Evolent Physical Medicine Solutions Program Frequently Asked Questions (FAQ's) For Wellcare Providers	
Question	**Answer**
GENERAL	
When do Physical Medicine Solutions Program services begin to require prior authorization?	Effective January 1, 2025, outpatient Physical, Occupational, and Speech Therapy will require prior authorization for all Wellcare members.
Will Evolent require authorization for out of network physical medicine services?	No, Evolent (formerly National Imaging Associates, Inc.) will only be managing the authorization requests for physical medicine services that are performed by Wellcare contracted physical medicine providers.
Will prior authorization be required for the initial evaluation?	CPT® codes for Physical, Occupational, and Speech Therapy initial evaluations do not require an authorization for participating providers. Home Health or other providers that are utilizing codes outside of the standard billing CPT® codes for evaluations will be required to obtain a prior authorization before rendering services.
What networks will be used?	Evolent will use contracted providers within the Wellcare network that perform physical medicine services.
Is prior authorization necessary if Wellcare is NOT the member's primary insurance?	No.
What services and settings are included?	All outpatient Physical, Occupational, and Speech Therapy in the following settings: • Outpatient Office • Outpatient Hospital • Outpatient Rehabilitation Facility • Home
What services are excluded?	Therapy provided in Hospital ER, Inpatient status, Acute Rehab Hospital Inpatient, and Inpatient and Outpatient Skilled Nursing Facility settings are excluded from this program. The rendering provider should continue to

	follow Wellcare policies and procedures for services performed in the above settings.
Why is Wellcare and Evolent implementing this program?	This program is designed to promote evidence based and cost-effective Physical, Occupational, and Speech Therapy for Wellcare members.
Why focus on Physical, Occupational, and Speech Therapy services?	A consistent approach to applying evidence-based guidelines is necessary so Wellcare members can receive high quality and cost-effective physical medicine services.
How are types of therapies defined?	Rehabilitative Therapy – Is a type of treatment or service that seeks to help a member regain a skill or function that was lost as a result of being sick, hurt or disabled. Habilitative Therapy – Is a type of treatment or service that seeks to help members develop skills or functions that they didn't have and were incapable of developing on their own. This type of treatment tends to be common for pediatric members who haven't developed certain skills at an age-appropriate level. The simplest way to distinguish the difference between the two is Habilitative is treatment for skills/functions that the member never had, while Rehabilitative is treatment for skills/functions that the member had but lost. Neurological Rehabilitative Therapy – Is a supervised program of formal training to restore function to members who have neurodegenerative diseases, spinal cord injuries, strokes, or traumatic brain injury.
What types of providers will potentially be impacted by this program?	Independent providers, hospital outpatient, and multispecialty groups rendering Physical, Occupational, and Speech Therapy will need to ensure an authorization has been obtained.
PRIOR AUTHORIZATION PROCESS	
How will prior authorization decisions be made?	Evolent will make medical necessity decisions based on the clinical information supplied by practitioners/facilities providing physical medicine services. Decisions are made as quickly as possible from submission of all requested clinical documentation. All decisions are rendered within State required timelines. Peer-to-peer

	requests are available at any point during the prior authorization process but are not required. Clinical determinations are rendered only by clinical peer reviewers with appropriate clinical experience and similar specialty expertise as the requesting provider.
Who is responsible for obtaining prior authorization?	The physical medicine practitioner/facility is responsible for obtaining prior authorization. A physician order may be required for a member to engage with the physical medicine practitioner, but the provider rendering the service is ultimately responsible for obtaining the authorization based on the plan of care they establish. Determination letters are sent to the member, and physical medicine practitioner. Please make every effort to ensure that prior authorization has been obtained prior to rendering a physical medicine service. Additional Medicare information: Dual-eligible members are protected by law from balance billing for Medicare Parts A and B services, including deductibles, coinsurance, and copayments. Additionally, providers may not bill members for services when the provider fails to obtain an authorization and the claim is denied
Will the evaluation require prior authorization?	Initial Physical, Occupational, and Speech Therapy evaluation codes do not require authorization. It may be appropriate to render a service that does require authorization at the time of the evaluation. After the initial visit, providers have up to 2 business days to request approval for the first visit. If requests are received timely, Evolent can backdate the start of the authorization to cover the evaluation date of service to include any other services rendered at that time. Home health providers submitting claims using codes other than designated initial evaluation CPT® codes for the initial evaluation should request an authorization within the timeframe listed above, so the authorization can be backdated to cover these services.

