

Utilization Management Services

WellCare Health Plans, Inc. collaborates with eviCore (CareCore National) on prior authorization for certain outpatient procedures. This collaboration supports our commitment to provide members with medically necessary covered services at the right time and in the right setting.

eviCore is one of WellCare's largest vendors. It provides Utilization Management services for these programs: Radiology, Cardiology, Sleep Management, Musculoskeletal (Pain) Management and Physical/Occupational Therapy, and Lab Management. eviCore reviews for medical necessity based on the member's individual needs by using criteria approved by our Medical Policy Committee, which uses evidence-based practice. This helps eviCore reduce unexplained practice variation and unnecessary visits, promote functionally oriented and measurable treatment programs, focus on skilled, medically necessary treatment and support patient-centered care based on best available evidence.

All out-of-network medically necessary requests are sent to WellCare for final determination. When WellCare's medical director denies a request for authorization, WellCare will send you a letter. eviCore sends all other letters using WellCare's templates.

The clinical review process – If an ordering physician does not receive a medical necessity determination and authorization number from eviCore before performing a non-emergent procedure, the provider's claims may not be reimbursed. You can request authorization directly from eviCore before rendering services by calling **1-888-333-8641**, Monday–Friday, 7 a.m. to 7 p.m. Or you can go to www.carecorenational.com. Using the web is preferred. An expert physician review board vetted the review criteria that eviCore medical directors use to ensure that the criteria are in line with published research and guidelines from medical specialty societies. You can view the coverage criteria at www.carecorenational.com.

Your time is valuable! So please take advantage of eviCore's quick and easy online authorization service. Most cases can be completed online within four minutes. By using the online service, you avoid waiting on the phone. In addition, you can use the online service 24 hours a day, seven days a week. To minimize the need for further review by an eviCore clinical nurse or medical director, please have the patient's chart ready when calling so you can easily provide the following:

- Insurance information
- Member information (name, ID number, DOB)
- Ordering/requesting provider information (name, address, TIN/UPIN/NPI)
- Servicing provider information (name, address where test is to be performed)
- CPT and ICD-10 Code(s)
- Patient history including signs and symptoms
- Results of previous studies and treatments as applicable
- Treatment plan
- Lab medical necessity review requires:
 - Relevant patient and family history including onset dates
 - How test results will be used in this patient's care

We regularly post and update information about the program on our provider website. We communicate program changes that impact our provider manual via web bulletins and our provider newsletters.

Visit the WellCare websites below for information about WellCare's policies and procedures. Call a WellCare Provider Services representative Monday–Friday, 8 a.m. to 5 p.m. at the state-specific numbers listed below.

WellCare of Maine, Inc. (Medicare HMO)	1-866-422-5009
American Progressive Life & Health Insurance Company of NY/ME (Medicare PPO)	
American Progressive Life & Health Insurance Company of NY/ME (Medicare PFFS)	1-866-568-8921
WellCare of Maine, Inc. (Duals/DSNP Medicare HMO)	1-855-538-0454

WellCare of New York, Inc. (Duals/DSNP & Medicare HMO)	1-855-538-0454
American Progressive Life & Health Insurance Company of NY (PPO)	1-866-422-5009
American Progressive Life & Health Insurance Company of NY (PFFS)	1-866-568-8921

Select Care of Texas	1-866-230-2513
Select Care of Texas (IPA: KLSY)	
Select Care Health Plan	1-800-958-2707
WellCare of Texas & All DSNP Providers	1-855-538-0454

Thank you for all you do to provide quality care to our members.

Sincerely,

WellCare Health Plans, Inc.