

To all beneficiaries enrolled in a Prepaid Health Plan (PHP): for questions about benefits and services available on or after November 1, 2019, please contact your PHP.

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Related Clinical Coverage Policies

Refer to <https://medicaid.ncdhhs.gov/> for the related coverage policies listed below:

1E-6, *Pregnancy Medical Home*

1E-4, *Fetal Surveillance*

1.0 Description of the Procedure, Product, or Service

NC Medicaid (Medicaid) requires prior approval (PA) for certain outpatient non-emergent imaging services. This imaging management program determines clinical appropriateness for the usage of imaging technology by providing guidelines for application and use based on expert information and evidence-based data.

Evicore, a National Committee for Quality Assurance (NCQA)–certified Company, based in Nashville, Tennessee, administers this program.

For implementation dates for prior approval, refer to **Attachment A, Table I**.

For a complete list of imaging procedures requiring prior approval, refer to **Attachment B, High Tech Imaging and Ultrasound Procedure Codes**.

1.1 Definitions

None Apply.

2.0 Eligibility Requirements

2.1 Provisions

2.1.1 General

(The term “General” found throughout this policy applies to all Medicaid and NCHC policies)

- a. An eligible beneficiary shall be enrolled in either:
 1. the NC Medicaid Program (*Medicaid is NC Medicaid program, unless context clearly indicates otherwise*); or
 2. the NC Health Choice (*NCHC is NC Health Choice program, unless context clearly indicates otherwise*) Program on the date of service and shall meet the criteria in **Section 3.0 of this policy**.
- b. Provider(s) shall verify each Medicaid or NCHC beneficiary’s eligibility each time a service is rendered.
- c. The Medicaid beneficiary may have service restrictions due to their eligibility category that would make them ineligible for this service.
- d. Following is only one of the eligibility and other requirements for participation in the NCHC Program under GS 108A-70.21(a): Children must be between the ages of 6 through 18.

2.1.2 Specific

(The term “Specific” found throughout this policy only applies to this policy)

a. **Medicaid**

None Apply.

b. **NCHC**

North Carolina Health Choice (NCHC) beneficiaries do not require prior approval for imaging services and are excluded from this policy.

2.2 Special Provisions

2.2.1 EPSDT Special Provision: Exception to Policy Limitations for a Medicaid Beneficiary under 21 Years of Age

a. **42 U.S.C. § 1396d(r) [1905(r) of the Social Security Act]**

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) is a federal Medicaid requirement that requires the state Medicaid agency to cover services, products, or procedures for Medicaid beneficiary under 21 years of age **if** the service is **medically necessary health care** to correct or ameliorate a defect, physical or mental illness, or a condition [health problem] identified through a screening examination (includes any evaluation by a physician or other licensed practitioner).

This means EPSDT covers most of the medical or remedial care a child needs to improve or maintain his or her health in the best condition possible, compensate for a health problem, prevent it from worsening, or prevent the development of additional health problems.

Medically necessary services will be provided in the most economic mode, as long as the treatment made available is similarly efficacious to the service requested by the beneficiary’s physician, therapist, or other licensed practitioner; the determination process does not delay the delivery of the needed service; and the determination does not limit the beneficiary’s right to a free choice of providers.

EPSDT does not require the state Medicaid agency to provide any service, product or procedure:

1. that is unsafe, ineffective, or experimental or investigational.
2. that is not medical in nature or not generally recognized as an accepted method of medical practice or treatment.

Service limitations on scope, amount, duration, frequency, location of service, and other specific criteria described in clinical coverage policies may be exceeded or may not apply as long as the provider’s documentation shows that the requested service is medically necessary “to correct or ameliorate a defect, physical or mental illness, or a condition” [health problem]; that is, provider documentation shows how the service, product, or procedure meets all EPSDT criteria, including to correct or improve or maintain the beneficiary’s health in the best condition possible, compensate for a health problem, prevent it from worsening, or prevent the development of additional health problems.

b. EPSDT and Prior Approval Requirements

1. If the service, product, or procedure requires prior approval, the fact that the beneficiary is under 21 years of age does **NOT** eliminate the requirement for prior approval.
2. **IMPORTANT ADDITIONAL INFORMATION** about EPSDT and prior approval is found in the *NCTracks Provider Claims and Billing Assistance Guide*, and on the EPSDT provider page. The Web addresses are specified below.

NCTracks Provider Claims and Billing Assistance Guide:

<https://www.nctracks.nc.gov/content/public/providers/provider-manuals.html>

EPSDT provider page: <https://medicaid.ncdhhs.gov/>

2.2.2 EPSDT does not apply to NCHC beneficiaries

2.2.3 Health Choice Special Provision for a Health Choice Beneficiary age 6 through 18 years of age

NC Medicaid shall deny the claim for coverage for an NCHC beneficiary who does not meet the criteria within **Section 3.0** of this policy. Only services included under the NCHC State Plan and the NC Medicaid clinical coverage policies, service definitions, or billing codes are covered for an NCHC beneficiary.

3.0 When the Procedure, Product, or Service Is Covered

Note: Refer to Subsection 2.2.1 regarding EPSDT Exception to Policy Limitations for a Medicaid Beneficiary under 21 Years of Age.

3.1 General Criteria Covered

Medicaid and NCHC shall cover the procedure, product, or service related to this policy when medically necessary, and:

- a. the procedure, product, or service is individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of the beneficiary's needs;
- b. the procedure, product, or service can be safely furnished, and no equally effective and more conservative or less costly treatment is available statewide; and
- c. the procedure, product, or service is furnished in a manner not primarily intended for the convenience of the beneficiary, the beneficiary's caretaker, or the provider.

