



Frequently Asked Questions

Moda Health (Moda) has partnered with eviCore healthcare (eviCore) on a variety of solutions to ensure members get the right care when and where it's needed. Following are some of the most common questions we receive from members.

What does eviCore do for Moda?

eviCore helps Moda members avoid unnecessary care that is costly and potentially unsafe by applying the latest evidence-based clinical guidelines through a process sometimes referred to as Prior Authorization. (To learn more about how this process works, [click here](#).) eviCore's professionals support Moda members with solutions in advanced imaging (including tests like MRIs, CTs, and PET scans), oncology, lab testing, radiation therapy, and specialty drugs. ([For a more detailed description of the solutions, click here](#).)

Why do we need these solutions?

The need for Prior Authorization—to rein-in inappropriate, potentially unsafe care and unnecessary costs—is vital. Medical error is the third-leading cause of death in the United States, taking the lives of more than 250,000 people each year. Additionally, doctors estimate that 21 percent of dispensed medical care is unnecessary, according to a survey published in September 2017 in the scientific journal [PLOS ONE](#), and numerous studies have confirmed serious challenges posed by inappropriate treatment across disciplines. eviCore's solutions are designed to help patients get all the care they need, and none that they don't.

How does eviCore determine what care is evidence-based and medically appropriate?

eviCore applies the latest evidence-based guidelines, which are fully transparent and based on criteria from medical societies such as the American College of Cardiology and the American College of Radiology, as well as scientific evidence from recently published, peer-reviewed medical literature. eviCore's [clinical guidelines](#) are intended to support sound medical judgment, not replace it. Only an eviCore medical director or therapist can make the determination that care doesn't meet evidence-based guidelines and is medically inappropriate. While evidence-based guidelines are generally developed from large-scale studies and statistics, eviCore provides ready, clear channels, including peer reviews and appeals, by which healthcare providers can advocate for a patient's unique circumstances or needs.





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Do I have to make the Prior Authorization request myself?

No, the request will be made by your healthcare provider.

Will the eviCore solutions slow down my ability to get care?

No. eviCore has technologies and processes in place to ensure determinations are made as quickly and easily as possible. Across all intake methods, more than 96% of initial requests are determined within 2 business days, and more than 97% of approved requests are reached within 2 business days. Additionally, eviCore's solutions are only for non-emergency care, so there is never a Prior Authorization requirement applied in emergency circumstances.

Are the evidence-based clinical guidelines eviCore uses available to review?

eviCore is committed to transparency for both patients and their healthcare providers. Its evidence-based clinical guidelines are publicly available to anyone on the [eviCore website](#).

What happens if a test, treatment or procedure my healthcare provider orders isn't approved?

If the request from your healthcare provider doesn't meet the evidence-based clinical guidelines, you'll receive a letter from eviCore letting you know it wasn't approved and why. The "why" will include a reference to the clinical guidelines in question, which are completely transparent and available on eviCore's website for your review. Sometimes these letters may include an alternative course of action that would better meet the guidelines. If you'd like further review of the initial request, you can ask your healthcare provider to set up a peer-to-peer discussion with one of eviCore's medical directors, or you can formally appeal the decision through Moda Health. For more detail on what to do in this situation, please click [here](#).

