EviCore
By EVERNORTH

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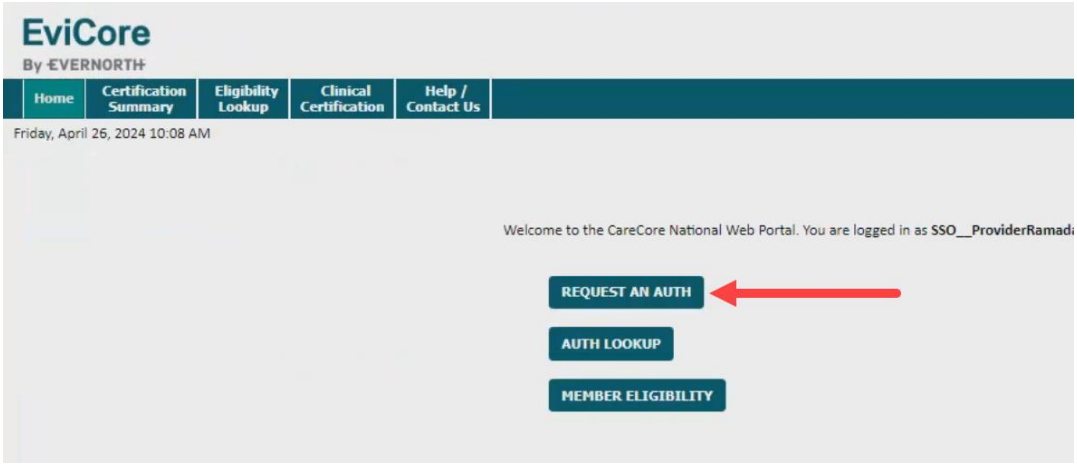
Creating a Pharmacy Drug PA Request

1. Select “REQUEST AN AUTH”



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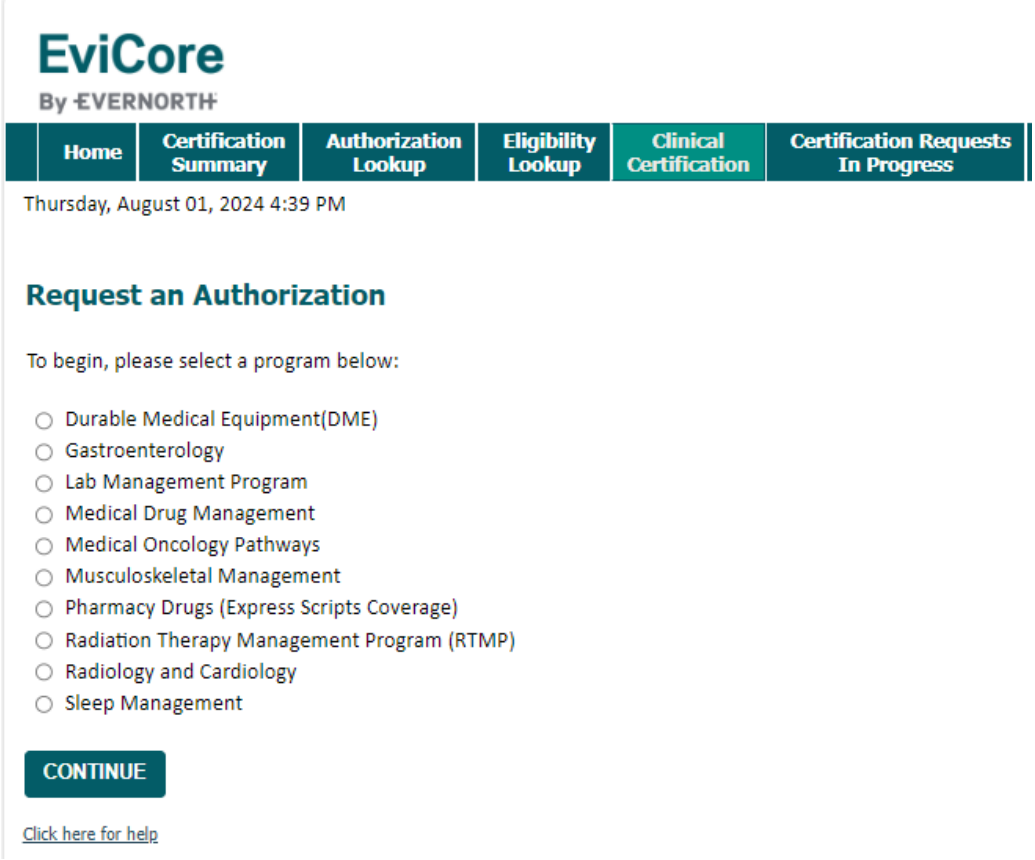
2. Select the radio dial “Pharmacy Drugs (Express Scripts Coverage) and then click CONTINUE



3. Select/Enter the prescriber’s information
   Provider search will search only for providers that you have previously submitted a pharmacy drug PA request. If you have never submitted a pharmacy drug PA request for this particular prescriber, you will need to enter the provider’s information manually.

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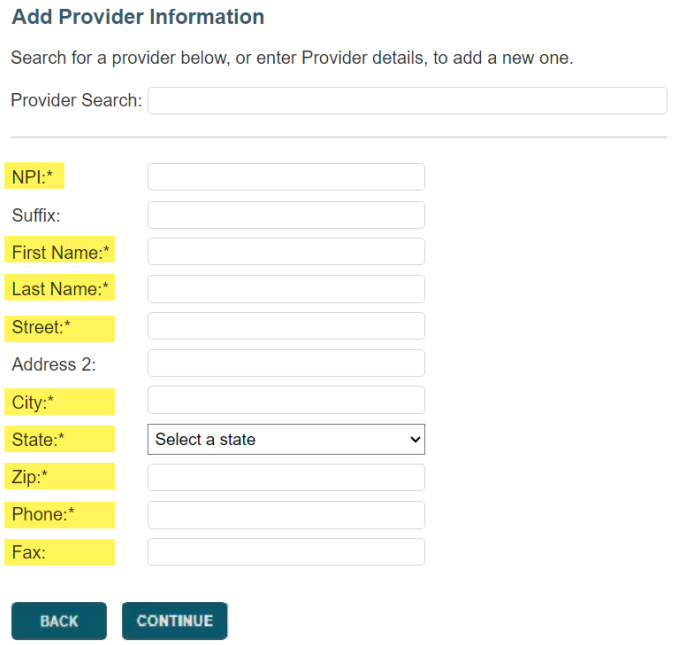
a. Entering a provider – any field that has an "*" is required before continuing



