



# What to Do if Your Prior Authorization Request Isn't Approved

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.

Sometimes the tests, treatments, or procedures ordered by your healthcare provider are required to undergo a process called Prior Authorization. This process is needed because we don't always get care that's backed by the latest scientific evidence, which can be both unsafe and expensive. eviCore's team has more than 300 physicians and 800 nurses whose sole job is to protect your health and your wallet by making sure your care meets the most up-to-date, evidence-based clinical guidelines.

**While the majority of requested tests, treatments, and procedures are approved, what happens when one isn't?**

First, it's helpful to understand some of the most common reasons that a test, treatment, or procedure might not be approved:

- More clinical information is needed: Sometimes eviCore needs more clinical information from your healthcare provider, like medical history or tests you've already had, to determine if the request meets the latest evidence-based clinical guidelines.
- A more conservative therapy should be tried first: Evidence-based clinical guidelines often advise trying more conservative solutions, such as rest, ice, or elevation, before moving on to more invasive options that involve scans, scopes, or needles.
- A precursor test is needed: In some cases, the order of treatment requires that a precursor test – such as an ultrasound or x-ray – should always be tried prior to a more complicated procedure like advanced imaging (e.g., an MRI or a CT scan) or surgery.

**Navigating the Letter from eviCore**

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 the letter may include an alternative course of action that would better meet the guidelines. To comply with certain health and regulatory requirements, these letters can sometimes be a bit wordy and confusing, so in basic terms we present the following options as potential next steps.

## Schedule a Clinical Consultation

If you want additional review of the original request, you can ask your healthcare provider to set up a clinical consultation with one of eviCore's medical directors educated in your provider's specialty. This will allow for the exchange of additional clinical information about your situation without requiring the "red tape" of a formal appeal, and often results in a more informed decision about whether a certain test, treatment, or procedure is the right one. While this conversation must be conducted by your provider, he or she can easily schedule it online here for a time that's convenient.

## Formally Appeal a Decision

The letter will also outline how you can formally appeal the decision through a process with Moda. It provides detail on the steps and process that are necessary to lodge an appeal. Unlike the clinical consultation with your provider, this process can be undertaken by the health plan member directly, but it can take longer and involve more steps.





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## The Prior Authorization Process:

