

ProviderAlert

To: Select Health of South Carolina Participating Providers
From: Select Health Provider Network Management
Date: December 14, 2023
Subject: Select Health to manage prior authorization requests currently managed through eviCore healthcare beginning February 13, 2024

Summary: Effective February 13, 2024, Select Health will be the single point of contact for all new prior authorization requests, prior authorization requests for continuation of services, and retrospective authorization requests previously managed by eviCore healthcare.

Prior authorization requests for services currently managed by eviCore healthcare submitted before midnight on February 12, 2024 will continue to be processed by eviCore. To view applicable services, visit www.selecthealthofsc.com/provider/resources/evicore-prior-auth. To help ensure a smooth transition of the management of prior authorization requests, we ask that providers refrain from submitting duplicate authorization requests to eviCore and Select Health.

To verify whether a service or item requires prior authorization, use the Prior Authorization Look up Tool located on our website at www.selecthealthofsc.com/provider/resources/prior-authorization-lookup. Please remember, the results of this tool are not a guarantee of coverage or authorization approval. If you do not see the service you are seeking, please contact **Utilization Management** at 1-888-559-1010.

Beginning February 13, 2024, all new prior authorization requests and prior authorization requests for continuation of services will be submitted directly to Select Health in one of the following ways:

- **The fastest way to submit medical prior authorizations is electronically, via the NaviNet Provider Portal, Medical Authorizations link, at <https://navinet.navimedix.com/>.**
- By calling Select Health **Utilization Management** at 1-888-559-1010, Monday-Friday, 8:00 a.m. to 5:00 p.m. For authorizations needed after hours, weekends and holidays, please call Utilization Management to be connected to our on-call clinicians.
- By faxing a completed Prior Authorization Request Form, located at www.selecthealthofsc.com/pdf/provider/forms/prior-auth-general to 1-866-368-4562.

The Select Health **Prior Authorization** webpage will be updated with instructions and guidelines for submitting standard and urgent requests and the **Lookup Tool** will be updated with any new prior authorization requirements. Additional information about the transition of the management of prior authorization requests will be shared in the coming weeks.

Thank you for your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Account Executive or Provider Contact Center at 1-800-575-0418.