
Health Alliance

Utilization Management Changes Overview

February 2017

Maxine Wallner – Director Provider Services

Agenda

- Decision Overview
- Utilization Management Program Changes
 - Expansions and modifications to prior authorization requirements
 - eviCore healthcare partnership
 - Review of 2017 changes
- Network Education and Training
 - Development of training program for your health system.
- eviCore
 - Overview
 - Clinical Approach
 - Service Model
 - Case Initiation Process

Decision Overview

It is the expectation of Health Alliance that our members have access to medical care that results in the best outcomes possible.

To achieve this expectation, we must employ best practices in all areas of care management through;

- Addressing the needs of expanding complex patient populations
- Utilizing best practice clinical guidelines – with full transparency
- Deliver the customer service our members and providers deserve

Health Alliance

Utilization Management Opportunities

Expand
Discharge
Planning

Reduce
Retrospective
Review
Volumes

Reduce Rate
of 1-2 Day &
Observation
Stays

Streamline
Admit,
Discharge &
Transfer
Notifications

Modify &
Expand PA

Health Alliance and eviCore Partnership



eviCore brings together the broadest range of integrated, innovative medical benefits management solutions across the entire healthcare continuum, enabling better outcomes for our patients, providers and Health Alliance.

Enhanced User Experience

Health Alliance's partnership with eviCore will provide:

- Robust, transparent evidence-based guidelines
- Responsive clinical review process — improved prior authorization decision turnaround times
- Specialty-specific medical directors supporting peer to peer discussions
- Seamless integration between the Health Alliance Provider Portal and the eviCore system

January 2017 Changes



Modify and Expand PA

Health Alliance UM changes effective **January 1, 2017**

| Change Type | What | Program Beginning 1/1/17 |
|--------------------|--|---|
| New | Observation Stays Notification to Health Alliance is required for observation stays beyond 24 hours (commercial) & 48 hours (Medicare) | Phone call or census data feed to Health Alliance |
| New | Non-Urgent Ambulance Air and ground | Health Alliance Web Portal |
| Removal | Therapeutic Plasma Exchange | |
| Removal | TAVR | |

March 2017 Changes



Modify and Expand PA

Health Alliance UM changes effective **March 1, 2017**

| Change Type | What | Program Beginning 3/1/17 |
|--------------------|--|---------------------------------|
| New | Limit Fax Requests Health Alliance prefers PAs via Clear Coverage, Health Alliance Web Portal and eviCore | |
| New | OB Ultrasound | eviCore |
| New | All Diagnostic Ultrasound Duplex Scans, Transcranial Doppler Study, Non-Invasive Physiologic Studies | eviCore |
| New | Cardiac Imaging and Procedures ECHO, ECHO Stress, Cardiac Rhythm Implantable Devices, Myocardial Perfusion Imaging, Nuclear Medicine, Diagnostic Heart Catheterization | eviCore |

Modify and Expand PA

Health Alliance UM changes effective **March 1, 2017** cont'd

| Change Type | What | Current Program | Program Beginning 3/1/17 |
|--------------------|---|----------------------------|---------------------------------|
| New | Planned Elective Inpatient Admissions – admitting physician must preauthorize the elective inpatient procedure or surgery (Note: hospitals must still notify Health Alliance by phone or census of an admission within 24 hours of the admission. This process will not change.) | | Clear Coverage |
| Transition | High Tech Imaging CT, CTA, MRI, MRA, PET | Clear Coverage | eviCore |
| Transition | DME | Health Alliance Web Portal | Clear Coverage |
| Transition | Home Health | Health Alliance Web Portal | Clear Coverage |
| Transition | Home Oxygen | Health Alliance Web Portal | Clear Coverage |

May 2017 Changes



Modify and Expand PA

Health Alliance Outpatient UM changes effective **May 1, 2017**

| Change Type | What | Current Program | Program Beginning 5/1/17 |
|--------------------|---|------------------------|---------------------------------|
| New | Outpatient Medical Oncology Oncology Pathway Drugs | | eviCore |
| New | Outpatient Radiation Therapy | | eviCore |
| New | Musculoskeletal Joint/Spine Surgery, Pain Management | | eviCore |
| New | Outpatient Specialty Therapy Physical, Occupational, Speech | | eviCore |
| Transition | Outpatient Specialty Therapy Chiropractic | Clear Coverage | eviCore |
| Transition | Genetic Testing | HA Web Portal | eviCore |

Attention!

