

Evolent
Authorization Process for Expedited Urgent Requests

Since 2016, Evolent (formerly National Imaging Associates, Inc.) has helped hundreds of Presbyterian Health Plan, Inc. (Presbyterian) members receive clinically appropriate imaging studies, helping ensure they avoid unnecessary exposure to harmful radiation and making it far less likely that patients will be subjected to “false positive” findings that can jeopardize the safety of the members we are entrusted to serve.

For Evolent to properly recognize an urgent or emergent situation, we need to be aware of the member’s specific clinical situation and the indications described must meet the definition of an urgent or emergent condition. We encourage providers to contact us at 1-866-236-8717 to initiate an expedited prior authorization request.

When contacting Evolent, please be prepared to provide clinical details that would justify an expedited review:

- Symptoms and their duration
- Physical exam findings
- Treatments or procedures already completed

Expedited/Urgent Review Process

The expedited/urgent review process is intended for the evaluation of a condition that requires prompt medical intervention to prevent additional consequences to the health/wellbeing of the member. Conditions that demonstrate a requirement for prompt medical attention include, **but are not limited to:**

- Any condition that cannot be postponed for a period of time (24 hours) without risking progression to an emergent condition.
- Any condition that cannot be postponed for a period of time (24 hours) without risking loss of life, limb or risk of permanent disability
- Any condition that in the opinion of a physician with knowledge of the member’s medical condition would subject the member to severe pain that cannot be adequately managed without the care or treatment that is the subject of the case

If your office has additional training needs related to any aspect of the outpatient Medical Specialty Solutions program for Presbyterian members or requires assistance navigating the authorization process, please feel free to contact your Evolent Provider Relations manager:

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