3.2 Specific Criteria Covered

3.2.1 Specific criteria covered by both Medicaid and NCHC

None Apply.

3.2.2 Medicaid Additional Criteria Covered

Pregnancy Medical Home Providers

- a. Providers enrolled in the Pregnancy Medical Home are no longer required to register the following obstetrical ultrasounds with eviCore within 5 business days of the date the procedure was performed:

76801	76818
76802	76819
76805	76820
76810	76821
76811	76825
76812	76826
76813	76827
76814	76828
76815	
76816	
76817	

Note: Refer to clinical coverage policy 1E-6, *Pregnancy Medical Home* at <https://medicaid.ncdhhs.gov/>, for information on obstetric ultrasounds in the pregnancy medical home project.

Refer to **Attachment B**, High Tech Imaging and Ultrasound Procedure Codes, for a list of imaging procedures that require prior approval.

Clinical guidelines used to establish prior approval are available by visiting the eviCore website at <http://www.MedSolutionsOnline.com> or by calling eviCore at (888) 693-3211.

Refer to **Section 5.0, Requirements for and Limitations on Coverage**, for prior approval criteria, exemptions, and procedures.

3.2.3 NCHC Additional Criteria Covered

None Apply.

4.0 When the Procedure, Product, or Service Is Not Covered

Note: Refer to Subsection 2.2.1 regarding EPSDT Exception to Policy Limitations for Medicaid Beneficiaries under 21 Years of Age.

4.1 General Criteria Not Covered

Medicaid and NCHC shall not cover the procedure, product, or service related to this policy when:

- the beneficiary does not meet the eligibility requirements listed in **Section 2.0**;
- the beneficiary does not meet the criteria listed in **Section 3.0**;
- the procedure, product, or service duplicates another provider's procedure, product, or service; or

- d. the procedure, product, or service is experimental, investigational, or part of a clinical trial.

4.2 Specific Criteria Not Covered

4.2.1 Specific Criteria Not Covered by both Medicaid and NCHC

None Apply.

4.2.2 Medicaid Additional Criteria Not Covered

For specific information on obstetrical ultrasounds, refer to **Attachment C**.

Note: Refer to clinical coverage policy 1E-6, *Pregnancy Medical Home* at <https://medicaid.ncdhhs.gov/>, for information on obstetric ultrasounds in the pregnancy medical home project.

4.2.3 NCHC Additional Criteria Not Covered

- a. NCGS § 108A-70.21(b) “Except as otherwise provided for eligibility, fees, deductibles, copayments, and other cost sharing charges, health benefits coverage provided to children eligible under the Program shall be equivalent to coverage provided for dependents under North Carolina Medicaid Program except for the following:
 - 1. No services for long-term care.
 - 2. No nonemergency medical transportation.
 - 3. No EPSDT.
 - 4. Dental services shall be provided on a restricted basis in accordance with criteria adopted by the Department to implement this subsection.”

5.0 Requirements for and Limitations on Coverage

Note: Refer to Subsection 2.2.1 regarding EPSDT Exception to Policy Limitations for Medicaid Beneficiaries under 21 Years of Age.

5.1 Prior Approval

Prior Approval Imaging procedures listed in **Attachment B, High Tech Imaging and Ultrasound Procedure Codes** require prior approval, with the exceptions detailed below. Prior approval signifies medical necessity only; it does not address the beneficiary’s eligibility or guarantee claim payment.

5.1.1 Exemptions

- a. Imaging procedures performed in the following *situations* are exempt from the prior approval requirement:
 - 1. During an inpatient hospitalization.
 - 2. During an observation stay (this includes labor and delivery observation stay).
 - 3. During an emergency room visit.
 - 4. During an urgent care visit (only for urgent care, not primary care).
 - 5. As a referral from a hospital emergency department or an urgent care facility.

6. As an emergency procedure.

Note: Procedures that are exempt from the prior approval requirement must meet current North Carolina Medicaid policies that define medical necessity criteria and unit limitations for claims payment. Bypassing prior approval by having the procedures performed in the emergency room is not a guarantee of payment.

- b. Outpatient imaging services other than those indicated in **Attachment B, High Tech Imaging and Ultrasound Procedure Codes** are exempt from the prior approval requirement.
- c. Services provided to the following *beneficiaries* **do not** require prior approval (these beneficiaries will be identified as “non-delegated” and the option to create an authorization request will be unavailable):
 - 1. Beneficiaries who are dually eligible (for Medicare and Medicaid)
 - 2. Beneficiaries who are covered by one of the following third-party insurance:
 - A. Major Medical Coverage.
 - B. Indemnity Coverage.
 - C. Basic Medicare Supplement.
 - 3. Beneficiaries enrolled in the following Medicaid programs:
 - A. Program of All-Inclusive Care for the Elderly (PACE).
 - B. NCHC.
 - C. Family Planning Waiver.
 - D. Health Insurance Payment Plan (HIPP).
 - E. Aid to the Aged.
 - F. Special Assistance for the Blind.
 - G. Special Assistance to the Aged.
 - 4. Refugees.
 - 5. Beneficiaries with emergency coverage for approved dates of service.
 - 6. Medicaid for Pregnant Women

Note: Refer to clinical coverage policy 1E-6, *Pregnancy Medical Home* at <https://medicaid.ncdhhs.gov/>, for information on obstetric ultrasounds in the pregnancy medical home project.

5.1.2 Responsibility

The ordering physician or non-physician practitioner is responsible for obtaining prior approval. A rendering facility may request prior approval if the facility has the clinical information necessary to support the requested imaging.

