

ProviderAlert

To: Select Health of South Carolina Providers
From: Select Health Provider Network Management
Date: February 1, 2024
Subject: REMINDER: Select Health to manage prior authorization requests currently managed through eviCore healthcare beginning February 13, 2024

Summary: As previously communicated, beginning 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.

Authorization requests submitted to eviCore healthcare **before midnight on February 12, 2024, for services or items listed below will be processed by eviCore healthcare. Beginning February 13, 2024, providers should submit all new authorization requests, prior authorization requests for continuation of services, and retrospective authorization requests directly to Select Health.**

Select Health will revert to the prior authorization guidelines, some of which have been relaxed. Please refer to the **Prior Authorization Lookup Tool** for many of the services below, that were in effect before eviCore:

Diagnostic Sleep Testing	Joint & Spine Surgery	Occupational Therapy	Physical Therapy
Durable Medical Equipment	Medical Oncology	Pain Management	Radiation Oncology
Genetic Testing			

To help ensure a smooth transition of the management of prior authorization requests, Select Health's Prior Authorization webpage, and **Prior Authorization Lookup Tool** will be updated with any new prior authorization requirements.

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.aspx. Please remember, the results of this tool are not a guarantee of coverage or authorization, results are subject to change in accordance with plan policies and procedures. If you do not see the service you are seeking, please contact **Utilization Management** at 1-888-559-1010. Prior authorization requests should be submitted in one of the following ways:

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

If you have questions about this communication, please contact your Provider Account Executive or the Provider Contact Center at 1-800-575- 0418.