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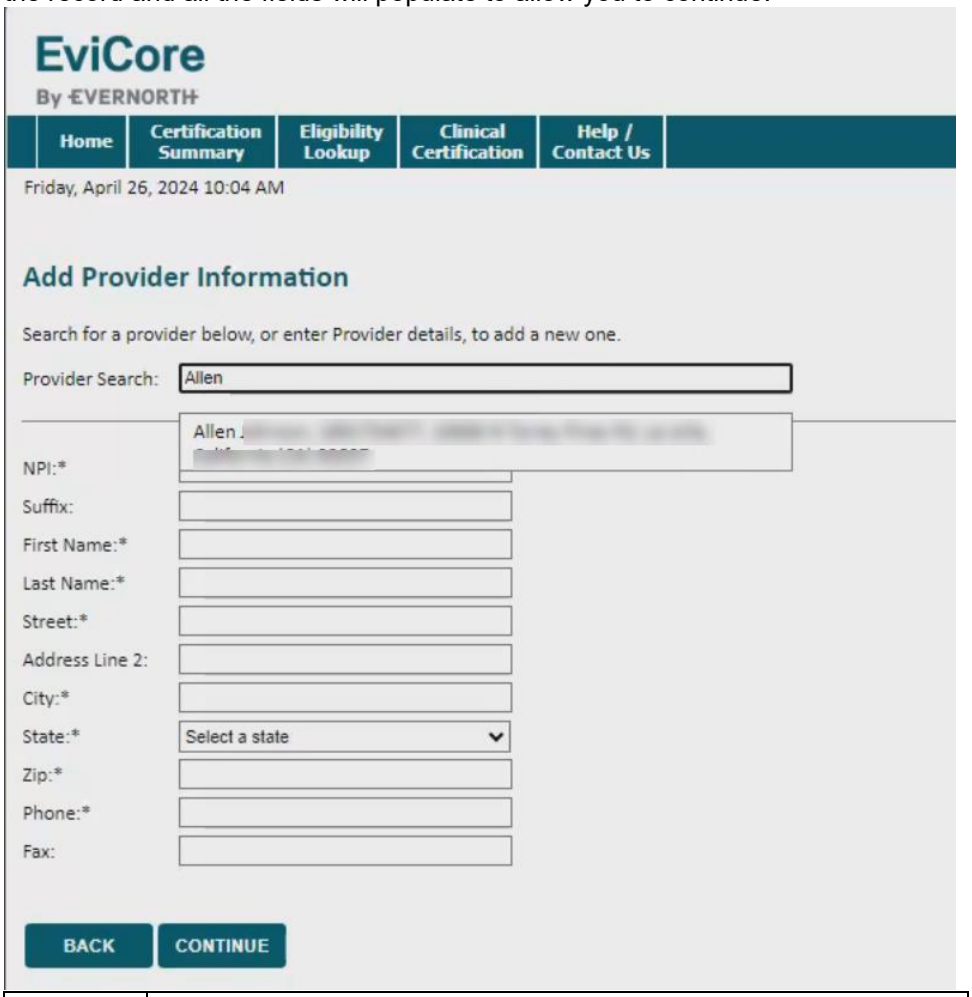
b. Searching for a provider – Type in name and if you have submitted a case for that provider in the past, their information will populate. Click the record and all the fields will populate to allow you to continue.



	Prescriber's information that is populated from the search feature can be edited after selected. You will be asked to confirm the changes to either update the existing record or create a new one.

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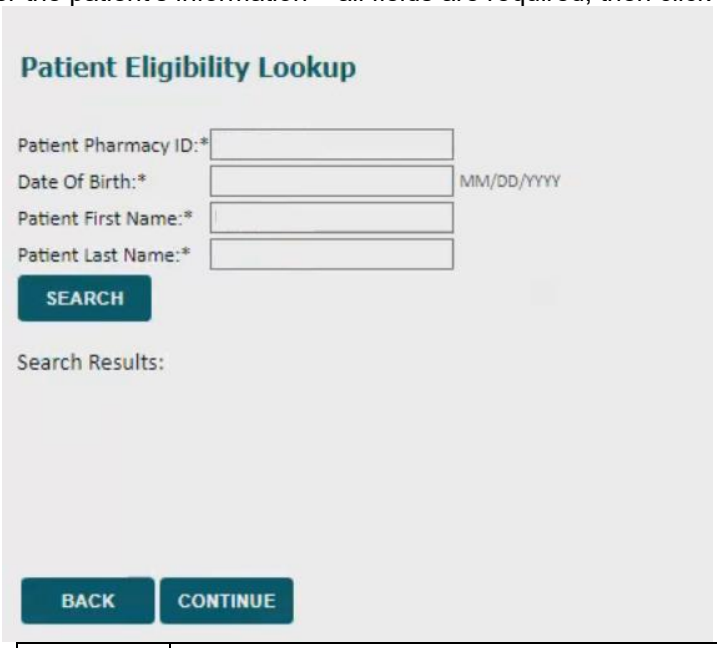
4. Enter the patient's information – all fields are required, then click SEARCH



	Date of Birth must be entered as MM/DD/YYYY

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5. Enter the Drug Information
    a. In the “Search Pharmacy Drug” field, start typing the drug name to bring back options for selecting. Click on the drug from the list

Search Pharmacy Drug

Hum

Drug Name	Dosage Form	Drug Strength
Humira	SYRINGEKIT	40MG / 0.8ML
Humira Pen	PEN IJ KIT	40MG / 0.8ML
Humira(CF)	SYRINGEKIT	40MG / 0.8ML

The search function engages after the 3rd letter is typed

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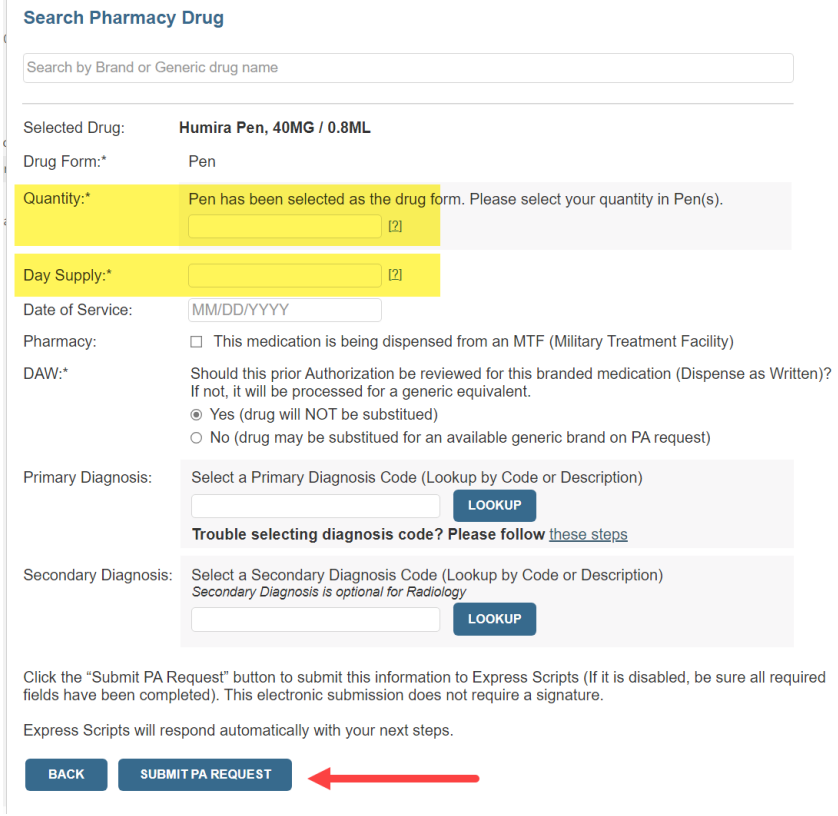
b. Once the drug is selected, enter additional information about how the drug is to be taken. Any field with an asterisk is required before continuing to submit the PA Request. All other fields are optional.



