eviCore updates clinical collection process for physical and occupational therapy prior authorizations

As of Aug. 1, 2023, eviCore healthcare is updating its clinical collection process for prior authorizations related to medically necessary physical therapy (PT) and occupational therapy (OT) services following musculoskeletal (MSK) surgery.

Outpatient therapy providers will experience a simplified prior authorization process when requesting approval for outpatient PT or OT following MSK.

Initial requests will receive visit approval without the need for clinical information* when requested using the web portal. The following exceptions apply:

- When there is an existing authorization for PT
- The member's benefit has been exhausted
- The member's authorization history does not include an approval for joint surgery

This change will allow PT and OT providers to obtain authorization prior to the member's evaluation visit. Note: The number of PT and OT visits approved will not change. The visit allocation is the same as what is currently approved for the initial request following MSK surgery. Click here for a link to a FAQ sheet on the new process.

For more information on the new process click here or visit eviCore.com for a list of other guideline documents.