3 [Preauthorization Requests Need Action](#)

1 [Claim Reprocessing Inquiries Need More Information](#)

Request Preauthorization

Do I Need to File?

[Policies & Procedures Requiring Preauthorization](#)

[Look up the member](#) to view Preauthorization Lists

Starting 1/22/2017 all Blepharoplasty, Eyebrow Lift Preauthorizations must be filed at Health Alliance.

Starting 1/25/2017 all Cosmetic and Reconstructive Surgery OR Breast Reconstruction; Breast Implant Removal & Replacement Preauthorizations must be filed at EviCore.

Starting 1/25/2017 all Cosmetic and Reconstructive Surgery OR Breast Reconstruction; Breast Implant Removal & Replacement Preauthorizations will no longer be filed at Health Alliance.

Starting 2/15/2017 all Endovenous Laser/RFA for Varicose Veins Preauthorizations must be filed at Clear Coverage.

Starting 2/15/2017 all Endovenous Laser/RFA for Varicose Veins Preauthorizations will no longer be filed at EviCore.

Starting 1/22/2017 all Home Services Preauthorizations must be filed at Clear Coverage.

Where Do I File?

Procedure / Service Category

Check

[Show All Categories](#)

If you aren't sure whether a pre-authorization is required, please check the lists above.

 Clear Coverage™

[File at Clear Coverage](#)

 Health Alliance™

[File Durable Medical Supplies](#)

[File Pharmacy](#)

 eviCore healthcare
innovative solutions

[File at EviCore](#)

Education and Training

In close collaboration with our health system partners, education and training will be delivered to all network providers and staff via one or more of the methods below.

- Email announcements
- Newsletter articles
- Phone calls
- On-site training sessions delivered by Health Alliance & eviCore
- Webinars
- Organizational learning management systems
- Online resources

Announcements began in December and training begins January 2017.

eviCore Company Overview

Renee Jernander
Regional Provider Engagement Manager

Company Highlights

4K employees
including 1K clinicians

Headquartered in Bluffton, SC

Offices across the US including:

- Lexington, MA
- Colorado Springs, CO
- Franklin, TN
- Greenwich, CT
- Melbourne, FL
- Plainville, CT
- Sacramento, CA

SHARING
A VISION
AT THE CORE OF CHANGE.

100M members
managed nationwide



Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

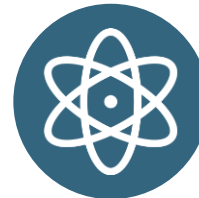
12M claims
processed annually

Integrated Solutions

LAB MANAGEMENT
19M lives



MEDICAL ONCOLOGY
14M lives



RADIATION THERAPY
22M lives

SPECIALTY DRUG
100k lives



MUSCULOSKELETAL
35M lives

RADIOLOGY
65M lives



CARDIOLOGY
46M lives

SLEEP
13M lives



POST-ACUTE CARE
320k lives

eviCore's Clinical Approach

Clinical Platform

Multi-Specialty Expertise

| | |
|--------------------|--|
| Family Medicine | Oncology/Hematology |
| Internal Medicine | Surgery |
| Pediatrics | <ul style="list-style-type: none">• General |
| Sports Medicine | <ul style="list-style-type: none">• Orthopedic |
| OB/GYN | <ul style="list-style-type: none">• Thoracic |
| Cardiology | <ul style="list-style-type: none">• Cardiac |
| Nuclear Medicine | <ul style="list-style-type: none">• Neurological |
| Anesthesiology | <ul style="list-style-type: none">• Otolaryngology |
| Radiation Oncology | <ul style="list-style-type: none">• Spine |
| Sleep Medicine | Radiology |
| | <ul style="list-style-type: none">• Nuclear Medicine |
| | <ul style="list-style-type: none">• Musculoskeletal |
| | <ul style="list-style-type: none">• Neuroradiology |