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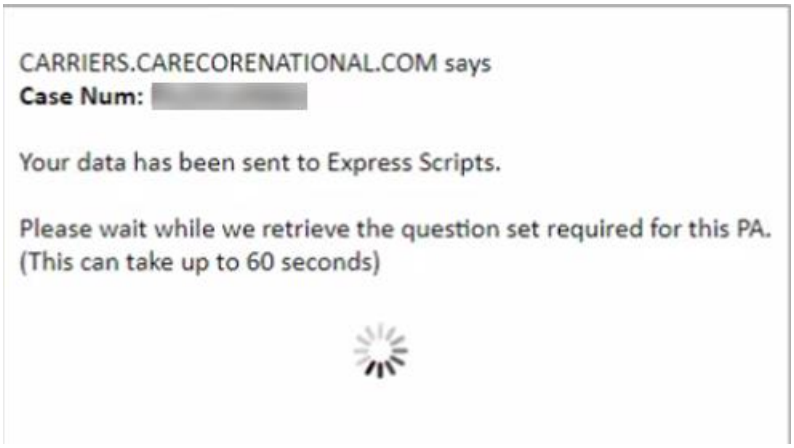
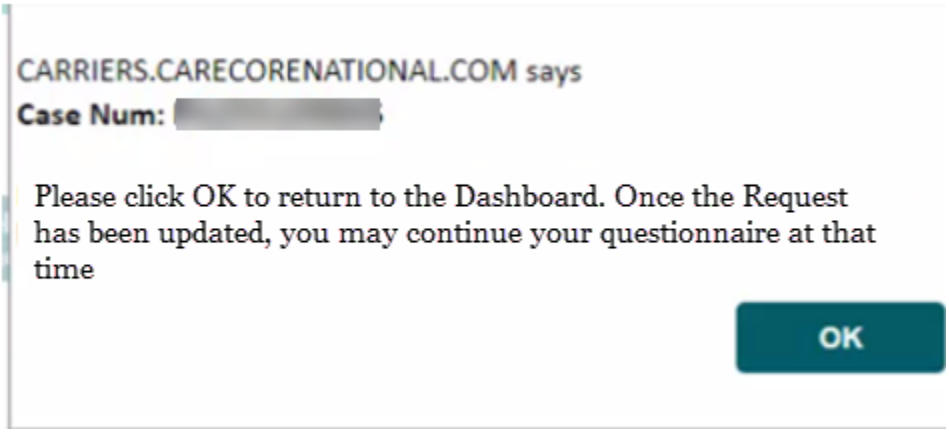
c. The data entered thus far will be submitted to Express-Scripts and the prior authorization questions for the patient's benefit plan will be returned



d. If the questionnaire fails to return, you will be automatically directed to the dashboard. We will continue to work to obtain the questionnaire and you will be able to come back and answer the questions later.



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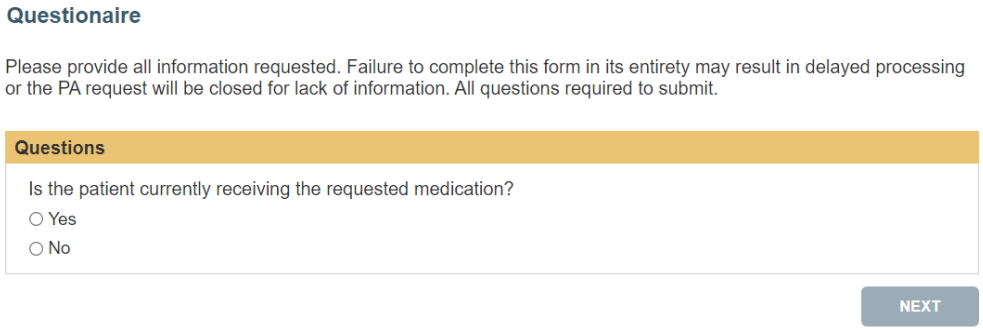
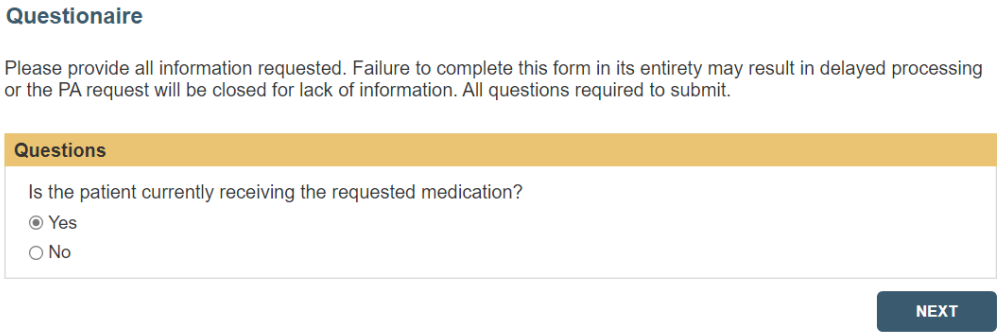
6. Answer all questions presented
    a. To answer a question, select the corresponding radio dial



    b. When a radio dial is selected, the NEXT will become active. Click NEXT



    c. Some questions will have free form entry – enter your answer by typing in the provided field

