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| <b>Program</b>   | <b>Interventional Pain Management (IPM)</b>  |
| <b>Service Area</b>  | <b>North Carolina</b>  |
| <b>Lines of Business (LOB)</b>                                       | <b>Partners Health Management Tailored Plan<br/>Medicaid</b>   |
| <b>Effective Date</b>  | <b>Effective April 1, 2026</b>   |
| <b>Evolut<br/>Interventional<br/>Pain Management<br/>(IPM) Scope</b> | <p><b>Places of Service:</b><br/> 11 - Provider office<br/> 19 - Outpatient hospital off-campus<br/> 22 - Outpatient on-campus<br/> 24 - Ambulatory surgical center</p> <p><b>Procedures:</b></p> <ul style="list-style-type: none"> <li>• Spinal Epidural Injections</li> <li>• Paravertebral Facet Joint Injections of Blocks</li> <li>• Paravertebral Facet Joint Denervation (Radiofrequency (RF) Neurolysis)</li> <li>• Sacroiliac Joint Injections</li> <li>• Sympathetic Nerve Blocks</li> </ul> <p><b>Authorization Required for:</b><br/> All planned/elective procedures listed, ordered by all provider specialties performed in the covered places of service.</p> <p><i><b>Evolut is delegated approvals and adverse determinations (denials).</b></i></p>  |
| <b>Authorization<br/>Process and<br/>Provider Support</b>            | <p><b>Ordering provider’s office must submit prior authorization requests to Evolut.</b></p> <ul style="list-style-type: none"> <li>• Via the Evolut <a href="#">RadMD</a> provider portal at <a href="https://evolent.com/provider-portal">evolent.com/provider-portal</a></li> <li>• Telephonic intake, physician discussions and authorization status inquiries: <ul style="list-style-type: none"> <li>○ 1.800.327.0639</li> </ul> </li> <li>• Contact information for the Evolut Provider Engagement Manager can be located on <a href="#">RADMD</a> on the “Partners Health Management” page within the Provider Resources section.</li> </ul> <p style="text-align: center;"><b>Hours of Operation</b><br/> Monday – Friday, 8:00 AM – 8:00 PM EST</p> <p style="text-align: center;"><b>RadMD Support</b><br/> <a href="mailto:RadMDSupport@Evolut.com">RadMDSupport@Evolut.com</a>   1.800.327.0641</p> |

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| <b>Turnaround Time (TAT)</b>         | Standard: 7 calendar days<br>Expedited: 72 calendar hours   |
| <b>Expedited Requests</b>            | 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.   |
| <b>Retrospective Authorizations</b>  | Retrospective requests are in scope for Evolent within 3 business days from the date of service.  |
| <b>Post Adverse Determination</b>    | <ul style="list-style-type: none"> <li>• Re-reviews are available, prior to submitting an appeal to the health plan, within 5 business days from the initial denial date.</li> <li>• Peer-to-Peer discussions are available for consultation purposes or to clarify existing documentation by calling Evolent’s call center at 1.800.327.0639.</li> </ul> |
| <b>Authorization Validity Period</b> | Authorizations are valid for 60 calendar days from the date of service.   |
| <b>Claims and Appeals</b>            | <ul style="list-style-type: none"> <li>• Providers should continue to submit their claims to the Health Plan, including Evolent’s authorization number.</li> <li>• Evolent is not delegated appeals. Directions to submit an appeal to the health plan are included in the denial notification.</li> </ul>  |
| <b>Evolent Resources</b>             | Resources available within <a href="#">RADMD</a> and located on the “Partners Health Management” page within the Provider Resources section: <ul style="list-style-type: none"> <li>• Evolent Scope of Service, CPT Utilization Matrix, Evolent Clinical Guidelines, Tip Sheets and Checklists</li> </ul>   |
| <b>Exclusions</b>                    | <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>   |