient evidence and professionally recognized standards; • Be appropriate to the illness or injury for which it is performed as to type of service and expected outcome; • Be appropriate to the intensity of service and level of setting; • Provide unique, essential, and appropriate information when used for diagnostic purposes;

	<ul style="list-style-type: none"> • Be the lowest cost alternative that effectively addresses and treats the medical problem; and rendered for the treatment or diagnosis of an injury or illness; and • Not furnished primarily for the convenience of the member, the attending physician, or other provider.
<p>Where can a provider find Evolent’s Guidelines for Clinical Use of Diagnostic Imaging Examinations?</p>	<p>Evolent’s Clinical Guidelines can be found on Evolent’s website, RadMD.com under Online Tools/Clinical Guidelines. Evolent’s guidelines for the use of imaging examinations have been developed from practice experience, literature reviews, specialty criteria sets and empirical data. To get started, simply go to RadMD.com, click the New User button and submit a “RadMD Application for New Account.” Once the application has been processed and password link delivered by Evolent via e-mail, you will then be invited to create a new password. Links to the approved training/education documents are found on the My Practice page for those providers logged in as Ordering Physician. If you are an Imaging Facility or Hospital that performs imaging exams, an administrator must accept responsibility for creating and managing all logins to RadMD. Your RadMD login information should not be shared.</p>
<p>What does the member ID card look like? Does the ID card have both Evolent and Ambetter from Meridian information on it? Or are there two cards?</p>	<p>The Ambetter from Meridian member ID card does not contain any Evolent identifying information on it. No additional cards will be issued by Evolent.</p>
<p>What is an OCR Fax Coversheet?</p>	<p>By utilizing Optical Character Recognition technology, Evolent can automatically attach incoming clinical faxes to the appropriate case in our clinical system. We strongly recommend that ordering providers print an OCR fax coversheet from RadMD.com or contact Evolent at 1-800-424-5686 to request an OCR fax coversheet if their authorization request is not approved on-line or during the initial phone call to Evolent. Evolent can fax this coversheet to the ordering provider during authorization intake or at any time during the review process. By prefacing clinical faxes to Evolent with an OCR fax coversheet, the ordering provider can ensure a timely and efficient case review.</p>

RECONSIDERATION AND APPEALS PROCESS	
Is the reconsideration process available once a denial is received?	<p>Once a denial determination has been made, if the office has new or additional information to provide, a Reconsideration can be initiated by uploading via RadMD or faxing (using the case specific fax cover sheet) additional clinical information to support the request. Reconsideration must be initiated within 10 calendar days from the date of denial and prior to submitting a formal appeal.</p> <p>Evolut has a specialized clinical team focused on outpatient imaging procedures. Peer-to-peer discussions are offered for any request that does not meet medical necessity guidelines or can call 1-800-424-5686 to initiate the peer-to-peer process. These discussions provide an opportunity to discuss the case and collaborate on the appropriate services for the patient based on the clinical information provided.</p>
RADMD ACCESS	
If I currently have RadMD access, will I need to apply for additional access?	If the user already has access to RadMD, RadMD will allow you to submit an authorization for any procedures managed by Evolut.
What option should I select to receive access to initiate authorizations?	Selecting “ Physician’s office that orders procedures ” will allow you access to initiate authorizations for outpatient imaging procedures.
How do I apply for RadMD access to initiate authorization requests?	<p>User would go to our website RadMD.com.</p> <ul style="list-style-type: none"> • Click on NEW USER. • Choose “Physician’s office that orders procedures” from the drop-down box • Complete application with necessary information. • Click on Submit <p>Once an application is submitted, the user will receive an email from our RadMD support team within a few hours after completing the application with an approved username and a temporary passcode. Please contact the RadMD Support Team at 1-800-327-0641 if you do not receive a response within 72 hours.</p>

<p>What is rendering provider access?</p>	<p>Rendering provider access allows users the ability to view all approved authorizations for their office or facility. If an office is interested in signing up for rendering access, you will need to designate an administrator.</p> <ul style="list-style-type: none"> • User would go to our website RadMD.com • Select “Facility/Office where procedures are performed” • Complete application • Click on Submit <p>Examples of a rendering facility that only need to view approved authorizations:</p> <ul style="list-style-type: none"> • Hospital facility • Billing department • Offsite location • Another user in location who is not interested in initiating authorizations
<p>Which link on RadMD will I select to initiate an authorization request?</p>	<p>Clicking the “Request an exam or specialty procedure (including Cardiac)” link will allow the user to submit a request for medical specialty solutions procedure.</p>
<p>How can providers check the status of an authorization request?</p>	<p>Providers can check on the status of an authorization by using the “View Request Status” link on RadMD’s main menu.</p>
<p>How can I confirm what clinical information has been uploaded or faxed to Evolent?</p>	<p>Clinical Information that has been received via upload or fax can be viewed by selecting the member on the View Request Status link from the main menu. On the bottom of the “Request Verification Detail” page, select the appropriate link for the upload or fax.</p>
<p>Where can providers find their case-specific communication from Evolent?</p>	<p>Links to case-specific communication to include requests for additional information and determination letters can be found via the View Request Status link.</p>
<p>If I did not submit the initial authorization request, how can I view the status of a case or upload clinical documentation?</p>	<p>The “Track an Authorization” feature allows users who did not submit the original request to view the status of an authorization, as well as upload clinical information. This option is also available as a part of your main menu options using the “Search by Tracking Number” feature. A tracking number is required with this feature.</p>

<p>Paperless Notification: How can I receive notifications electronically instead of paper?</p>	<p>Evolut defaults communications including final authorization determinations to paperless/electronic. Correspondence for each case are sent to the email of the person submitting the initial authorization request.</p> <p>Users will be sent an email when determinations are made.</p> <ul style="list-style-type: none"> • No PHI will be contained in the email. • The email will contain a link that requires the user to log into RadMD to view PHI. <p>Providers who prefer paper communication will be given the option to opt out and receive communications via fax.</p>
<p>CONTACT INFORMATION</p>	
<p>Who can I contact if we need RadMD support?</p>	<p>For assistance or technical support, please contact RadMDSupport@Evolut.com or call 1-800-327-0641.</p> <p>RadMD is available 24/7, except when maintenance is performed once every other week after business hours.</p>
<p>Who can a provider contact at Evolut for more information?</p>	<p>Providers can contact, Mara Grimm Provider Relations Manager, at 1-804-548-0584 or mara.grimm@evolut.com</p>