



Oncology Benefits Management Program (OBM)

Quick Reference Guide

eviCore managed Services, effective 1/1/2022:

The OBM program includes administrative and clinical support for the below in-office services provided and billed for Cigna AZ Medicare Advantage by an eviCore-contracted group. Claims for the below services should be submitted to eviCore:

- All Professional Services and Part B Medications
- Labs: Same Day In Office
- Advanced Imaging: Advanced Imaging Services Performed in an Oncology Benefits Management (OBM) contracted Outpatient Setting
- Elective requests only POS 24 (Ambulatory)

eviCore non-managed services effective 1/1/2022:

Claims for the below services should not be submitted to eviCore, but instead to Cigna AZ Medicare:

- Part D Medications
- Medical Oncology Clinical Trials
- Transplant Patients
- CAR-T Cell Therapy

Services requiring a Prior Authorization

The below services require a prior authorization or registration through eviCore or Cigna:

- Medical Oncology - Part B Medications (cancer diagnosis) = **eviCore healthcare**
- Radiation Oncology = **eviCore healthcare**
- Advanced Imaging = **eviCore healthcare**
- Part B medications with benign indications = **Cigna AZ**

Requesting Pre-Certification

The eviCore **web portal** is available 24/7 at www.evicore.com and is the quickest way to initiate a case and check case status. The portal also allows you to upload clinical, save your authorization progress, and check member eligibility. Radiation Oncology requests must be initiated via the eviCore web portal. **The healthplan for OBM is Cigna Medicare for Case Build.**

- ➔ Utilize the **CareCore** portal to initiate Medical Oncology and Radiation Oncology requests.
- ➔ Use the **MedSolutions** Portal to initiate Advanced Imaging requests.

You can toggle back and forth between the portals without needing separate logins.

Eligibility

Cigna website www.HSConnectonline.com can be utilized to verify member eligibility.



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Client & Provider Operations

eviCore's Client and Provider operations team serves as the direct contact for contracted providers for **any** questions you may have regarding eviCore.

Common Items to send to Client & Provider Operations

- Requests for an authorization to be resent to the health plan
- Complaints and Disputes (Cigna AZ retains grievances and appeals)
- Eligibility Issues (Member, Ordering Physician and/or Rendering Facility)
- Issues experienced during case creation
- Reports of system issues
- Questions regarding contracting and network participation

How to contact Client and Provider Operations

Phone: 1(800)646-0418 (Option 4)

Email: ClientServices@evicore.com

For prompt service, please have all pertinent information available when calling Client Services. If emailing, make sure to include a description of the issue with member/provider/case details when applicable. Outside of normal business hours, please e-mail Client Services with your inquiry.

Claims Submission Details

eviCore's electronic Payor ID: **62160**

Ensure that your claims clearinghouse will send your claims to Change Healthcare. You can set up a free account with Change Healthcare and receive an Electronic Remittance Advice (ERA). A provider ID is not necessary to enroll with Change Healthcare.

Claims standard timely filing = 90 days.

Episode of Care cases must be completed within 30 days of treatment completion to meet timely filing requirements.

Claims Mailing Address:

P.O. Box 981612 EI
Paso, TX 79998
EDI: **62160**

Claims Customer Service

You are able to check the status of a claim, review claims payment information, and view/print EOP's from the eviCore web portal at www.evicore.com (MedSolutions Portal)

If you have any question's regarding the status of a claim, please contact the Claims Customer Service team at **(888) 693-3296** for further assistance, or contact eviCore client and provider operations.



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Credentialing

Cigna AZ Medicare handles credentialing for the OBM program. A provider must be credentialed with Cigna AZ before contracting as in network with eviCore for OBM. The Cigna AZ team can assist with any of the following inquiries:

- Credentialing status updates
- Questions regarding the application process, including credentialing new providers / locations
 - Contact Cigna AZ Medicare at **800.882.4462** for credentialing questions. Select “Network Participation”.
 - Email PSSCentral@cigna.com

Resource	Contact and resource information		
eviCore provider resources, OBM information	Website: www.evicore.com/resources/healthplan/cigna-medicare → Solution Resources → Oncology Benefits Management		
Case initiation	eviCore Website: www.evicore.com (required for Radiation Oncology)		
	eviCore Telephone: 866.686.4452		
	Program	Where to initiate PA	Fax
	Radiation Oncology	eviCore (CareCore Portal)	800.540.2406
	Medical Oncology – Part B drugs	eviCore (CareCore Portal)	866.686.4452
Advanced Imaging	eviCore (MedSolutions Portal)	888.693.3210	
Benign Indication – Part B drugs (including Benign Hematology)	Cigna Medicare Part B: phone (888)454-0013	877.454.0013	
Clinical guidelines	Website: evicore.com/provider/clinical-guidelines eviCore utilizes CMS guidelines		
Clinical worksheets	Website: evicore.com/provider/online-forms		
Client and provider services team – any eviCore question/issue	Email: clientservices@evicore.com Telephone: 800.646.0418, option 4		
Clinical consultations	Website: evicore.com (log in, look up authorization, and schedule directly using the self-service online tool) Telephone: 866.686.4452		
eviCore web support	Email: portal.support@evicore.com Telephone: 800.646.0418, option 2		



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Uploading additional clinical information	Website: eviCore.com (log in and select "Authorization Lookup and Upload Additional Clinical") Fax: 866.686.4452 (Medical Oncology) 800.540-2406 (Radiation Oncology)
Claims Questions	Claims Customer Service Phone: 888.693.3296 Web Portal Lookup : eviCore.com (Medsolutions Portal)
Radiation Oncology Episode of Care (EOC) questions	Email: RTCasRate@eviCore.com EOC cases MUST be completed via the web portal