

Evolut Health to Manage Services for Neighborhood

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Good afternoon,

On March 18, Provider Communications distributed the following notification:

[Update: Delegation of Services to Evolut Delayed to June](#)

Below we've compiled a list of FAQs with information to assist our providers.

Please feel free to reach out with any questions,

Best,
Pat

Evolut Health to Manage Services for Neighborhood

Q: What is changing?

A: As of **June 1, 2024**, Evolut Health (Evolut), parent company of National Imaging Associates, Inc., (NIA) will manage all services within the advanced imaging and physical medicine programs. Neighborhood will continue to oversee claims adjudication. Currently, all utilization management for radiology services is managed by eviCore Healthcare (eviCore).

Q: How does this change affect our partnership with eviCore?

A: Our partnership with eviCore will end as of **June 1, 2024**. However, existing authorizations granted by eviCore will remain active until the approved authorization end dates.

Q: Which services will require prior authorization under Evolut?

A: All non-emergent, advanced, outpatient imaging, and outpatient rehabilitative and habilitative physical medicine services will require prior authorization.

Q: Which lines of business will be impacted?

A: Evolut's solutions will impact all lines of business for advanced imaging, and Medicaid and Commercial lines for physical medicine.

Q: What do providers need to know before rendering services?

A: Providers are responsible for obtaining authorization before providing advanced imaging, cardiac services, or physical medicine treatments. They can verify that authorization has been obtained by signing in on Evolent's website or calling Evolent directly.

Q: How can providers prepare for this transition?

A: Providers can request access to Evolent's online portal beginning **February 1, 2024**. Although access can be requested, providers will not be able to submit prior authorization requests until **June 1, 2024**. Neighborhood encourages all providers to become familiar with the website.

Evolent has also created a [support page](#) designed to help providers navigate the prior authorization process for the advanced imaging and physical medicine programs. Provider education webinars are also being offered on the following dates:

- Radiology: **May 21, May 22, and May 30, 2024**
- Physical Medicine: **May 22, May 24, and May 30, 2024**

Any inquiries regarding this notification should be directed to Provider Services at 1-800-963-1001.