

March 30, 2023

ACNC Announces Benefit Management Services Collaboration with eviCore Healthcare

AmeriHealth Caritas North Carolina (ACNC) is pleased to announce our collaboration with eviCore healthcare to provide benefit management services for members enrolled in a North Carolina Medicaid health plan. eviCore healthcare, an Evernorth Health Services business, is a specialty medical benefits management company that collaborates with health plans to provide utilization management services.

Effective **May 1, 2023**, ACNC will require prior authorization via eviCore healthcare for the covered health care services listed below. Services performed without following prior authorization requirements may not be reimbursed, and providers may not seek reimbursement from ACNC members/participants.

- **Diagnostic Sleep Testing**
- **Durable Medical Equipment (DME)**
- **Genetic Testing**
- **Joint & Spine Surgery**
- **Occupational Therapy**
- **Pain Management**
- **Physical Therapy**
- **Radiation Oncology**

Please note: Services performed in conjunction with an inpatient stay, 30-hour observation or emergency room visit are not subject to prior authorization requirements. A list of CPT codes that require prior authorization from eviCore is available on the eviCore health plan page [AmeriHealth Caritas North Carolina Resources](#).

The ACNC Prior Authorization webpage, Lookup Tool, and Reference Guide will be updated by the implementation date to support this change with instructions, recommendations for ordering physicians and urgent requests.

We encourage all providers offering the services above to [register](#) for a one-hour online orientation session by selecting the appropriate program training based on your physician specialty. Training is being provided from April 17, 2023, through May 5, 2023.

If you have questions, please call eviCore Client and Provider Services department at **1-800-646-0418 (Option 4)**.

Sincerely,



Heidi M. Chan
Market President

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please [contact](#) your Account Executive or AmeriHealth Caritas North Carolina's Provider Network Management leadership.