

<b>Program</b>	<b>Musculoskeletal Surgery (MSK)</b>
<b>Service Area</b>	<b>South Carolina</b>
<b>Health Plan</b>	<b>BlueChoice HealthPlan of South Carolina</b>
<b>Lines of Business (LOB)</b>	<ul style="list-style-type: none"> <li>• Commercial</li> <li>• Exchange</li> </ul>
<b>Evolut Musculoskeletal Surgery (MSK) Prior Authorization Scope</b>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Lumbar and cervical spine surgery</li> <li>• *Hip, knee and shoulder surgery (joint surgery) *Exchange members only</li> </ul> <p><b>Places of Service:</b></p> <p>19 - Outpatient off-campus  21 - Inpatient hospital (Elective professional services only)  22 - Outpatient on-campus  24 - Ambulatory surgical center</p> <p><b>Authorization Required for:</b>  All planned/elective services listed, ordered by all provider specialties performed in the covered places of service.</p> <p><b><i>Evolut 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 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>• Commercial/Exchange: 1.888.642.9181</li> </ul> </li> <li>• Contact information for the Evolut Provider Engagement Team can be located within <a href="#">RADMD</a> in the BlueChoice HealthPlan section within Provider Resources.</li> </ul> <p style="text-align: center;"><b>RadMD Support</b>  <a href="mailto:RadMDSupport@Evolut.com">RadMDSupport@Evolut.com</a>   1.800.327.0641</p>
<b>Evolut Turnaround Time (TAT)</b>	<p>Exchange and Commercial:</p> <ul style="list-style-type: none"> <li>• Standard Request: 2 business days</li> <li>• Expedited Request: 2 business days</li> </ul>

<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>	Once a denial determination has been made, if the office has new or additional information to provide, a reconsideration can be initiated by uploading via RadMD or faxing (using the case specific fax cover sheet) additional clinical information to support the request. A reconsideration must be initiated within 7 business days from the date of denial and prior to submitting a formal appeal through the health plan.
<b>Authorization Validity Period</b>	Outpatient authorizations are valid for 30 days from the date of service. Inpatient authorizations are valid for 3 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 BlueChoice HealthPlan including Evolent’s authorization number.</li> <li>• Evolent is not delegated appeals. Appeals should be initiated through BlueChoice HealthPlan.</li> </ul>
<b>Evolent Resources</b>	<p>Resources available under the BlueChoice HealthPlan health plan page in Evolent’s <a href="#">RadMD</a> portal:</p> <ul style="list-style-type: none"> <li>• Clinical Guidelines</li> <li>• Scope of Service</li> <li>• Tip Sheets and Checklists</li> <li>• Utilization Review Matrix</li> </ul>
<b>Evolent 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>