The providers rendering the imaging procedure shall verify that the ordering physician or non-physician practitioner has obtained prior approval before scheduling the procedure. Verification may be obtained by visiting eviCore’s website at <https://myportal.medsolutions.com> or by calling eviCore at 888-693-3211.

Reading radiologists who submit claims with the professional component (modifier 26) for imaging services indicated in **Attachment B** are subject to

authorization requirements equal to the facility that rendered the imaging service and submitted claims with the technical component (modifier TC). Prior approval obtained for a service covers both the technical and professional components.

Failure to obtain and verify prior approval may result in nonpayment of the claim. Providers shall not bill beneficiaries in such a situation.

5.2 Prior Approval Procedures

The provider(s) shall submit to the Department of Health and Human Services (DHHS) Utilization Review Contractor the following:

- a. the prior approval request;
- b. all health records and any other records that support the beneficiary has met the specific criteria in **Subsection 3.2** of this policy; and
- c. if the Medicaid beneficiary is under 21 years of age, information supporting that all EPSDT criteria are met and evidence-based literature supporting the request, if available.

5.2.1 Ordering Provider

For routine prior approval requests, the ordering physician or non-physician practitioner shall contact eviCore with the required medical information prior to the procedures being scheduled and performed. The ordering provider and the requested rendering provider must be a North Carolina Medicaid enrolled provider with the Division. The individual ordering provider's NPI number should be used. Do not use the ordering group NPI or tax ID number. Only an individual provider can request the prior approval. To locate a rendering facility, search the eviCore database by name, group NPI or tax ID number.

To verify the individual provider's NPI, address or phone numbers that Medicaid has on file, go to <https://medicaid.ncdhhs.gov/>. If the address or other information needs to be updated or if the provider is not enrolled with Medicaid, go to the CSRA NC Tracks website at <http://www.nctracks.nc.gov/provider/cis.html>.

For trouble locating the beneficiary or the provider in the system, fill in one identifier and search for the provider or beneficiary. Do not fill in all the blanks. The eviCore Call Center is available from 8:00 a.m. to 9:00 p.m. (EST) at 1-888-693-3211. For continuing issues, contact the Provider Assistance Desk at 1-800-575-4517, option 2.

5.2.2 Submission of Prior Approval Requests

Prior approval requests for outpatient non-emergent diagnostic imaging procedures may be submitted through eviCore's secure website <https://myportal.medsolutions.com>, 24 hours a day, 7 days a week. Prior approval requests may also be made to eviCore by telephone (888-693-3211) or by fax (888-693-3210) during normal business hours (8:00 a.m. to 9:00 p.m. EST).

The following information is required when requesting prior approval:

- a. The beneficiary's name, address, date of birth, and Medicaid ID number.

- b. Enrolled ordering physician or non-physician practitioner name and contact information.
- c. Enrolled facility at which the study is requested to be performed.
- d. Beneficiary's history and diagnosis, including related surgeries.
- e. Previously performed tests, lab work, and imaging related to this diagnosis, and their results.
- f. Notes from the beneficiary's last visit related to the diagnosis.
- g. Type and duration of medical and surgical treatment performed to date for the diagnosis.
- h. Reason for the study (ICD-10-CM diagnosis code or diagnosis description).
- i. CPT code(s) for requested procedures.
- j. The provider's fax number.

5.2.3 Approval or Denial of the Request

Upon receipt of the request, eviCore shall approve or deny the request or request additional information within 5 business days for non-emergent request and 2 business days for urgent requests or as required by federal or state regulations. If additional information is requested, the provider will be notified and will have 10 business days to submit the information. If the additional information is not received as specified by the notice, the request will be denied.

- a. If the request is approved, eviCore shall fax an authorization number to the ordering physician and requested facility. The prior approval number is an 8-digit alphanumeric number. Imaging providers shall document and archive prior approval numbers. The prior approval is valid for **30** calendar days from the date of issue. The authorization number is not required on the claim.
- b. If the request is denied, eviCore shall notify the ordering physician, requested facility, and the beneficiary in writing in accordance with the Division's beneficiary notices procedure and shall provide a rationale for the determination within five business days of the request.
- c. The prior approval requirement includes the specific facility performing the imaging study and the exact CPT code or codes for diagnostic imaging. Contact eviCore for changes to either (refer to **Subsections 5.3.3** and **5.3.4**).

5.3 Retroactive Beneficiary Eligibility or Changes to Approved Procedure

5.3.1 Retroactive Beneficiary Eligibility

eviCore will accept retroactive requests for beneficiaries who obtain Medicaid retroactively. eviCore will accept these requests up to 12 months from the date of service. Providers shall fill out the NC DMA Retro Request Fax Form (located at <https://myportal.medsolutions.com>). Include evidence of retroactive eligibility and clinical information to support medical appropriateness, and fax the request to eviCore at (888) 693-3210.

This process will also include beneficiaries with presumptive eligibility. Once the beneficiary is issued a Medicaid number, the provider shall follow the same procedure as described above.

Examples of evidence of retroactive eligibility include:

- a. If the beneficiary does not have Medicaid when seen by the provider and then later provides the Medicaid card, the issue date of the card should document retroactivity. Attach a copy of the Medicaid card to the Retro Request Fax Form.
- b. Print a copy of the verification that the beneficiary does not have Medicaid at each visit. When Medicaid is approved, verification will be on the screen with the date of implementation. Attach copies of these verifications to the Retro Request Fax Form.

