

August 1, 2020

Dear Colleague:

To enhance efficiency and align all lines of business for Aetna Better Health of Texas please note the most recent change that will be effective September 1, 2020. Our STAR Kids members will require prior authorization from eviCore for dates of service beginning September 1, 2020. Services performed without authorization may not be reimbursed for the healthcare services listed below, and you may not seek reimbursement from members. Currently, STAR and CHIP members follow this process.

Authorization is required for:

- CT/CTA
- MRI/MRS/MRA
- PET Scans
- OB-
Ultrasounds
- Cardiology

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:

- Log onto www.evicore.com/pages/ProviderLogin.aspx
- Call us at **1-888-693-3211** for urgent requests.

If services are required in less than 48 hours due to medically urgent conditions, please submit a request online at www.evicore.com and indicate that the procedure is NOT routine/standard. Providers can also request urgent requests by calling our toll-free number at **1-888-693-3211**. Be sure to tell our representative that the request is for medically urgent care.

We recommend that ordering physicians request authorization and pass the approval information to the rendering facilities at the time of scheduling. Authorizations contain approval numbers and one or more CPT codes specific to the services authorized. If the service performed is different than what was initially authorized, the rendering facility must contact eviCore to make revisions and authorization prior to claim submission.

Have questions about requesting authorizations? Attend our online orientation sessions. The orientation schedule and program training resources are available at: [AetnaBetterHealth.com/Texas/providers/info](https://www.aetna.com/better-health/texas/providers/info). Please also use the same link to access the “contact us” section of our website to request training from our Provider Relations department. Requests can also be sent via email at TXPROVIDERENROLLMENT@aetna.com--include “Training Request” in the subject line.

eviCore healthcare’s Clinical Guidelines and request forms are available at: www.evicore.com.

Please call the Client and Provider Services department at **1-800 646-0418** (Option 4) if you have any questions or need more information.

Sincerely,
eviCore healthcare and Aetna Better Health of Texas