- **190+ board-certified medical directors**
- **Diverse representation of medical specialties**
- **450 nurses with diverse specialties and experience**
- **Dedicated nursing and physician teams by specialty for Cardiology, Oncology, OB-GYN, Spine/Orthopedics, Neurology, and Medical/Surgical**



Organic Evidence-Based Guidelines



Dedicated pediatric guidelines



Contributions from a panel of community physicians



Experts associated with academic institutions



Current clinical literature

Aligned with National Societies

- American College of Cardiology
- American Heart Association
- American Society of Nuclear Cardiology
- Heart Rhythm Society
- American College of Radiology
- American Academy of Neurology
- American College of Chest Physicians
- American College of Rheumatology
- American Academy of Sleep Medicine
- American Urological Association
- National Comprehensive Cancer Network
- American College of Therapeutic Radiology and Oncology
- American Society for Radiation Oncology
- American Society of Clinical Oncology
- American Society of Colon and Rectal Surgeons
- American Academy of Orthopedic Surgeons
- North American Spine Society
- American Association of Neurological Surgeons
- American College of Obstetricians and Gynecologists
- The Society of Maternal-Fetal Medicine

eviCore's Service Model

Preauthorization Requests

How to request preauthorizations:

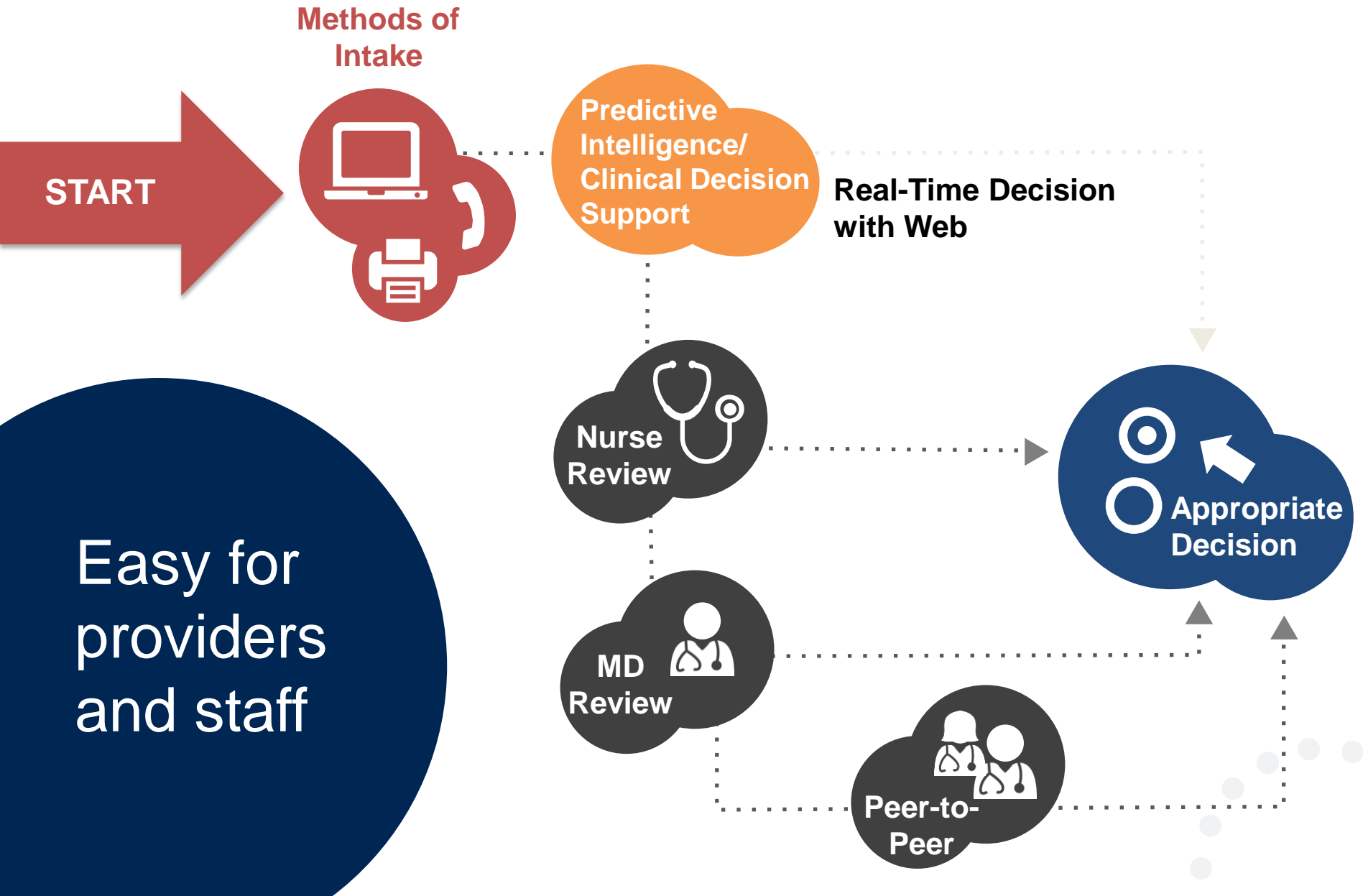


YourHealthAlliance.org

YourHealthAlliance.org
Available 24/7 and the
quickest way to create
preauthorizations and check
existing case status

Or by phone:
844.303.8452
7 a.m. – 7 p.m.
Monday – Friday

Clinical Review Process



Information Needed to Begin a Preauthorization



If clinical information is needed, please be able to supply:

- Prior tests, lab work, and/or imaging studies performed related to this diagnosis
- The notes from the patient's last visit related to the diagnosis
- Type and duration of treatment performed to date for the diagnosis

Client Service Delivery Team

The Client Service delivery team is responsible for high-level service delivery to our health plan clients as well as ordering and rendering providers nationwide

Provider Relations Representatives



Provider Relations representatives are cross-trained to investigate escalated provider and health plan issues.

Client Service Managers



Client service managers lead resolution of complex service issues and coordinate with partners for continuous improvement.

