

SERVICE AREA	Texas
<b>LINES OF BUSINESS (LOB)</b>	<p><b>Superior HealthPlan</b> (Medicaid) Members 21 years of age and older</p> <p><b>Ambetter from Superior HealthPlan</b> (Exchange/ICHRA) Members 18 years of age and older</p> <p><b>Wellcare By Allwell</b> (Medicare/Duals) Members 21 years of age and older</p>
<b>EFFECTIVE DATES</b>	<ul style="list-style-type: none"> <li>• 01.01.2025: DSNP membership added to Medicare</li> <li>• 01.01.2025: ICHRA membership added to Exchange</li> <li>• 07.01.2025: Medicaid, Exchange, Medicare</li> </ul>
<b>INTERVENTIONAL CARDIOLOGY SCOPE</b>	<p><b>Services</b></p> <ul style="list-style-type: none"> <li>• Cardiac Catheterization and Intervention</li> <li>• Electrophysiology</li> <li>• Vascular Radiology and Intervention</li> <li>• Cardiac Surgery</li> <li>• Vascular Surgery</li> </ul> <p><b>Places of Service:</b></p> <p>11 - Provider office 19 - Outpatient off-campus* 22 - Outpatient on-campus* 21 - Inpatient* 24 - Ambulatory*</p> <p>*Professional component of planned services only</p> <p><b>Authorization Required for:</b></p> <p>All planned/elective services listed, ordered by all specialties being performed in the covered places of treatment.</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>• Evolent <a href="https://www.evolent.com/provider-portal">RadMD</a> portal at <a href="https://www.evolent.com/provider-portal">www.evolent.com/provider-portal</a> <ul style="list-style-type: none"> <li>○ <b>Medicaid</b> Telephonic Intake: 1.800.642.7554</li> <li>○ <b>Ambetter</b> Telephonic Intake: 1.866.424.4916</li> <li>○ <b>Medicare</b> Telephonic Intake: 1.866.214.1703</li> <li>○ <b>Duals</b> Telephonic Intake: 1.866.510.9630</li> </ul> </li> </ul> <p><b>Hours of Operation</b></p> <p>Monday – Friday, 7:00 a.m. – 7:00 p.m. CST Weekends and Holidays – 9 a.m. 12 p.m. CST</p>

	<b>RadMD Support</b> <a href="mailto:RadMDSupport@Evolent.com">RadMDSupport@Evolent.com</a>   1.800.327.0641
<b>TURNAROUND TIMES (TAT)</b>	<p><b>Superior Medicaid (STAR, STAR+PLUS, STAR Health)::</b></p> <ul style="list-style-type: none"> <li>Standard Request: 3 business days</li> <li>Expedited Request: 72 hours</li> </ul> <p><b>Ambetter:</b></p> <ul style="list-style-type: none"> <li>Standard Request: 3 calendar day</li> <li>Expedited Request: 72 hours</li> </ul> <p><b>Wellcare By Allwell (Medicare):</b></p> <ul style="list-style-type: none"> <li>Standard Request: 7 calendar days</li> <li>Expedited Request: 72 hours</li> </ul>
<b>RETROSPECTIVE AUTHORIZATIONS</b>	Retroactive requests for <b>Medicaid</b> members can be initiated within one (1) business day and will be considered urgent/emergent. Retroactive requests for <b>Ambetter</b> members are allowed within one (1) business day of date of service. Retro requests for are not allowed for <b>Wellcare By Allwell</b> members.
<b>POST-DETERMINATION</b>	Reconsideration, re-review, and re-opens are not allowed. Please refer to the provider appeals section below for post-determination options.
<b>PROVIDER APPEALS</b>	<p><b>Timeframe to Submit an Appeal:</b></p> <p><b>Superior Medicaid (STAR, STAR+PLUS, STAR Health):</b> Within 60 Calendar Days</p> <p><b>Ambetter:</b> Within 180 Calendar Days</p> <p><b>Wellcare By Allwell (Medicare):</b> Contact Wellcare By Allwell</p> <p><b>NOTE:</b> The “Initiate Appeal” option is located on the exam request verification details screen in RadMD. You will be prompted to answer clinical questions and upload additional clinical information.</p>
<b>VALIDITY PERIOD</b>	Authorizations are valid for thirty (30) Calendar Days from the date of service.
<b>EVOLENT PROVIDER SOLUTIONS</b>	<p>Please contact your Evolent Provider Engagement Manager with any questions and click the link below to learn more about the interventional cardiology program and to RSVP for an upcoming Evolent provider training: <a href="http://www.evolent.com/july-1-2025-cardiology-program-changes">www.evolent.com/july-1-2025-cardiology-program-changes</a></p> <p><b>Priscilla Singleton</b>   <a href="mailto:psingleton@evolent.com">psingleton@evolent.com</a>   1.314.387.5023</p>
<b>SUPERIOR PROVIDER SOLUTIONS</b>	<p>Please contact your <a href="#">Superior Provider Representative</a> for questions related to Superior’s processes, including but not limited to:</p> <ul style="list-style-type: none"> <li>Claims</li> <li>Complaints or Grievances about Superior</li> </ul>

<b>EVOLENT RESOURCES</b>	<p>Additional provider resources available on the Superior and Ambetter health plan pages in Evolent's <a href="#">RadMD</a> portal:</p> <ul style="list-style-type: none"> <li>• Program Details</li> <li>• Notification Letter</li> <li>• Frequently Asked Questions</li> <li>• Clinical Guidelines</li> <li>• ICD-HCPCS</li> </ul>
<b>EXCLUSIONS</b>	<ul style="list-style-type: none"> <li>• Clinical trials</li> <li>• Claims management</li> <li>• Emergent services</li> <li>• Non-elective inpatient services</li> <li>• Places of treatment and services not specifically listed as in-scope</li> <li>• Provider contracting</li> <li>• Services and CPT codes outside of defined scope</li> </ul>