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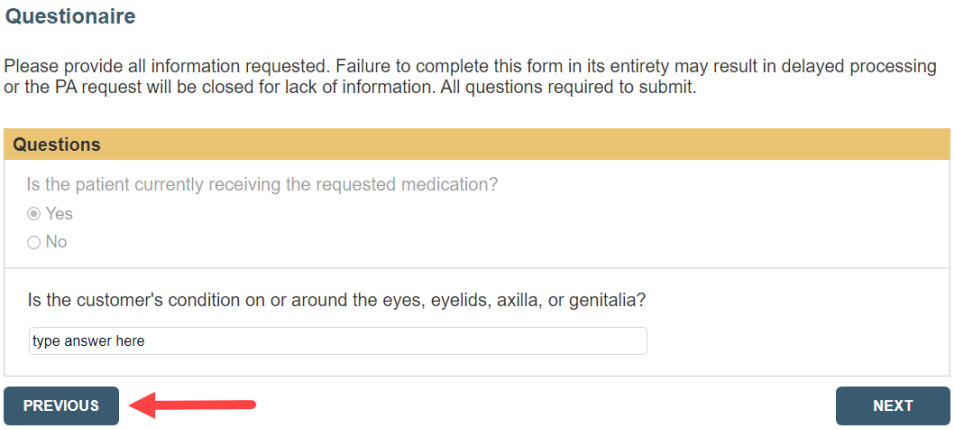
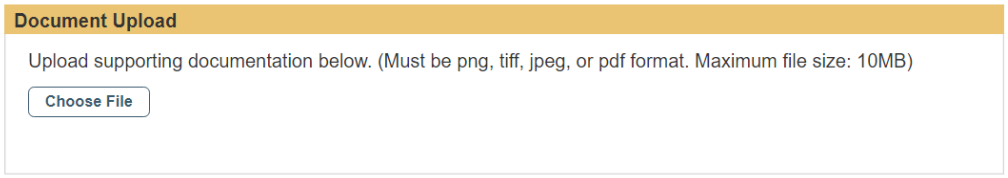
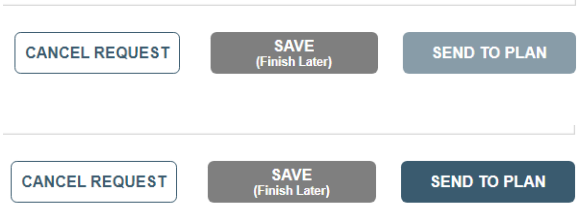
d. If need to go back and change an answer to a question, hit the PREVIOUS button



e. Upload a document as needed
   i. Select “Choose File”
   ii. Select document to attach



f. Continue answering questions until the “SEND TO PLAN” button activates by becoming darker in color.



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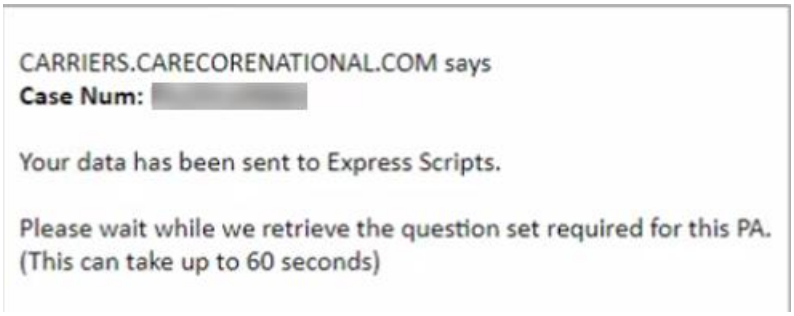
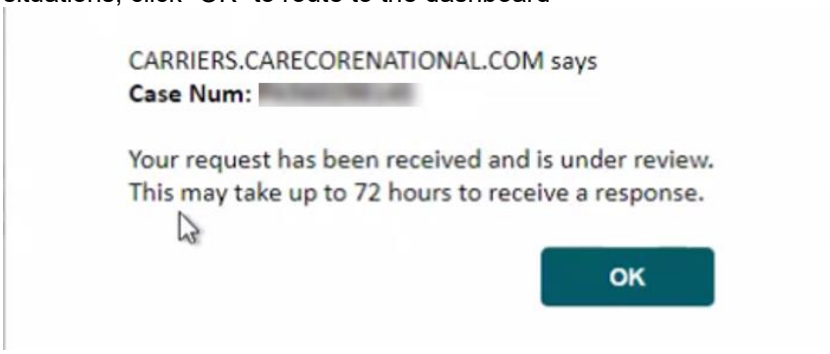
g. Once all questions have been answered and an attachment has been uploaded (if necessary), select SEND TO PLAN

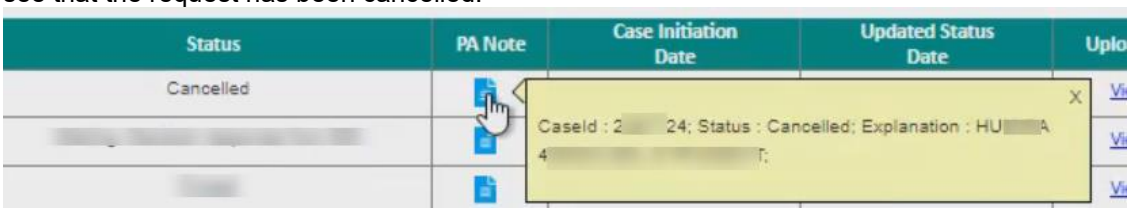


h. Sometimes submitted answers need time for review. In those situations, click “OK” to route to the dashboard



i. To save all progress, including any questions answered thus far, click “SAVE (Finish Later). You will be directed to the dashboard where you can come back later and resume activity where you stopped.

j. To cancel all progress, including any questions answered thus far, click CANCEL REQUEST. You will be directed to the dashboard and will see that the request has been cancelled.



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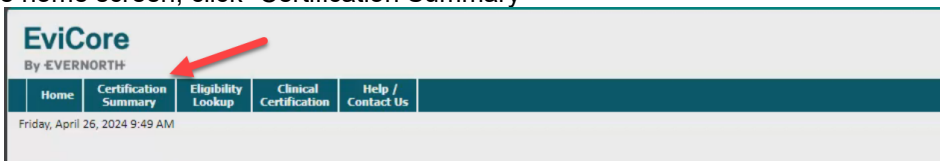
Dashboard (Certification Summary)

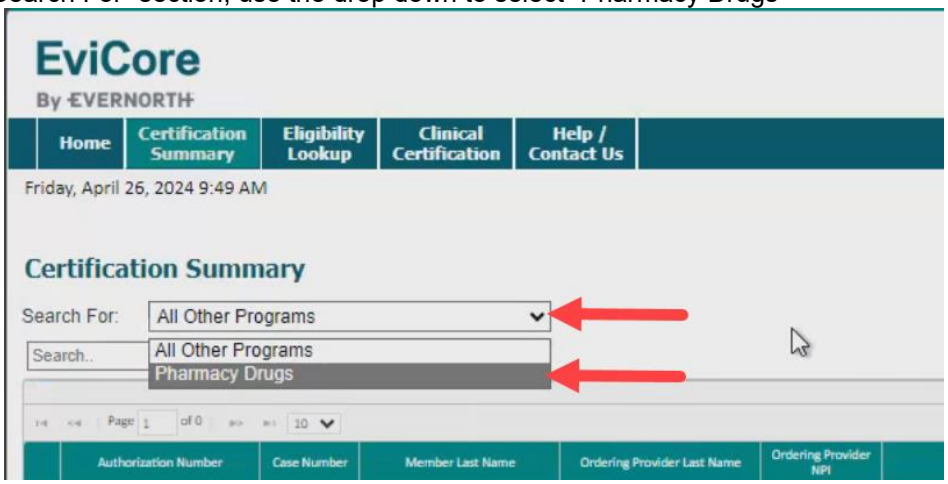
The Dashboard is where you can see both see the status of all cases you have submitted, search for other cases, or start another New Drug PA request. You can also view documents uploaded for a PA Case.

