



December 7<sup>th</sup>, 2015

Dear Colleague:

eviCore healthcare is pleased to announce its partnership with Health New England to provide authorization services for members enrolled in Health New England programs.

Effective February 1<sup>st</sup>, 2016 Health New England members will require prior authorization from eviCore healthcare for dates of service beginning February 1<sup>st</sup>, 2016. Services performed without authorization may be denied for payment, and you may not seek reimbursement from members.

Authorization is required for:

- ✓ Sleep Diagnostics
- ✓ PAP Therapy Devices and Supplies

Services performed in conjunction with an inpatient stay, 23 hour observation, or emergency room visit are not subject to authorization requirements.

**To request an authorization, submit your request online, by phone or fax:**

- Log onto [www.carecorenational.com](http://www.carecorenational.com)
- Call us at 1-888-693-3211
- Fax a eviCore healthcare request form (available online) to 1-888-693-3210

**For urgent requests:** If services are required in less than 48 hours due to medically urgent conditions, please call our toll-free number for expedited authorization reviews. Be sure to tell our representative the authorization is for medically urgent care.

We recommend that ordering physicians secure authorizations and pass the authorization numbers to the rendering facilities at the time of scheduling. Authorizations contain authorization numbers and one or more CPT codes specific to the services authorized. If the service requested is different than what is authorized, the rendering facility must contact us for review and authorization prior to claim submission.

**Have questions about requesting authorizations?** Attend our online orientation! The orientation schedule and program training resources are available at <https://www.carecorenational.com/page/Health-New-England-Sleep-Implementation.aspx>. eviCore healthcare's criteria and request forms are available at [www.carecorenational.com](http://www.carecorenational.com). Please call our Customer Service department at 1-877-595-4517 if you have any questions or need more information.

Sincerely,

Gregg P. Allen, M.D.  
Chief Medical Officer  
eviCore healthcare