5.3.2 Misrepresentation of Medicaid

eviCore will accept retroactive requests for beneficiaries who misrepresented their Medicaid coverage on the date of service. This would include beneficiaries who failed to tell the provider of Medicaid coverage and beneficiaries who did not have their Medicaid information. Providers shall fill out the NC DMA Retro Request Fax Form (located at <https://myportal.medsolutions.com>). eviCore will accept retroactive requests for beneficiaries who obtain Medicaid retroactively. eviCore will accept these requests up to 12 months from the date of service. Providers shall fill out the NC DMA Retro Request Fax Form (located at <https://myportal.medsolutions.com>). Include evidence of registration error and clinical information to support medical appropriateness, and fax the request to eviCore at (888) 693-3210.

5.3.3 CPT Code Mismatches

When a radiologist's opinion warrants an imaging procedure different from what has been authorized, the rendering facility shall contact eviCore for review and authorization prior to claim submission.

- a. Higher Intensity Procedure or Additional Procedures Performed:

Requests for approval of higher intensity CPT codes (such as moving from a CT without contrast to a CT without and with contrast) or additional CPT codes will require clinical appropriateness review and approval. This can be accomplished by any one of the following methods.

1. Before the date of service, call (888-693-3211) or fax (888-693-3210) eviCore with the clinical information supporting the code change request;

After the date of service, fill out the NC DMA Retro Request Fax Form (located at <https://myportal.medsolutions.com>), include a copy of the imaging study or studies report(s) and clinical information to support medical appropriateness, and fax the request to eviCore at (888) 693-3210. This must be submitted within 3 business days after the date of service.

- b. Lower Intensity Procedure Performed:

Before November 30, 2010	If a beneficiary is authorized for a procedure of higher intensity, but the radiologist determines that a procedure of lower intensity in the same contrast family should be done, the facility or the ordering physician's office shall notify eviCore by any one of the following methods.	1. Call eviCore (888-693-3211) with the code change request; or 2. Send a secure e-mail containing the authorization number and CPT "down-code" change to AuthChange@eviCore.com prior to filing the claim; or 3. Fill out the NC DMA Retro Request Fax Form located at https://myportal.medsolutions.com and fax the request to eviCore at (888) 693-3210. There is no time limit for notifying <u>eviCore</u> that a lower intensity procedure was performed, but until the code is changed in the Medicaid system, the claim will deny. Clinical appropriateness review is not required for down-coding requests.
On or after December 1, 2010	A provider can bill a "lesser intensity" procedure code from the same contrast family of the code that had been approved by eviCore. The system will match the claim detail to an approved authorization that contains a procedure code within the same contrast family of the procedure code billed. Claim details, when the billed procedure code is the same or of lesser intensity than the authorized procedure, will be reimbursed as billed. Claim details, when the billed procedure code is of greater intensity than the authorized procedure code, will be denied.	This applies to CT, MRI, and MRA scans only. A list of contrast family procedure reduction codes is located in Attachment D of this document.

5.3.4 Facility Location Mismatch

If there is a change in the facility performing the imaging study, the rendering facility shall notify eviCore by any one of the following methods.

- a. Call eviCore (888-693-3211) with the facility change request; or
- b. Send a secure e-mail containing the authorization number and "change of facility" to AuthChange@eviCore.com prior to filing the claim; or
- c. Fill out the NC DMA Retro Request Fax Form, include a copy of the imaging study or studies report(s) to document location of services, and fax the request to eviCore at (888) 693-3210.

There is no time limit for notifying eviCore of a change in facility, but until the facility is changed in the Medicaid system, the claim will deny.

Note: The facility must be a Medicaid enrolled site and must have been approved by eviCore's Accuracy Management as a participating provider (refer to **Subsection 6.1**).

5.4 Urgent Procedures

When imaging is required in less than 48 hours due to a medically urgent condition, the ordering physician shall call eviCore (888-693-3211) with the required medical information prior to scheduling and performing the procedure. eviCore shall expedite the review process. Please indicate clearly that the authorization is for medically urgent care. eviCore shall not accept an urgent request by their secure website or by fax.

5.5 Retrospective Requests

Requests made after service performance (retrospective requests) will be permitted only in cases where imaging is clinically urgent.

Retrospective requests for cases that are clinically urgent can be submitted up to and including two business days after the service was performed. The ordering physician shall call eviCore (888-693-3211) with the required medical information. Authorizations on retrospective requests are valid for the date of service only. Requests will be denied that are submitted beyond the established time limit, or if medical necessity and clinical urgency are not met.

5.6 Adverse Decisions

eviCore shall notify the ordering physician and requesting facility in writing of a denial and provide a rationale for the determination within five business days of the request. The provider may do a peer-to-peer and reconsideration request on the same denial, but both must be requested within five business days of the date of the denial.

5.6.1 Peer-to-Peer Consultation

eviCore offers the ordering physician or non-physician practitioner a consultation with a eviCore's Medical Director on a peer-to-peer basis to discuss the clinical indications of the case and decide the appropriate imaging for the beneficiary.

Providers may initiate a peer-to-peer discussion with an eviCore physician about any prior approval decision by calling eviCore at 888-693-3211 during normal business hours, or as required by federal or state regulations. Requests for a peer-to-peer consultation without a formal appeal will be accepted for five business days following the date of eviCore's adverse decision. eviCore shall schedule the consultation within one business day and either uphold or overturn the initial adverse decision within two business days following the consultation. The provider will be notified in writing of the decision.

5.6.2 Reconsideration Request Based on Additional Information

The ordering physician or non-physician practitioner may elect to provide additional supporting clinical information in support of a reconsideration request of the original denial decision. The reconsideration request and the complete additional clinical information must be received within five business days following the date of eviCore's adverse decision. eviCore's medical director shall review the request and additional clinical information and either uphold or

overturn the initial adverse decision within two business days of receipt. The provider will be notified in writing of the decision.

