

June 10, 2024

Dear provider:

As communicated in April 2024, Humana is partnering with Cohere Health and Evolent to facilitate the Utilization Management process for certain procedure codes as of July 1, 2024. This process includes collecting relevant clinical information from the ordering/treating physician's office, reviewing this information alongside current evidence-based guidelines and, if necessary, providing physician-to-physician consultation if the requested service does not meet medical necessity (per the guidelines).

This letter serves as a reminder that ordering practitioners are required to obtain authorization for diagnostic imaging and facility-based sleep studies through Cohere Health and oncology surgical services and radiation therapy through Evolent. If an authorization request includes procedures codes that are reviewed by both Cohere Health and Evolent, an individual authorization request must be submitted to each Humana partner.

Note: A complete list of procedure codes requiring authorization can be found at [Humana.com](https://www.humana.com).

How to submit authorizations to Cohere Health:

You can submit a preauthorization request form by following the options below:

- Online: Enroll with Cohere Health's portal before submitting online requests for preauthorization.
- Phone: Call 866-825-1550, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.
- Fax: 857-557-6787

Cohere Health will evaluate the medical necessity of the service and request needed medical records. A physician may contact the requesting physician to discuss the preauthorization request. Submit all requests with supporting clinical documentation.

Good news. You can register now at www.coherehealth.com/provider/register and begin submitting authorizations for these services.

To access Cohere Health from Availity, go to the Patient Registration menu and select Authorizations & Referrals, then click on the Cohere Health link.

How to submit authorizations to Evolent:

Choose from the following options to submit a request for preauthorization:

- Online: Submit via Evolent/New Century Health's provider portal.

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