

Important Changes Made to Our Pre-Certification Program for Certain High-Technology Radiology and Diagnostic Cardiology Services

Dear Brokers,



Effective October 1, 2016, there will be important changes made to our pre-certification program for certain high-technology radiology and diagnostic cardiology services. This letter explains the program, the changes, and how they may affect your groups. Beginning on October 1, 2016, if enrolled members receive these services from an in-network doctor, they have already received information on the pre-certification review process for these services and will contact the Plan for coverage approval. If an enrolled member elects to receive these services from an out-of-network doctor, you will want to inform them of this new pre-certification review process.

Pre-certification

QualCare will require the enrolled member's doctor to get approval of coverage (pre-certification) prior to receiving certain high-technology radiology and diagnostic cardiology services. This pre-certification program ensures that the services the enrolled member receives are medically necessary and consistent with evidence-based medical guidelines.

What's New?

A pre-certification (approval) for certain high-technology radiology and diagnostic cardiology services will be required prior to receiving them.

Some of the high-technology radiology and diagnostic cardiology services included in this pre-certification program include:

- CT, MR, and PET Scans
- Nuclear Cardiac Studies
- Cardiac Catheterizations
- Stress Echocardiograms

To review a full list of the services that will require pre-certification under this program, please visit our website at www.apehp.com/forms-documents.

Important Information About Out-of-Network Services

While this new pre-certification requirement does not prevent enrolled members from using an out-of-network doctor, it is important that enrolled members and their doctor be reminded of the following:

- If the doctor is not in the QualCare Network and the Plan covers out-of-network services, the enrolled member or their doctor must begin the pre-certification process by contacting eviCore directly at **1-888-693-3211**. The doctor may be asked for additional information to be included in the review process.
- Most benefit plans do not cover charges by an out-of-network doctor that are higher than the maximum allowable amount for that service. This means the enrolled member may be billed for any amount charged above the allowable amount.
- If the member's Plan only covers in-network services, they will be responsible for 100% of the cost of any elected out-of-network services they receive (non-emergency based).

Using an In-Network doctor reduces your out of pocket costs.

To confirm whether a doctor is in-network with the member's Plan:

1. Go to www.apehp.com.
2. Click "Find a New Jersey Participating Provider"
3. Choose the network according to the member's Plan
4. Under "Search Criteria" choose "Specialist"
5. Choose either "Cardiac Service" or "Radiology Service", depending on the type of diagnostic service(s) required
6. Fill in additional information under "Search Criteria" if known
7. Click Search

We're Here to Help

If you have any questions regarding these forthcoming changes to our pre-certification program, please call the Affiliated Physicians & Employers Health Plan at **1-888-606-5152**.

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30 Knightsbridge Rd, Piscataway, NJ 08854

1-888-606-5152 | mewasales@qualcareinc.com

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