5.7 Beneficiary Appeals

eviCore shall notify the beneficiary or legal representative of the adverse decision in writing and provide appeal rights, in accordance with the Division's current beneficiary notices procedure.

5.8 Claims Submission

For information on claim submission, refer to **Attachment A**.

Providers shall submit the claim to the Medicaid designated vendor or agent for adjudication. The authorization number is not required on the claim.

Prior approval signifies medical necessity only; it does not address the beneficiary's eligibility or guarantee claim payment.

6.0 Provider(s) Eligible to Bill for the Procedure, Product, or Service

To be eligible to bill for the procedure, product, or service related to this policy, the provider(s) shall:

- a. meet Medicaid or NCHC qualifications for participation;
- b. have a current and signed Department of Health and Human Services (DHHS) Provider Administrative Participation Agreement; and
- c. bill only for procedures, products, and services that are within the scope of their clinical practice, as defined by the appropriate licensing entity.

6.1 Provider Accuracy Assessment and Management

Providers of high-technology in-office imaging and providers of ultrasound services shall complete an online accuracy assessment questionnaire and be granted privileged status to render services in the N.C. program for prior approval for imaging procedures. Hospitals are exempt from the accuracy assessment requirement.

Each location and expected procedure(s) of a rendering provider of services is subject to accuracy assessment prior to acceptance as an approved provider in the program. Providers will be privileged for one or more procedures and locations in accordance with the results of the online accuracy assessment questionnaire and within their submitted scope of practice.

Accuracy will be based on criteria adopted from the American College of Radiology (ACR), American Institute of Ultrasound in Medicine (AIUM), American College of Obstetricians and Gynecologists (ACOG), Intersocietal Accreditation Commission (IAC), American College of Cardiology (ACC) and industry standards.

eviCore shall not approve authorization requests for services when:

- a. the rendering provider has not completed the accuracy assessment
- b. the rendering provider has completed the accuracy assessment but has not been approved
- c. the rendering provider has completed and passed the accuracy assessment, but the service requested was not assessed or not approved

- d. the rendering provider has completed and passed the accuracy assessment, but the servicing location requested was not assessed or not approved
- e. the rendering provider has not been approved and the authorization request is made retrospectively

The assessment process is conducted through a questionnaire that requests information about imaging equipment, applicable personnel, and imaging policies and procedures. The questionnaire is available by visiting <http://www.accuracygmt.com> website and applying. If a provider requests a paper questionnaire, send a request to accuracygmt@eviCore.com or fax a request to (615) 468-4450.

A new provider shall have 30 calendar days to complete the questionnaire after their provider enrollment process with Medicaid is completed. eviCore shall notify the provider in writing of the assessment results including procedure codes and recommendations for quality improvements and other relevant feedback within 30 calendar days of submission of a completed questionnaire.

For appealing an Accuracy Assessment decision, send the appeal in writing to accuracygmt@eviCore.com or fax the appeal to (615) 468-4450. All appeals must be sent in writing.

6.2 Incorrect Provider Information in the eviCore System

Medicaid supplies provider information to eviCore. If the information in the eviCore system is incorrect that means the information in the Medicaid system is incorrect.

To verify the individual provider's NPI, address or phone numbers that Medicaid has on file, go to <https://medicaid.ncdhhs.gov/>. If the address or other information needs to be updated, or if the provider is not enrolled with Medicaid, go to the CSRA NC Tracks website at <http://www.nctracks.nc.gov/provider/cis.html>.

7.0 Additional Requirements

Note: Refer to Subsection 2.2 regarding EPSDT Exception to Policy Limitations for Medicaid Beneficiaries under 21 Years of Age.

7.1 Compliance

Provider(s) shall comply with the following in effect at the time the service is rendered:

- a. All applicable agreements, federal, state and local laws and regulations including the Health Insurance Portability and Accountability Act (HIPAA) and record retention requirements; and
- b. All NC Medicaid's clinical (medical) coverage policies, guidelines, policies, provider manuals, implementation updates, and bulletins published by the Centers for Medicare and Medicaid Services (CMS), DHHS, DHHS division(s) or fiscal contractor(s).

7.2 Records Retention

eviCore shall maintain all financial, clinical, medical, and other records related to utilization management program activities in accordance with 10A NCAC 22N Provider Enrollment and any subsequent amendments or editions and the terms and conditions of the NC DHHS Provider Administrative Participation Agreement.

8.0 Policy Implementation/Revision Information

Original Effective Date: January 1, 1986

Revision Information:

Date	Section Revised	Change
11/01/2009	Throughout	Initial promulgation of policy
10/01/2010	Subsection 3.2 and Attachment C	Added prior approval requirements for OB ultrasounds
11/01/2010	Subsection 5.3.3 and Attachment D	Added billing of lower intensity procedures
11/23/2010	Attachment B	Removal of 76519 from list of PA procedures effective 11/23/2010
12/31/2010	Attachment B	End-Dated code: 76880 for 2011 CPT Update
12/31/2010	Attachment B	Added codes: 74176, 74177, 74178, 76881, 76882 (Effective 1/1/2011) for 2011 CPT Update
1/31/2011	Subsections 3.2.1, 4.2 and 5.1.1	Added “ Note: Refer to DMA’s Clinical Coverage Policy 1E-6, <i>Pregnancy Medical Home</i> (on DMA’s Web site at http://www.ncdhhs.gov/dma/mp/), for information on obstetric ultrasounds in the pregnancy medical home project.”
03/01/2011	Subsection 3.2.3	Added information for registration for ultrasounds for Pregnancy Medical Home.
03/01/2011	Attachment A(F)	Added ICF, SNF
03/01/2011	Attachment A (J)	76880 end-dated 12/31/2010 and 76881 and 76882 added in its place 01/01/2011
03/01/2011	Attachment B	Removal of CPT codes 76510-76514, 76516, 76529, 76831 and 76873 from list of PA procedures effective 4/1/2012.
03/01/2011	Attachment D & E	Attachment lettering changed to accommodate the addition of a new Attachment C
3/1/2012	Throughout	Technical changes to merge Medicaid and NCHC current coverage into one policy
07/01/2013	Attachment A, Section K	Changed “HP Provider Services” to “CSC.”
01/01/2015	All Sections and Attachments	Updated policy template language.
01/01/2015	Attachments A and B	CPT code 76645 end-dated 1/31/2014. CPT codes 76641 and 76642 replaced end-dated CPT code 76645, effective 1/1/2015. CPT codes 76641 and 76642 require prior approval from Med Solutions.
10/01/2015	All Sections and Attachments	Updated policy template language and added ICD-10 codes to comply with federally mandated 10/1/2015 implementation where applicable.