Who do providers contact to request prior authorization?	Providers are encouraged to utilize Evolent's web portal RadMD.com to request prior authorization of Physical Medicine Solutions services. If a provider is unable to use RadMD, they may call 1-800-424-5388. RadMD and the call center will be available beginning January 1, 2025, for dates of service January 1, 2025, and beyond. Any services rendered on and after January 1, 2025, will require authorization.
What kind of response time can providers expect?	Evolent leverages a clinical algorithm to assist in making real time decisions at the time of the request based on the requestors' answers to clinically based questions. If we cannot offer immediate approval, turnaround times meet all applicable regulations contingent upon receipt of sufficient clinical documentation.
Who is the "Ordering/ Treating Provider" and "Facility/Clinic?"	The ordering/treating provider is the therapist who is treating the member and is performing the initial therapy evaluation. The facility/clinic should be the primary location where the member is receiving care.
Can multiple providers render physical medicine services to members if their name is not on the authorization?	Yes, the authorization is linked between the members ID number and the facility's TIN. As long as the providers work under the same TIN and are of the same discipline, they can use the same authorization to treat the member.
If the servicing provider fails to obtain prior authorization for the procedure, will the member be held responsible?	This prior authorization program will not result in any additional financial responsibility for the member, assuming use of a participating provider, regardless of whether the provider obtains prior authorization for the procedure or not. The participating provider may be unable to obtain reimbursement if prior authorization is not obtained, and member responsibility will continue to be determined by plan benefits, not prior authorization. If a procedure is not prior authorized in accordance with the program and rendered at/by a Wellcare participating provider, benefits will be denied, and the member will not be responsible for payment.
How do I obtain an authorization?	Authorizations may be obtained via RadMD or telephone at 1-800-424-5388. The requestor will be asked to provide general provider and member information as well as some basic questions about the member's function and treatment plan. Based on the response to these questions, a set of services may be

	offered immediately upon request. If we are not able to offer an immediate approval for services or the provider does not accept the authorization of services offered, additional clinical information may be required to complete the review. Clinical records may be uploaded via RadMD.com or faxed to 1-800-784-6864 using the coversheet provided.
How do I send clinical information to Evolent if it is required?	The upload feature on RadMD allows clinical information to be uploaded directly after completing an authorization request. Utilizing the upload feature expedites your request since it is automatically attached and forwarded to our clinicians for review. If uploading is not an option for your practice, you may fax documents to 1-800-784-6864 utilizing the Evolent case-specific fax coversheet. To ensure prompt receipt of your information: • Use the Evolent fax coversheet as the first page of your clinical fax submission. *Please do not use your own fax coversheet, since it will not contain the case specific information needed to process the case • Make sure the tracking number on the fax coversheet matches the tracking number for your request • Send each case separate with its own fax coversheet • Physical Medicine Practitioners may print the fax coversheet from RadMD.com or contact Evolent to request a fax coversheet. • Evolent may fax this coversheet to the Physical Medicine Practitioner during authorization intake or at any time during the review process. **Using an incorrect fax coversheet may delay a response to an authorization request.*
What information should I have available when requesting prior authorization?	• Member name / DOB • Member ID • Diagnosis(es) being treated (ICD10 Code) • Requesting/Rendering Provider Type – PT, OT, ST • Date of the initial evaluation at their facility • Type of Therapy: Habilitative, Rehabilitative, Neuro Rehabilitative • Surgery date and procedure performed (if applicable) • Date the symptoms started • Planned interventions (by billable grouping category) and frequency and duration for ongoing treatment

	• How many body parts are being treated, and is it right or left • The result of the functional outcome tool/standardized outcome measure used for the body part evaluated. The algorithm is looking for the percentage the member is functioning with their current condition. Example: If a test rated them as having a 40% disability, then they are 60% functional • Summary of functional deficits being addressed in therapy.
How do I confirm physical medicine benefits for a member?	Member benefits, benefit limitations and number of visits remaining for the year should be confirmed through the Secure Provider Portal or by contacting Provider Services at 1-855-538-0454. Each date of service is calculated as a visit.
If a provider has already obtained authorization and more visits are needed beyond what the initial authorization contained, does the provider have to obtain a new authorization?	Additional services on an existing authorization should NOT be submitted as a new request. If/when an authorization is nearly exhausted, additional visits may be initiated as a subsequent request to the current authorization. To obtain additional services, clinical records will be required. Providers may upload these records through RadMD. If the member needs to be seen for a new condition, or there has been a lapse in care (more than 30 days) and care is to be resumed for a condition for which there is an expired authorization, providers should submit a new initial request through RadMD.
What if I just need more time to use the services previously authorized?	A 30-day date extension on the validity period of an authorization is permitted and can be requested by utilizing the “Request Physical Validity Date Extension” option on RadMD. Date extensions are subject to any benefit limits that may restrict the length of time for a given condition/episode of care. Date extensions cannot be granted if the authorization period has expired.
If a member is discharged from care and receives a new prescription or the validity period ends on the existing authorization, what process should be followed?	A new authorization will be required after the authorization expires or if a member is discharged from care.
If a member is being treated and the member	If a provider is in the middle of treatment and gets a new therapy prescription for a different body part, the treating

