

eviti|Connect

Frequently Asked Questions

1. Which services should be pre-authorized using the eviti|Connect system?

Chemotherapy and Radiation Therapy services should be pre-authorized using the eviti|Connect system.

2. I have an existing chemotherapy authorization, should I immediately submit a new treatment plan into the eviti|Connect system?

No, a new treatment plan should be submitted if you are requesting to modify your existing treatment regimen by adding an additional therapy not covered by your current authorization. Alternately, a new treatment plan should be entered if your authorization will soon expire and you are requesting a new authorization for continuation of care.

3. I am providing radiation therapy treatment, should I immediately submit a treatment plan into the eviti|Connect system?

Yes, radiation therapy services now require prior-authorization. Please immediately submit your radiation therapy treatment plan into the eviti|Connect system.

4. What date should be entered in the “start date” field when entering a treatment plan?

The “start date” field should be populated with the initial date that treatment began.

5. What should be entered in the “Payer ID” and “Group Number” fields when entering a treatment plan?

Enter “**PSHP**” in the Payer ID field. Enter the member’s Rx bin number “**008019**” in the Group Number Field.

6. How may I submit additional information that I would like considered with my authorization request?

Additional clinical/non-clinical information may be submitted by using the attachment function when entering a treatment plan into the eviti|Connect system.

7. How do I request that medications be shipped from Caremark?

To request that a prescription be shipped from Caremark, the Specialty Medication Prior Authorization Form should be completed and attached to the member's treatment plan within the eviti|Connect system. When completing the Specialty Medication Prior Authorization Form, the "Patient" or "Other" option must be elected within the "Caremark Ship to" section of the form. Additionally, the Specialty Medication Prior Authorization Form must be signed by the prescriber to be considered a valid prescription.

8. Who should I contact for assistance with entering a treatment plan into the eviti|Connect system?

For assistance with entering a treatment plan into the eviti|Connect system, please contact eviti by phone at 1-888-678-0990 or via email at evitisupport@eviti.com.

9. Who should I contact with questions regarding an authorization decision?

For detailed questions regarding an authorization decision, please contact Peach State Health Plan Provider Services at 1-866-874-0633, Monday – Friday, 7:00 a.m. – 7:00 p.m.