01/1/2016	All sections and attachments	Updated high tech imaging vendor name from “Med Solutions” to “eviCore”, effective 1/1/2016. Updated web addresses and links from “Med Solutions” to “eviCore”, effective 1/1/2016.
01/1/2016	Subsection 3.2.2	Removal of pregnancy medical home provider requirement to register obstetrical ultrasounds 76801, 76802, 76805, 76810, 76811, 76812, 76813, 76814, 76815, 76816, 76817, 76818, 76819, 76820, 76821, 76825, 76826, 76827, 76828, effective 1/1/2016.
01/1/2016	Subsection 5.1.1	Removal of prior authorization requirement for the Medicaid for Pregnant Women (MPW) category effective 1-1-2016
04/01/2018	Attachment B	Removed end-dated CPT Codes 77079, 93865, 93875, 93965,
04/01/2018	Attachment C	Referred reader to the eviCore website for up to date OB ultrasound guidelines and removed outdated guidelines a-d in section A, entire section B, and all tables.
04/01/2018	Subsections 5.3.1, 5.3.2, 5.3.4, 5.6.1, 5.6.2, and 6.2	Removed underlining in all subsections and closed parentheses in subsection 5.3.2
04/01/2018	Subsection 5.3.3 table	Formatted font size to Times New Roman 11
04/01/2018	Subsections 5.3.1 and 5.3.2	Changed “accepts” to accept
04/01/2018	Subsection 5.2.2.h	Updated “ICD-9-CM diagnosis code” to “ICD-10-CM diagnosis code”
04/01/2018	Subsections 5.2.1 and 6.2, Attachment A(k)	Updated fiscal vendor name from CSC to CSRA
10/01/2018	Pages 23 and 24	Updated the Amended Date in the header tab to match the rest of the document. No overall change to Amended Date for policy.
02/01/2019	Attachment B	Added CPT codes 77046, 77047, 77048, 77049, 76978, and +76979. Deleted 77058 and 77059.
03/15/2019	Table of Contents	Added, “To all beneficiaries enrolled in a Prepaid Health Plan (PHP): for questions about benefits and services available on or after November 1, 2019, please contact your PHP.”
03/15/2019	All Sections and Attachments	Updated policy template language.

Attachment A: Claims-Related Information

Provider(s) shall comply with the, *NCTracks Provider Claims and Billing Assistance Guide*, Medicaid bulletins, fee schedules, NC Medicaid's clinical coverage policies and any other relevant documents for specific coverage and reimbursement for Medicaid and NCHC:

A. Claim Type

Professional (CMS-1500/837P transaction)
Institutional (UB-04/837I transaction)

B. International Classification of Diseases and Related Health Problems, Tenth Revisions, Clinical Modification (ICD-10-CM) and Procedural Coding System (PCS)

Provider(s) shall report the ICD-10-CM and Procedural Coding System (PCS) to the highest level of specificity that supports medical necessity. Provider(s) shall use the current ICD-10 edition and any subsequent editions in effect at the time of service. Provider(s) shall refer to the applicable edition for code description, as it is no longer documented in the policy.

C. Code(s)

Provider(s) shall report the most specific billing code that accurately and completely describes the procedure, product or service provided. Provider(s) shall use the Current Procedural Terminology (CPT), Health Care Procedure Coding System (HCPCS), and UB-04 Data Specifications Manual (for a complete listing of valid revenue codes) and any subsequent editions in effect at the time of service. Provider(s) shall refer to the applicable edition for the code description, as it is no longer documented in the policy.

If no such specific CPT or HCPCS code exists, then the provider(s) shall report the procedure, product or service using the appropriate unlisted procedure or service code.

Refer to **Attachment B** for a complete list of covered procedures codes.

Institutional providers billing on a UB claim, shall bill the revenue code (RC) with the exact CPT code authorized.

Unlisted Procedure or Service

CPT: The provider(s) shall refer to and comply with the Instructions for Use of the CPT Codebook, Unlisted Procedure or Service, and Special Report as documented in the current CPT in effect at the time of service.

HCPCS: The provider(s) shall refer to and comply with the Instructions For Use of HCPCS National Level II codes, Unlisted Procedure or Service and Special Report as documented in the current HCPCS edition in effect at the time of service.

D. Modifiers

Provider(s) shall follow applicable modifier guidelines.

If procedure is done as a referral from a hospital emergency department or urgent care facility or as an emergent procedure, enter appropriate CPT code with modifier U2.

E. Billing Units

Provider(s) shall report the appropriate code(s) used which determines the billing unit(s).