Navigating to Pharmacy Drugs Dashboard without building a case

1. From the home screen, click “Certification Summary”



2. In the “Search For” section, use the drop down to select “Pharmacy Drugs”



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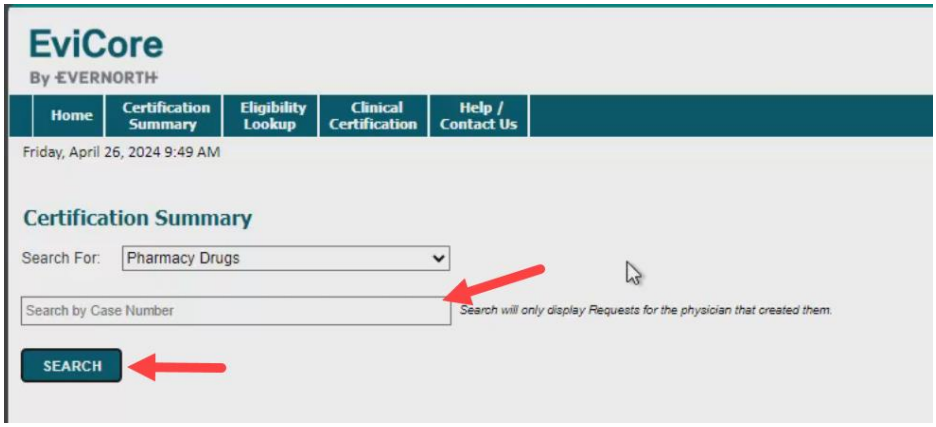
Searching for a pharmacy Case

1. In the Pharmacy Drugs Dashboard, type in the case number and select "SEARCH"



Definition of Status of cases:

1. Approved cases will show a status of "Approved PA"
    a. Can hover mouse over the blue icon under the column of PA Note to see more details around that approval.

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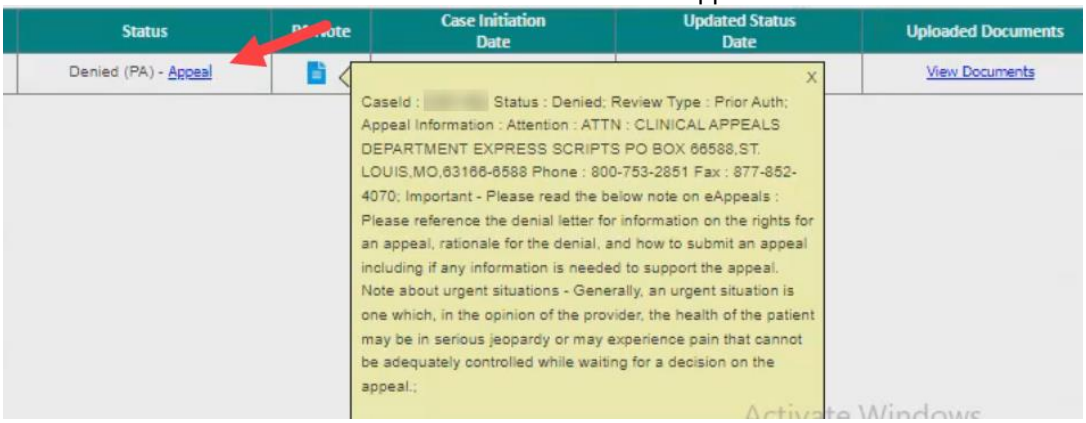
2. Denied cases will show a status of “Denied PA”.
    a. Can hover mouse over the blue icon under the column of PA Note to see more details around that denial and how to create an appeal



3. Waiting: ESI to send Question Set
    a. This happens when the questionnaire fails to return after you have entered all the provider, patient and drug information and have submitted the PA Request. Express Scripts will be working to obtain the plan’s PA Question Set so that you can complete the PA Questionnaire.

    b. When the benefit plan’s PA Question Set has been returned, the status will change to “Waiting: Physician to submit answers – Start”

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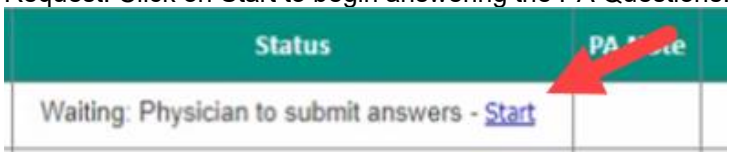
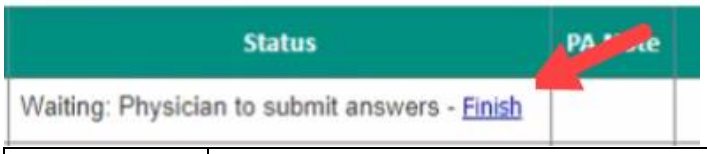
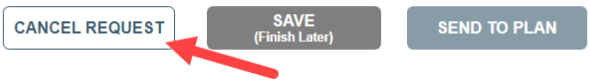
4. Waiting: Physician to submit answers – Start
    a. This is the notification that the PA Questionnaire is ready to be started when the questionnaire failed to return after you have entered all the provider, patient and drug information and have submitted the PA Request. Click on Start to begin answering the PA Questions.



5. Waiting: Physician to submit answers – Finish
    a. This is the notification that the PA Question was left incomplete and needs to be finished in order for a PA determination.
    b. Click Finish to complete the PA questions



If a PA is no longer needed:
1. Click Finish to open the PA Question Set.
2. Click “Cancel Request”



6. Waiting: Decision response from ESI
    a. This is when ESI has received all the answers submitted but may take up to 72 hours to provide a response.

    b. Once a response from ESI is obtained, the status will be updated on the case. You will see that updated status when you log back into the portal.

