

## EviCore, Eviiti authorization revisions and downcoding requests

How to request authorization revisions to the high-end imaging, cardiac imaging and musculoskeletal procedures submitted through EviCore:

- **Downcoding (lower-level CPT code)**
  - The requesting provider may:
    - Update the authorization directly through the **EviCore Provider Portal**, or
    - Call **EviCore Intake** for assistance.
- **Upcoding (higher-level CPT code)**
  - The requesting provider must call EviCore's intake department at (888) 444-6185 to request this change.
- **Facility changes**
  - Only the requesting provider can request a facility update.
  - This change must be made by calling EviCore's intake department at (888) 444-6185.

### Eviiti Radiation Oncology downcoding requests

The health plan does not accept automatic downcoding of radiation oncology services. Radiation treatment codes are not always equivalent.

If a provider believes a different code is more appropriate after submitting prior authorization for the radiation treatment plan, the recommended best practice is to **resubmit the updated treatment plan for prior authorization review**. This ensures the codes match the actual clinical approach and supports accurate processing.

Thank you for your cooperation in maintaining accurate coding and documentation.