



Evolent Prior-Authorization Submission and Status Monitoring

The Evolent program, formerly National Imaging Associates (NIA) and New Century Health (NCH), includes management of non-emergent, high-tech, outpatient radiology services and non-emergent outpatient and surgical radiation oncology services through prior authorization and contractual relationships with free-standing facilities. This is consistent with industry-wide efforts to ensure clinically appropriate quality of care and to manage the increasing utilization of these services.

Complex imaging, CT, PET, MRA, MRI, musculoskeletal, and high-tech radiology procedures require prior authorization through Evolent. Access Evolent provider portals at evolent.com/provider-portal.

RadMD Portal

Requests for advanced imaging and musculoskeletal services can be submitted online through [RadMD](#), or by phone:

- Trillium Medicaid: 1-888-879-5922
- Trillium Medicare: 1-800-642-2798
- Health Net Oregon: 1-800-424-4811
- Health Net Medicare Advantage Oregon: 1-800-424-4813
- Health Net Commercial: 1-800-424-4811

Online Tools Available on [RadMD](#) include:

- Evolent's Clinical Guidelines
- Frequently Asked Questions
- Quick Reference Guides
- RadMD Quick Start Guide
- Claims/Utilization Matrices

Provider Support

- RadMDSupport@Evolent.com
- Call 1-800-327-0641



CarePro Portal

Requests for radiation oncology services and oncology-related injectable, infused and oral chemotherapeutic drugs, supportive agents and symptom management medications can be submitted online through NCH Provider Portal, [CarePro](#), or by phone.

- Medical Oncology (drugs) 1-888-999-7713, option 2
- Radiation Oncology 1-888-999-7713, option 3

Online Tools Available in [CarePro](#) Useful Tools – Useful Documents section include:

- Evolent Matrix
- Evolent Clinical Policies
- Clinical Data Elements
- Oncology Supporting Documentation Grid
- Radiation Oncology Coding Guide
- Program Tutorials

Provider Support

- providertraining@evolent.com
- 1-888-999-7713 Option 6

Additional Resources:

Evolent Provider Education Requests

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RadMD Support

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CarePro Support