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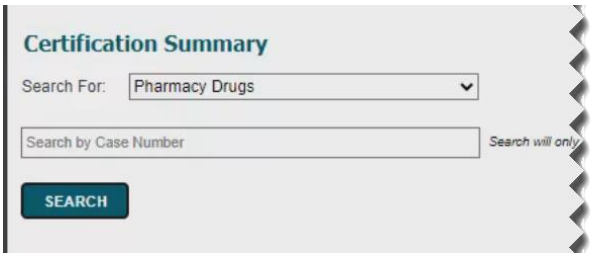
7. Closed
    a. Refer to PA note what close code was received by hovering over the blue note icon

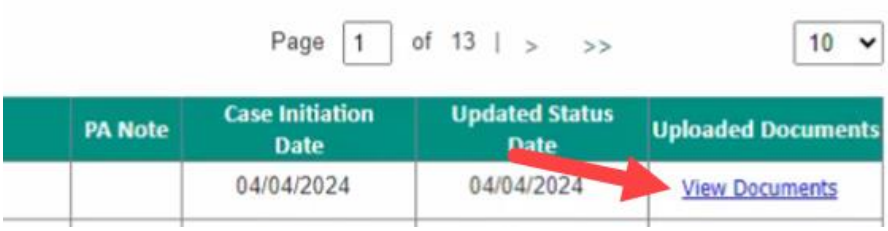
Start another New Drug PA Request from Pharmacy Drugs Dashboard

1. Click on “NEW DRUG PA REQUEST”
2. You will be automatically directed to where you can enter the provider information



Viewing uploaded documents

1. Click View Documents to view documents that were uploaded as part of a PA Request



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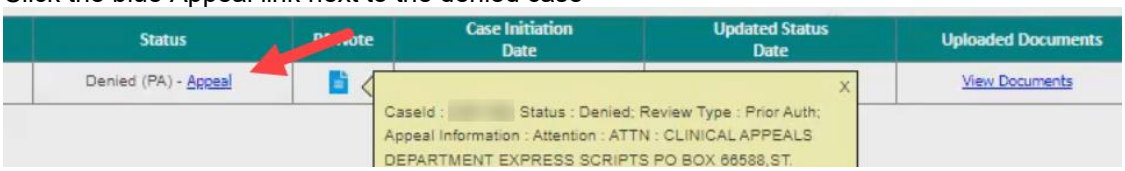
Appeals

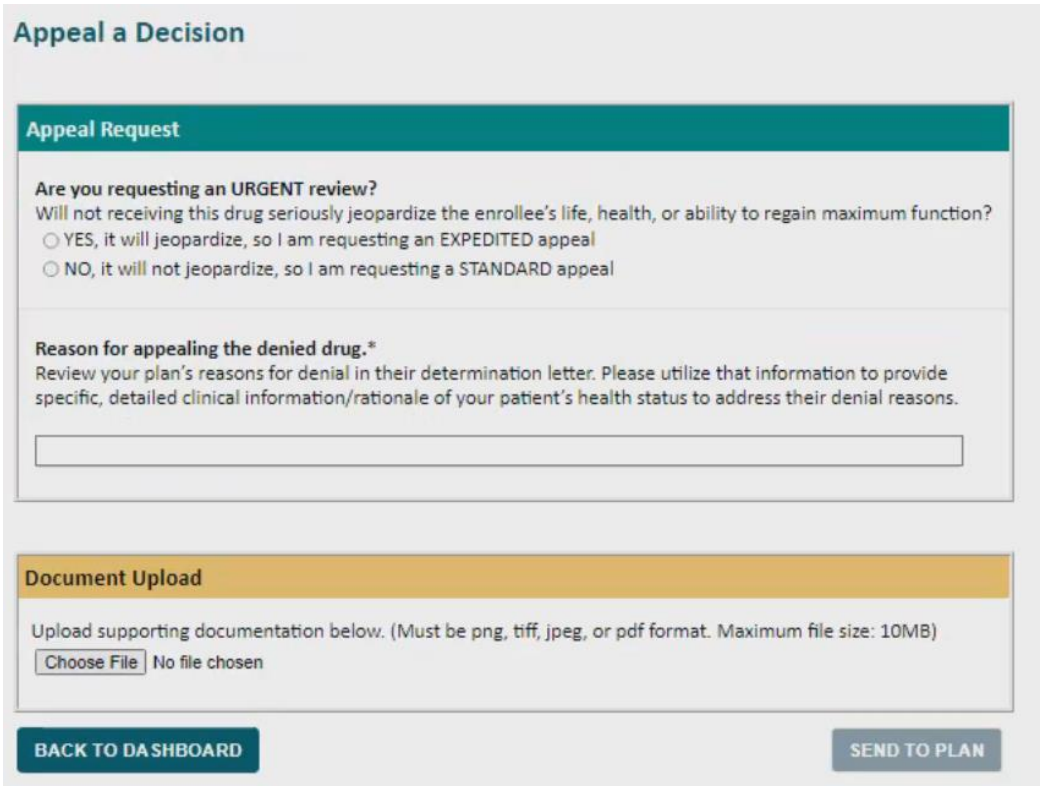
Starting an Appeal

Appeals can be electronically submitted for a previously denied request from the dashboard.

1. Click the blue Appeal link next to the denied case



2. The appeal questionnaire section will open. Enter all necessary information and click SEND TO PLAN



3. If don't want to submit an appeal, click "BACK TO DASHBOARD"

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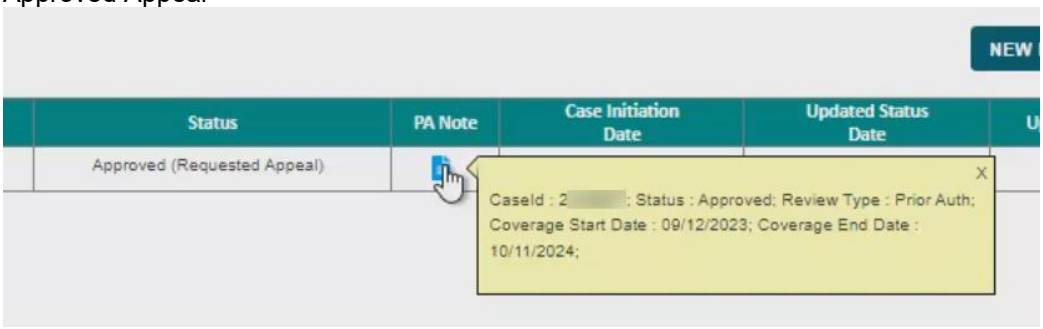
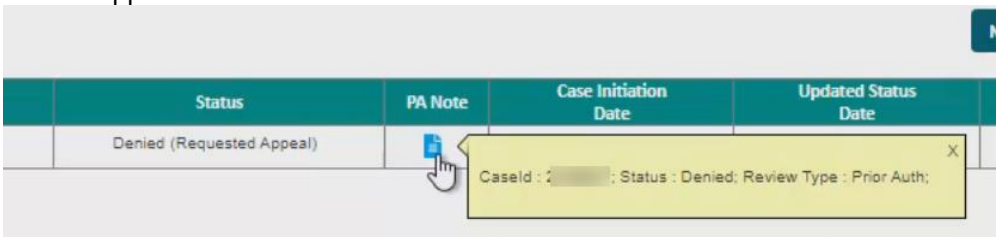
The dashboard will show you status of your appeal