F. Place of Service

Outpatient, Physician's office, ICF, SNF.

G. Co-payments

For Medicaid refer to Medicaid State Plan:

<https://medicaid.ncdhhs.gov/get-involved/nc-health-choice-state-plan>

For NCHC refer to NCHC State Plan:

<https://medicaid.ncdhhs.gov/get-involved/nc-health-choice-state-plan>

H. Reimbursement

Provider(s) shall bill their usual and customary charges.

For a schedule of rates, refer to: <https://medicaid.ncdhhs.gov/>

I. Dates of Implementation

Date	Procedures	Instructions for Providers
November 1, 2009	CT, CTA, MR, MRA, PET High Tech Imaging	Claims submitted to the Medicaid designated vendor or agent for imaging performed 11/01/2009 and after will require PA on file. Outpatient claims will require Revenue Codes and CPT codes on the UB-04 detail.
January 1, 2010	Ultrasounds	Claims submitted to the Medicaid designated vendor or agent for ultrasound testing performed 01/01/2010 and after will require PA on file. Outpatient claims will require Revenue Codes and CPT codes on the UB-04 detail.

J. Billing for Independent Diagnostic Testing Facility Services (IDTF)

Independent diagnostic testing facility (IDTF) providers enrolled in North Carolina Medicaid are approved to bill certain ultrasound procedures. The following CPT codes included in this prior authorization policy that can be billed by an IDTF are:			
76536	76813	76857	93922
76604	76814	76870	93923
76641	76815	76872	93924
76642	76816	76881	93925
76700	76817	76882	93926
76705	76818	93303	93930
76770	76819	93304	93931
76775	76820	93306	93970
76776	76821	93307	93971
76800	76825	93308	93975

76801	76826	93320	93976
76802	76827	93321	93978
76805	76828	93325	93979
76810	76830	93880	93990
76811	76831	93882	
76812	76856		
IDTF providers must have prior authorization and must bill these codes with a modifier TC (technical component) or globally.			

K. Claims Submission

Claims submitted for unauthorized procedures, for beneficiaries who are ineligible at the time of service or from providers who are not enrolled in good standing at the time of service are subject to denial. Providers shall not bill beneficiaries in such a situation.

The eviCore authorization number is not required to be on the claim. The rendering facility's provider number and the CPT code(s) billed must match the prior authorization obtained. Institutional providers billing on a UB claim, shall bill the revenue code (RC) with the exact CPT code.

For claim denials with a valid authorization, contact CSRA at (800) 688-6696.

The following items will be used to identify situations where PA is not required (this if for both the technical and professional components):

Type of Stay/Visit	Billing Instruction	
	Institutional Format	Professional Format
Inpatient stay	Enter bill type 11x in form locator 4	Enter modifier U2 in field 24D
Emergency department visit	Enter revenue code 450 in form locator 42	Enter modifier U2 in field 24D
Observation stay	Enter revenue code 762 in form locator 42	Enter modifier U2 in field 24D
Observation stay in labor & delivery	Enter modifier U2 in form locator 44	Enter modifier U2 in field 24D
Hospital emergency department or urgent care facility referral	Enter modifier U2 in form locator 44	Enter modifier U2 in field 24D

Attachment B: High Tech Imaging and Ultrasound Procedure Codes

The following procedure codes require prior approval for all ages and are subject to fee schedule reimbursement:

A. Positron Emission Tomography (PET) Scans

CPT Code(s)		
78608	78812	78815
78609	78813	78816
78811	78814	

B. Computed Tomography Angiography (CTA)

CPT Code(s)		
70496	72191	74174
70498	73206	74175
71275	73706	75635

C. Computed Tomography (CT) Scans

CPT Code(s)		
70450	72125	73202
70460	72126	73700
70470	72127	73701
70480	72128	73702
70481	72129	74150
70482	72130	74160
70486	72131	74170
70487	72132	74176
70488	72133	74177
70490	72192	74178
70491	72193	76380
70492	72194	76497
71250	73200	77078
71260	73201	
71270		

D. Magnetic Resonance Angiography (MRA)

CPT Code(s)		
70544	70548	72198
70545	70549	73225
70546	71555	73725
70547	72159	74185

E. Magnetic Resonance Imaging (MRI)

CPT Code(s)		
70336	72148	73718
70540	72149	73719
70542	72156	73720
70543	72157	73721
70551	72158	73722
70552	72195	73723
70553	72196	74181
71550	72197	74182
71551	73218	74183
71552	73219	76498
72141	73220	77046
72142	73221	77047
72146	73222	77048
72147	73223	77049

F. Ultrasound

For specific information on obstetrical ultrasounds refer to Attachment C. Fetal surveillance procedures, refer **Subsection 3.2** and clinical coverage policy #1E-4, *Fetal Surveillance* at <https://medicaid.ncdhhs.gov/>.

76506	76818	93882
76536	76819	93886
76604	76820	93888
76641	76821	93890
76642	76825	93892
76700	76826	93893
76705	76827	93922
76770	76828	93923
76775	76830	93924
76776	76856	93925
76800	76857	93926
76801	76870	93930
76802	76872	93931
76805	76881	93970
76810	76882	93971
76811	76885	93975
76812	76886	93976
76813	76970	93978
76814	76978	93979
76815	+76979	93990
76816	76999	
76817	93880	

G. 3D Rendering

CPT Code(s)
76376
76377

The following CPT codes do not require prior approval effective 04/01/2012: 76510, 76511, 76512, 76513, 76514, 76516, 76529, 76831 and 76873.

H. Revenue Codes

Institutional providers billing on a UB claim, shall bill the revenue code (RC) with the exact CPT code.

