

Medical Office Update

August 2025

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Join our email list

Join our email list in order to begin receiving bi-monthly newsletters, as well as occasional electronic communications.

Sign up now

EviCore Site of Care expanding for OEGB members

Starting October 1, 2025, Moda Health and EviCore are expanding the Site of Care (SOC) program for radiology, spine, and joint surgery to OEGB members. This program makes sure members get the right care at the right time in the best place for their needs.

If a provider requests a hospital setting, when a safe, high-quality, outpatient setting is available, EviCore may move the service to that lower-level setting.

As part of the prior authorization process, the provider can share medical reasons why care must take place at a hospital. If there isn't a clear medical need, the hospital request won't be approved. The patient and provider will get a letter with appeal options like a review or reconsideration.

Prior authorizations are not required if:

- The care is done during an inpatient stay, 23-hour observation or ER visit
- The provider doesn't have access to an outpatient surgery center

How to request prior authorization:

- Visit evicore.com/pages/ProviderLogin.aspx (preferred)
- Call 844-303-8451
- Fax 866-699-8160

Questions?

We're here to help. Please call Moda Health's OEGB Customer Service team at 866-923-0409 (TTY: 711).

Help patients easily find you

Keeping your provider directory up to date helps patients find you, gets them timely care and ensures you're paid on time for your services.

Since July 1, 2024, Moda Health has been using the [Quest Analytics' BetterDoctor tool](#) to check and confirm your provider directory information.

Every 90 days, you'll hear from BetterDoctor by fax, mail, email or phone. Please respond by confirming or updating your info, even if nothing has changed.

You'll be given an 8-character code to access the [BetterDoctor website](#) and reply through the portal. Each request will be for a specific provider and location, so you may get more than one.

For large practices with 20 or more providers, BetterDoctor lets you update everyone's info all at once. BetterDoctor will send all updates to Moda Health.

Have questions or need help? Please email support@BetterDoctor.com today.

Join Moda's Provider Quality Council: Help us improve member care

What's the Quality Council?

Moda's Quality Council is made up of local healthcare providers and Moda Health leaders. Together, we offer advice and guidance on how we improve the quality of care we deliver. We look at everything from clinical programs, disease management, new services and even research, to figure out how to improve it.

These community-based providers bring real-world insight to our discussions, helping us better understand how care works on the ground. The Council shares ideas and recommendations with Moda's Medical Quality Improvement Committee, which then reports to our Board of Directors.

What's our mission?

The Council's mission is to help ensure Moda Health members get high-quality care and services. We work closely with both medical experts and community providers to improve care through collaboration, feedback and real-world experience.

By serving in an advisory role, the Quality Council helps shape the clinical guidelines, studies and programs that support better health outcomes for the people we serve.

Who can join?

If you are a current practitioner in Moda's network, we are interested in hearing from you! The Council is open to practitioners across Oregon, Idaho, Alaska, and Texas service areas. The Quality Council currently includes representatives from community practitioners across a wide variety of specialty areas, both medical and behavioral health. Moda's internal representatives on the Quality Council include leaders from Government Programs, Healthcare Services, Medical Professional Relations, Quality Programs, Member Informatics, and Risk Adjustment.

My schedule is very difficult. What's the time commitment?

We get it. Your schedule's packed. We meet four times a year on Microsoft Teams. Meetings are on Monday afternoons and last about 90 minutes.

Why should I join?

This is your chance to help shape how we care for our patients. Your input makes a real difference for providers and patients alike. And yes, we value your time. You'll be paid \$300 for each meeting. Council members serve a three-year term and just need to submit a W-9 and Member Agreement to get started.

How can I learn more?

Email us at qualityimprovement@modahealth.com. We think you'll find it's a great way to connect, collaborate and make an impact. We hope to collaborate with you soon!

Sincerely,
Moda Quality Programs

Training to help you support every patient

Cultural competency means understanding that every patient has different needs and being aware of those differences. These differences can include race, ethnicity, primary language, age, where they live, gender identity, sexual orientation, physical abilities or limitations, spiritual beliefs, economic status and literacy.

Moda Health wants to help you build strong, healthy relationships with your patients. As part of our Cultural Competency Program, we encourage you to use our available resources and training to better understand and meet and support the needs of your patients.

To learn more and access training, visit the following sites:

- [National Institutes of Health \(NIH\) Clinical Conversations Training Program - Health Literacy Modules](#)
- [U.S. Department of Health and Human Services, Health Resources and Services \(HRSA\)](#)
- [Centers for Disease Control and Prevention \(CDC\) - Effective Communication for Healthcare Teams](#)
- [U.S. Department of Health and Human Services - Think Cultural Health](#)

Additional Information

Looking for additional information about this month's topics? Click the button below for our new comprehensive document. This month it will contain:

- [Reimbursement Policy Manual updates](#)
- [Medical Necessity Criteria](#)

Moda Health Medical Customer Service

For claims review, adjustment requests and/or billing policies, please call the number shown on the back of the patients Moda ID card.



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