1. Approved Appeal



2. Denied Appeal



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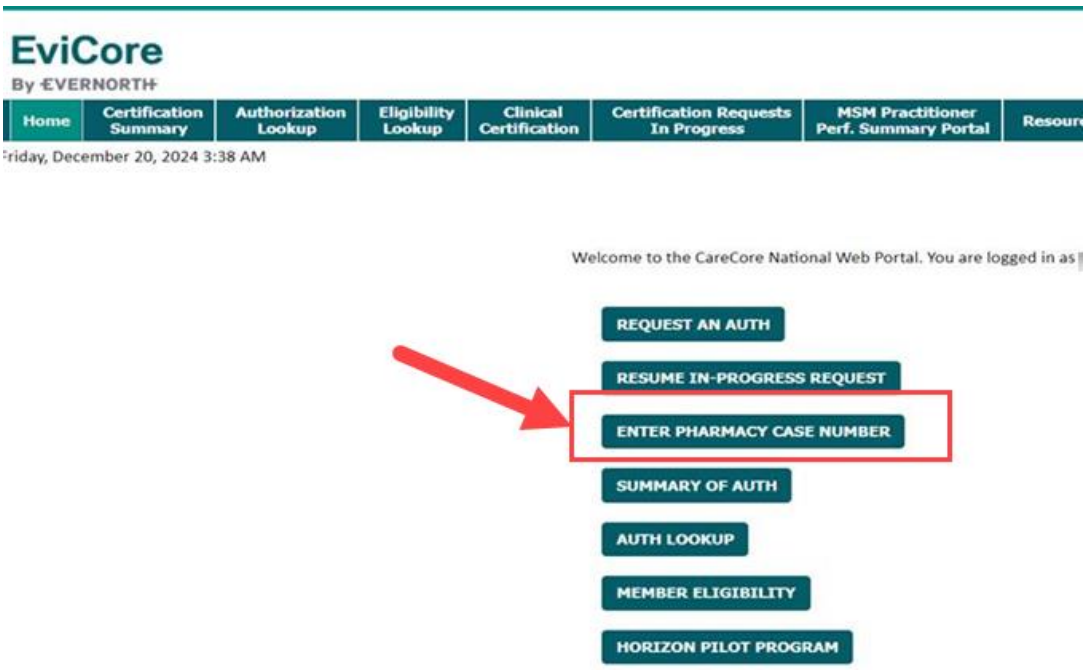
Express Scripts Pharmacy Initiated Prior Authorization

To respond to either an email or fax informing you that Express Scripts has initiated a prior authorization for you on a prescription you submitted to Express Scripts

1. Log into your EviCore account
2. Select “ENTER PHARMACY CASE NUMBER”



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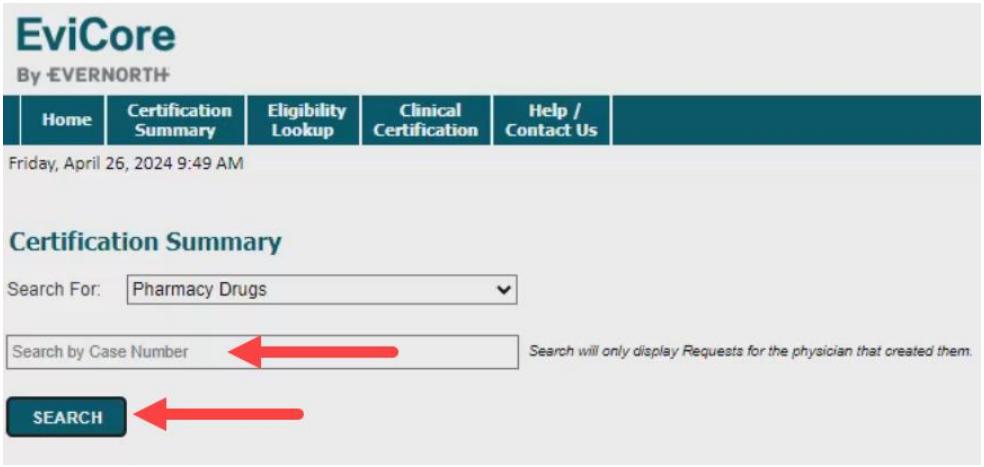
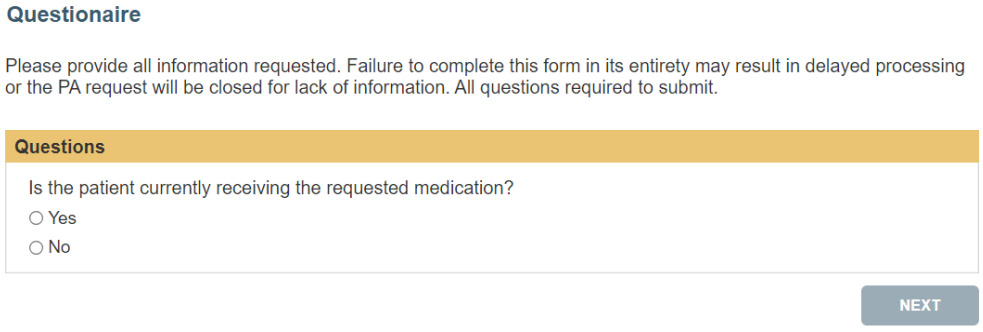
3. You will be directed to the Certification Summary Page. Enter the pharmacy case number from the fax or email in the “Search by Case Number” field and click SEARCH