Revenue Code(s)		
RC350	RC402	RC612
RC351	RC404	RC615
RC352	RC610	RC616
RC359	RC611	RC619

Attachment C: Obstetrical Ultrasounds

A. Obstetrical Ultrasound Requirements for North Carolina Medicaid Providers

The following prior approval requirements are effective with date of service October 1, 2010. All OB ultrasounds performed by non-PMH providers must be registered with or authorized by eviCore in order for claims to be processed. When registering or requesting prior authorization via the eviCore Web site, it is necessary to indicate the due date of the beneficiary. For detailed information regarding eviCore's clinical criteria, please refer to the Clinical Guidelines and Quick Reference Guides located at www.evicore.com under the "Clinical Guidelines and Forms" section. These guidelines are routinely updated and housed on the eviCore website for your convenience.

Attachment D: Procedure Reduction Criteria List

Contrast Family	Authorized CPT Codes (Contrast Status)	Lesser Intensity Procedure Allowed
CT HEAD	70450 (without)	70450 – must be exact match
	70460 (with)	70450 or 70460
	70470 (without followed by with)	70450 or 70460 or 70470
CT ORBIT	70480 (without)	70480 – must be exact match
	70481 (with)	70480 or 70481
	70482 (without followed by with)	70480 or 70481 or 70482
CT MAXILLO-FACIAL	70486 (without)	70486 – must be exact match
	70487 (with)	70486 or 70487
	70488 (without followed by with)	70486 or 70487 or 70488
CT SOFT TISSUE NECK	70490 (without)	70490 – must be exact match
	70491 (with)	70490 or 70491
	70492 (without followed by with)	70490 or 70491 or 70492
CT CHEST	71250 (without)	71250 – must be exact match
	71260 (with)	71250 or 71260
	71270 (without followed by with)	71250 or 71260 or 71270
CT CERVICAL SPINE	72125 (without)	72125 – must be exact match
	72126 (with)	72125 or 72126
	72127 (without followed by with)	72125 or 72126 or 72127
CT THORACIC SPINE	72128 (without)	72128 – must be exact match
	72129 (with)	72128 or 72129
	72130 (without followed by with)	72128 or 72129 or 72130
CT LUMBAR SPINE	72131 (without)	72131 – must be exact match
	72132 (with)	72131 or 72132
	72133 (without followed by with)	72131 or 72132 or 72133
CT ABDOMEN	74150 (without)	74150 – must be exact match
	74160 (with)	74150 or 74160
	74170 (without followed by with)	74150 or 74160 or 74170
CT PELVIS	72192 (without)	72192 – must be exact match
	72193 (with)	72192 or 72193
	72194 (without followed by with)	72192 or 72193 or 72194
CT ABDOMEN AND PELVIS	74176 (without)	74176 – must be exact match
	74177 (with)	74176 or 74177
	74178 (without followed by with)	74176 or 74177 or 74178
CT UPPER EXTREMITY	73200 (without)	73200 – must be exact match
	73201 (with)	73200 or 73201
	73202 (without followed by with)	73200 or 73201 or 73202
CT LOWER EXTREMITY	73700 (without)	73700 – must be exact match
	73701 (with)	73700 or 73701
	73702 (without followed by with)	73700 or 73701 or 73702
MRI BRAIN	70551 (without)	70551 – must be exact match

Contrast Family	Authorized CPT Codes (Contrast Status)	Lesser Intensity Procedure Allowed
(HEAD)	70552 (with)	70551 or 70552
	70553 (without followed by with)	70551 or 70552 or 70553
MRI FACE OR NECK	70540 (without)	70540 – must be exact match
	70542 (with)	70540 or 70542
	70543 (without followed by with)	70540 or 70542 or 70543
MRI CERVICAL SPINE	72141 (without)	72141– must be exact match
	72142 (with)	72141 or 72142
	72156 (without followed by with)	72141 or 72142 or 72156
MRI THORACIC SPINE	72146 (without)	72146-must be exact match
	72147 (with)	72146 or 72147
	72157 (without followed by with)	72146 or 72147 or 72157
MRI LUMBAR SPINE	72148 (without)	72148 – must be exact match
	72149 (with)	72148 or 72149
	72158 (without followed by with)	72148 or 72149 or 72158
MRI PELVIS	72195 (without)	72195 – must be exact match
	72196 (with)	72195 or 72196
	72197 (without followed by with)	72195or 72196 or 72197
MRI UPPER EXTREMITY	73218 (without)	73218 – must be exact match
	73219 (with)	73218 or 73219
	73220 (without followed by with)	73218 or 73219 or 73220
MRI UPPER EXTREMITY ANY JOINT	73221 (without)	73221 – must be exact match
	73222 (with)	73221 or 73222
	73223 (without followed by with)	73221 or 73222 or 73223
MRI LOWER EXTREMITY	73718 (without)	73718 – must be exact match
	73719 (with)	73718 or 73719
	73720 (without followed by with)	73718 or 73719 or 73720
MRI LOWER EXTREMITY ANY JOINT	73721 (without)	73721 – must be exact match
	73722 (with)	73721 or 73722
	73723 (without followed by with)	73721 or 73722 or 73723
MRI ABDOMEN	74181 (without)	74181 – must be exact match
	74182 (with)	74181 or 74182
	74183 (without followed by with)	74181 or 74182 or 74183
MRA HEAD	70544 (without)	70544 – must be exact match
	70545 (with)	70544 or 70545
	70546 (without followed by with)	70544 or 70545 or 70546
MRA NECK	70547 (without)	70547 – must be exact match
	70548 (with)	70547 or 70548
	70549 (without followed by with)	70547 or 70548 or 70549