

Service Area	New York
Lines Of Business (LOB)	<p><u>Effective October 15, 2025</u></p> <p>Independent Health Medicare Members 18 years of age and older</p>
Evolent Physical Medicine Scope	<p>Services:</p> <ul style="list-style-type: none"> • Physical Therapy • Occupational Therapy • Speech Therapy <p>Places of Service: 11 - Provider office 19 - Outpatient off-campus 22 - Outpatient on-campus 62 – Outpatient Rehab Center</p>
Authorization Process and Provider Support	<p>Ordering provider's office must submit prior authorization requests to Evolent.</p> <ul style="list-style-type: none"> • Via the Evolent RadMD provider portal at evolent.com/provider-portal • Telephonic intake, peer-to-peer discussions and authorization inquiries <ul style="list-style-type: none"> ○ 1.800.642.7452 <p>Hours of Operation Monday – Friday, 8:00 AM – 8:00 PM EST</p> <p>RadMD Support RadMDSupport@Evolent.com 1.800.327.0641</p>
Evolent Turnaround Times (TAT)	<p>Standard Request: 7 calendar days Expedited Request: 72 calendar hours</p>
Retrospective Authorizations	Providers have 5 business days from the date of service to submit the request.
Re-opens	Re-opens are only allowed when they meet CMS criteria for re-open.

Appeals	In the event Evolent issues a prior authorization denial, providers may appeal the decision through Independent Health.
Evolent Resources	<p>Resources available within Provider Resources in the Independent Health section in Evolent's RadMD portal:</p> <ul style="list-style-type: none"> • Evolent Scope of Service: Resource document that outlines Evolent's review scope • Evolent Physical Medicine clinical guidelines, checklists and tip sheets can be located at RADMD Physical Medicine.
Exclusions	<ul style="list-style-type: none"> • All places of service not specifically listed in defined scope • Appeals and grievances • Claims management/provider contracting • Lines of business outside defined scope • Emergent/non-elective services