4. Click on “Start” in the status field

5. Answer all questions presented
    a. To answer a question, select the corresponding radio dial



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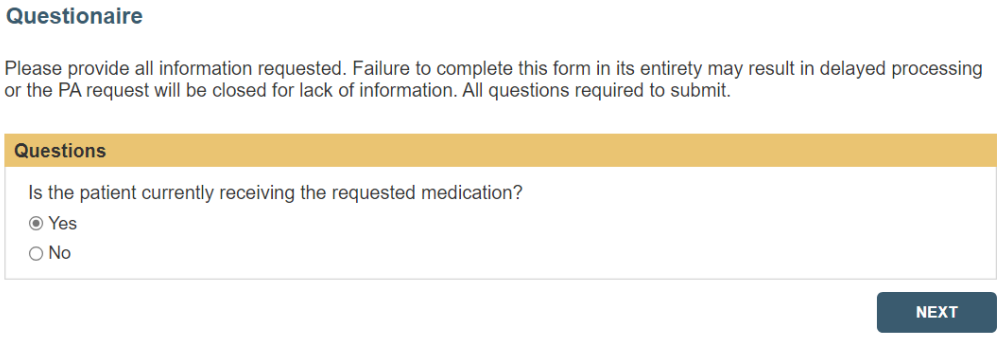
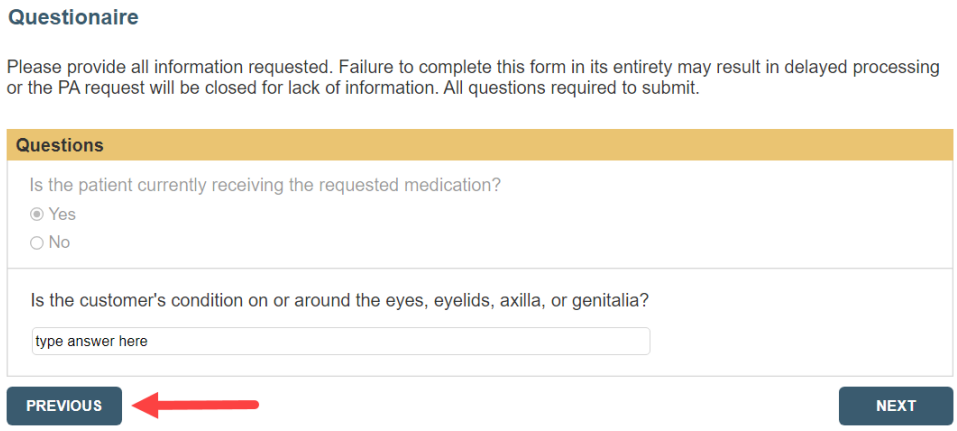
b. When a radio dial is selected, the NEXT will become active. Click NEXT

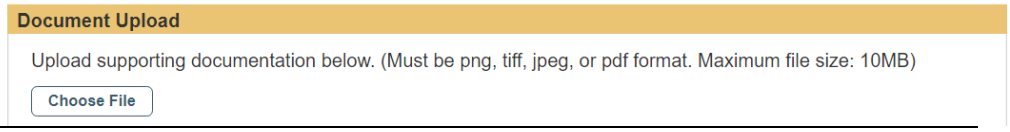


c. Some questions will have free form entry – enter your answer by typing in the provided field

d. If need to go back and change an answer to a question, hit the PREVIOUS button



e. Upload a document as needed
   i. Select “Choose File”
   ii. Select document to attach



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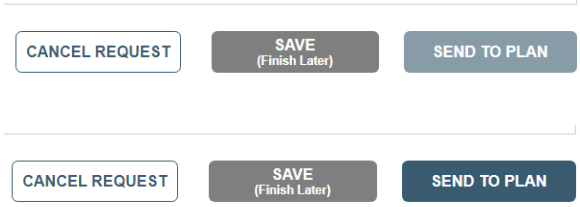
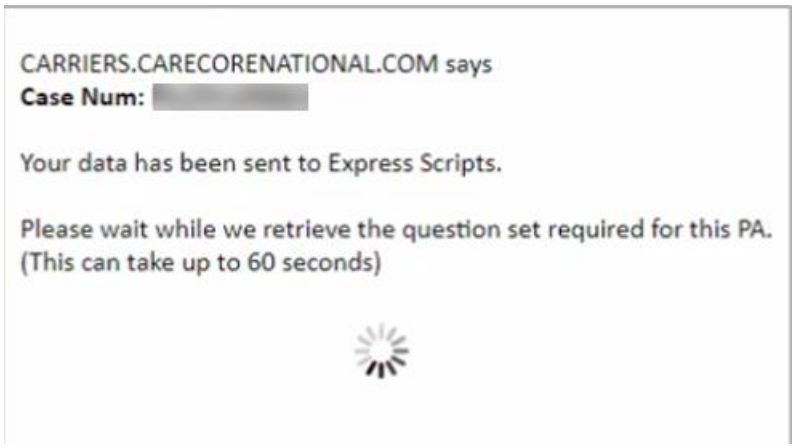
f. Continue answering questions until the “SEND TO PLAN” button activates by becoming darker in color.



g. Once all questions have been answered and an attachment has been uploaded (if necessary), select SEND TO PLAN



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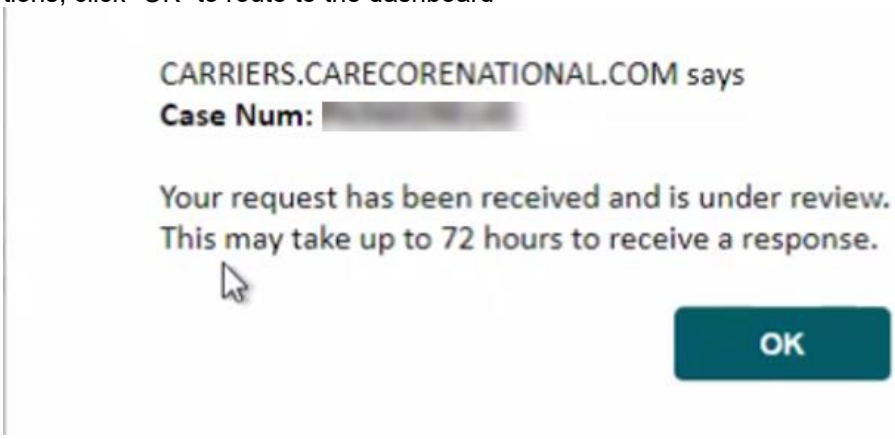
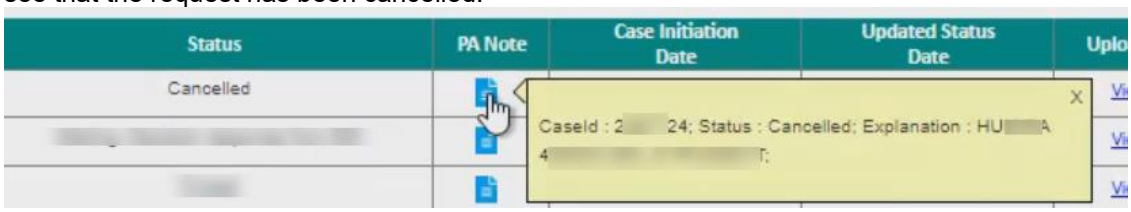
h. Sometimes submitted answers need time for review. In those situations, click “OK” to route to the dashboard



i. To save all progress, including any questions answered thus far, click “SAVE (Finish Later). You will be directed to the dashboard where you can come back later and resume activity where you stopped.

j. To cancel all progress, including any questions answered thus far, click CANCEL REQUEST. You will be directed to the dashboard and will see that the request has been cancelled.



END

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