



Thursday, August 1, 2019: Important Update on eviCore and Radiology Service Authorizations

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have an important update we would like to share with you.

Effective, Thursday, August 1, 2019, eviCore will no longer provide radiology service authorizations for the Alliance. The radiology services that require a prior authorization (PA) are unchanged. All radiology service authorizations will need to be submitted directly to the Alliance Utilization Department by fax at **1.855.891.7174**, and follow the standard process using our prior authorization (PA) form.

Radiology services are subject to your Alliance member patient's eligibility at the time of service and covered as medically necessary.

The Alliance does not require a PA for radiology services in an inpatient facility, emergency department or urgent care center. To obtain a PA for non-emergent or non-urgent services, please contact the Alliance Utilization Management (UM) Department at **1.510.747.4540**. To submit an inquiry via our e-fax line, please dial **1.855.891.7174**.

Please do not submit PA requests for radiology services for members who are assigned to Community Health Center Network (CHCN), Children's First Medical Group (CFMG), or Kaiser Permanente (KP). Please adhere to the individual authorization requirements of the medical group for which your patient is assigned.

The Alliance maintains and publishes a list of services that require PA. The list is available on the Alliance website at **www.alamedaalliance.org/providers/medical-management**.

Requests are reviewed based on the Alliance's policies, and established practices for medical necessity. For more information about our authorization policy, and retrospective review policy, please refer to the Alliance Provider Manual.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org