

Service Area	Pennsylvania
Lines of Business (LOB)	<b>PA Health &amp; Wellness</b> <b>Medicaid (Effective 1.1.2018)</b> <b>Medicare (Effective 1.1.2018)</b> <b>Exchange (Effective 1.1.2019)</b> <b>Medicaid (WellKids by PA Health &amp; Wellness, Children's Health Insurance Program (CHIP) (Effective 1.1.2026)</b> <b>Members of all ages</b>
<b>Evolent Advanced and Cardiac Imaging Scope</b>	<b>Services:</b> <ul style="list-style-type: none"> <li>• CT/CTA</li> <li>• CCTA</li> <li>• MRI/MRA</li> <li>• PET scan</li> <li>• Myocardial Perfusion Imaging (MPI)</li> <li>• MUGA Scan</li> </ul> <b>Places of Service:</b> <p>11 - Provider office      19 - Outpatient off-campus      22 - Outpatient on-campus      24 - Ambulatory surgical center</p> <p><b><i>Evolent is delegated approvals and adverse determinations (denials).</i></b></p>
<b>Authorization Process and Provider Support</b>	<p><b>Ordering provider's office must submit prior authorization requests to Evolent.</b></p> <ul style="list-style-type: none"> <li>• Via the Evolent <a href="#">RadMD</a> provider portal at <a href="#">evolent.com/provider-portal</a></li> <li>• Telephonic intake, physician discussions and authorization status inquiries:             <ul style="list-style-type: none"> <li>○ 1.800.424.4921 – Medicaid</li> <li>○ 1.866-642.9705 – Medicare</li> <li>○ 1.866.500.7750 – Exchange</li> <li>○ 1.800.424.9330 – WellKids CHIP</li> </ul> </li> <li>• Contact information for the Evolent Provider Engagement Manager can be located on <a href="#">RADMD</a> within Provider Resources on the PA Health and Wellness and the Ambetter from PA Health and Wellness health plan pages.</li> </ul> <p style="text-align: center;"><b>Hours of Operation</b>      Monday – Friday, 8:00 AM – 8:00 PM EST</p> <p style="text-align: center;"><b>RadMD Support</b>  <a href="mailto:RadMDSupport@Evolent.com">RadMDSupport@Evolent.com</a>   1.800.327.0641</p>

Turnaround Times (TAT)	<p><b>Medicaid:</b></p> <ul style="list-style-type: none"> <li>• Standard Request: 2 business days</li> <li>• Expedited Request: 72 calendar hours</li> </ul> <p><b>Medicare:</b></p> <ul style="list-style-type: none"> <li>• Standard Request: 7 calendar days</li> <li>• Expedited Request: 72 calendar hours</li> </ul> <p><b>Exchange:</b></p> <ul style="list-style-type: none"> <li>• Standard Request: 2 business days</li> <li>• Expedited Request: 72 calendar hours</li> </ul>
Expedited Requests	The Evolent website RadMD.com cannot be used for medically urgent or expedited prior authorization requests during business hours. Expedited requests must be submitted by calling the Evolent call center.
Retrospective Authorizations	<p><b>Medicaid:</b> Retrospective requests are in scope within 90 days from the date of service.</p> <p><b>Medicare:</b> Retrospective requests are not in scope for Medicare members.</p> <p><b>Exchange:</b> Retrospective requests are in scope within 1 business day from the date of service.</p>
Authorization Validity Period	Authorizations are valid for 60 days from the date of request.
Post Adverse Determination	<ul style="list-style-type: none"> <li>• <b>Medicaid:</b> Re-reviews are not in scope.</li> <li>• <b>Medicare:</b> 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.</li> <li>• <b>Exchange:</b> Reconsiderations are accepted verbally or in writing within 5 business days from the initial denial date.</li> </ul>
Claims and Appeals	<ul style="list-style-type: none"> <li>• Providers should continue to submit their claims to PA Health &amp; Wellness including Evolent's authorization number.</li> <li>• Evolent is not delegated appeals. Appeals should be initiated through PA Health &amp; Wellness.</li> </ul>
Evolent Resources	<p>Resources available under the PA Health and Wellness and the Ambetter from PA Health and Wellness health plan pages in Evolent's <a href="#">RadMD</a> portal:</p> <ul style="list-style-type: none"> <li>• CPT Utilization Matrix</li> <li>• Evolent Clinical Guidelines, Tip Sheets and Checklists can be located at <a href="#">RADMD   Advanced Imaging</a></li> <li>• Evolent Scope of Service</li> <li>• Frequently Asked Questions</li> <li>• Provider Education Presentation</li> </ul>
Exclusions	<ul style="list-style-type: none"> <li>• All places of service not specifically listed in defined scope</li> <li>• Claims management/provider contracting</li> <li>• CPT codes, places of treatment, and lines of business outside defined scope</li> <li>• Emergent/non-elective services</li> </ul>