has a new diagnosis, will a separate authorization be required?	provider will perform a new evaluation on that body part and develop goals for treatment. If the two areas are to be treated concurrently, the request would be submitted as an addendum to the existing authorization, using the same process that is used for subsequent requests. Evolent will review the request and can add additional visits and the appropriate ICD 10-code(s) to the existing authorization. If care is to discontinue on the previous area being treated and ongoing care will be solely focused on a new diagnosis. Providers should submit a new request for the new diagnosis and include the discharge summary for the previous area. A new authorization will be processed, and the previous will be discontinued.
Could the program potentially delay services?	We will make every attempt to process authorization requests timely and efficiently upon receiving a request from a provider. We recommend utilizing RadMD.com to submit prior authorization requests. In cases that cannot be immediately approved and where additional clinical information is needed, a peer-to-peer consultation can be initiated by calling Wellcare.
RE-OPEN AND APPEALS PROCESS	
Is a re-open process available if a denial is received?	Peer-to-peer discussions must be performed before a final determination has been made on the request. Re-opens are only allowed if the request complies with the CMS definition of a re-open. Providers will continue to have the option to submit an appeal utilizing the health plan's process. Evolent has a specialized clinical team focused on physical medicine services. The physical medicine provider may call to initiate the peer-to-peer process. These discussions provide an opportunity to discuss the case and collaborate on the appropriate services for the member based on the clinical information provided. If you receive a partial denial, a peer-to-peer discussion is not required to accept and use the approved visits.
Who should a provider contact if they want to appeal a determination?	Providers are asked to please follow the appeal instructions given on their non-authorization letter or Explanation of Benefits (EOB) notification.

RADMD ACCESS	
What option should I select to obtain access to initiate authorizations?	"Physical Medicine Practitioner" which will allow you access to initiate authorizations.
How do I apply for RadMD access to initiate authorization requests?	User would go to our website RadMD.com. • Click on NEW USER. • Choose "Physical Medicine Practitioner" from the drop-down box • Complete application with necessary information. • Click on Submit 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.
How can providers check the status of an authorization request?	Providers can check on the status of an authorization by using the "View Request Status" link on RadMD's main menu.
How can I confirm what clinical information has been uploaded or faxed to Evolent?	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.
Where can providers find their case-specific communication from Evolent?	Links to case-specific communication to include requests for additional information and determination letters can be found via the View Request Status link.
What does the authorization number/request ID look like?	The Evolent authorization number/request ID consists of alpha-numeric characters. In some cases, an Evolent tracking number (not the same as an authorization number) will be provided prior to a determination being made on a request. Example of authorization number/ request ID: 24327ABC123 Example of tracking number: 160000000000 Providers can use either number to track the status of their request online or through an Interactive Voice Response (IVR) telephone system.
If I did not submit the initial authorization request, how can I view the status of a case or	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

upload clinical documentation?	options using the “Search by Tracking Number” feature. A tracking number is required with this feature.
Paperless Notification: How can I receive notifications electronically instead of paper?	Evolent defaults communications including final authorization determinations to paperless/electronic. Correspondence for each case is sent to the email of the person submitting the initial authorization request. Users will be sent an email when determinations are made. • 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. Providers who prefer paper communication will be given the option to opt out and receive communications via fax.
Who can I contact if we need RadMD support?	For assistance, please contact RadMDSupport@Evolent.com or call 1-800-327-0641. RadMD is available 24/7, except when maintenance is performed every third Thursday of the month from 9 pm - midnight PST.
CONTACT INFORMATION	
Who can a provider contact at Evolent for more information?	If you have a question or need more information about this physical medicine prior authorization program, you may contact the Evolent Provider Service Line at: 1-800-327-0641. You may also contact your dedicated Evolent Provider Relations Manager: Seth Cohen Director, Provider Solutions 1-410-953-2418 Seth.Cohen@Evolent.com