

July 1, 2025

Dear Colleague:

EviCore healthcare is pleased to announce its partnership with Aetna Better Health New Jersey to provide services for members enrolled in Aetna Better Health Medicaid programs.

Effective **August 18, 2025**, Aetna Better Health NJ members will require prior authorization from EviCore for dates of service beginning **September 1, 2025**. Services performed without authorization may not be reimbursed for the healthcare services listed below, and you may not seek reimbursement from members.

Authorization is required for:

- Radiology
  - Advanced Imaging
  - Radiology CT/CTA
  - Radiology MRI/MRA
  - Radiology PET/PET-CT
- Cardiovascular
  - Cardiac Imaging
  - Myocardial Perfusion Imaging (SPECT & PET)
  - Cardiac CT and MR
  - Echo Stress Testing (XSE)
  - Diagnostic Heart Catheterization
- MSK
  - Interventional Pain\*

Services performed in conjunction with an inpatient stay, 23 hour observation, or emergency room visit are not subject to authorization requirements.

To request an authorization: • Log onto **[www.evicore.com/pages/Provider-Login.aspx](http://www.evicore.com/pages/Provider-Login.aspx)** (preferred)

- Call: **866-668-8295**
- Fax: **800-540-2406**



For urgent requests: If services are required in less than 48 hours due to medically urgent conditions, please submit a request online at [www.evicore.com](http://www.evicore.com) and indicate that the procedure is NOT routine/standard. Providers can also request urgent requests by calling Provider Services at **1-855-232-3596**. Be sure to tell our representative that the request is for medically urgent care.

We recommend that ordering physicians request authorization and pass the approval information to the rendering facilities at the time of scheduling. Authorizations contain approval numbers and one or more CPT codes specific to the services authorized. If the service requested is different than what was initially authorized, the rendering facility must contact EviCore to make revisions and authorization prior to claim submission.

Have questions about requesting authorizations? Attend our online orientation sessions!

The orientation schedule and program training resources are available at: **<resource website>**.

EviCore healthcare's Clinical Guidelines and request forms are available at: **[www.evicore.com](http://www.evicore.com)**. Please call the Client and Provider Services department at **1-800-646-0418 (Option 4)** if you have any questions or need more information.





## AETNA BETTER HEALTH NJ PRIOR AUTHORIZATION PROGRAM – ORIENTATION SESSION SCHEDULE

Aetna Better Health NJ has partnered with EviCore healthcare to provide patients with access to high quality, medically appropriate care that is consistent with evidence-based treatment guidelines. As part of these efforts, the following procedures listed below will require prior authorization for patients covered by Aetna Better Health, NJ effective September 1<sup>st</sup>, 2025.

+ Radiology

+ Cardiology

+ MSK Pain Management

Beginning in August, 2025, EviCore healthcare will be leading online orientation sessions designed to assist you and your staff with the new program. These sessions will include detailed information about the prior authorization process, accessing information from the EviCore website and a question-and-answer period.

To help familiarize you with these changes, we invite you to attend our online orientation. All online orientation sessions require advance registration. Each online orientation session is free of charge and will last approximately one hour. All sessions are scheduled in Eastern Standard Time (EST).

Session Name	Date	Time
Aetna Better Health NJ Provider Orientation	Tuesday, August 12th	11:00am
Aetna Better Health NJ Provider Orientation	Thursday, August 14th	1:00pm
Aetna Better Health NJ Provider Orientation	Tuesday, August 19th	11:00am
Aetna Better Health NJ Provider Orientation	Thursday, August 21st	1:00pm
Aetna Better Health NJ Provider Orientation	Wednesday, September 3rd	11:00am
Aetna Better Health NJ Provider Orientation	Thursday, September 4th	1:00pm

### Here's how to register for an orientation session:

1. Go to <http://EviCore.webex.com>.
2. Select "WebEx Training" from the menu bar on the left.
3. Click the "Upcoming" tab and choose the session you want to attend.
4. Click "Register" next to the session you wish to attend.
5. Enter the registration information.



After you have successfully registered for the live WebEx session, you will receive an e-mail containing the toll-free phone number, meeting number, conference password, and a link to the web portion of the session. Please keep the registration e-mail. You will need the link to join the web conference and the call-in number for the session in which you will be participating.

If you are unable to participate in a session, you can obtain a copy of the presentation as well as other important documents at <https://www.evicore.com/resources/healthplan/aetna-better-health-nj>

Documents are available in PDF format. If you need Adobe Reader, you can download it from [www.adobe.com/products/reader/](http://www.adobe.com/products/reader/).

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