Regional Provider Engagement Managers



Regional provider engagement managers are on-the-ground resources who serve as the voice of eviCore to the provider community.

Why Our Service Delivery Model Works



One centralized intake point allows for timely identification, tracking, trending, and reporting of all issues. It also enables eviCore to quickly identify and respond to systemic issues impacting multiple providers.



Complex issues are escalated to resources who are the subject matter experts and can quickly coordinate with matrix partners to address issues at a root-cause level.



Routine issues are handled by a team of representatives who are cross trained to respond to a variety of issues. There is no reliance on a single individual to respond to your needs.

Preauthorization Program for Health Alliance Medical Plans

Introduction to Wave One Process
Effective March 1, 2017



Wave One Program Overview

eviCore will begin accepting requests on February 20, 2017 for service dates on and after March 1, 2017.

eviCore Preauthorization applies to services that are:

- Elective / Non-emergent
- Diagnostic


It is the responsibility of the ordering provider to request preauthorization approval for services.



Wave One OB Ultrasound Preauthorization Requirements

- ALL OBUS requests require preauthorization.
- OBUS requests will be reviewed based on the specific CPT code criteria and eviCore guidelines.
- Please include the patient's gestational age at the time the requested OBUS CPT code(s) will be performed, any prior OBUS that have been done (include the CPT code, date, and results), and the patient's prenatal record.
- Batched requests for multiple ultrasounds (up to 4 weeks) may be requested on one case and will be approved if clinical criteria is met to perform serial ultrasounds. These requests will usually be requested by a maternal fetal medicine specialist for a high risk pregnancy.

Please Note: All OBUS requests will be reviewed using the imaging guidelines located at eviCore.com.



Wave One Preauthorization Outcomes - Approval

Approved Requests:

- All requests are processed within 2 business days after receipt of all necessary clinical information.
- Authorizations are typically good for **90 days** from the date of determination.
- Urgent requests must be initiated via phone

Delivery:

- Emailed to ordering provider
- Mailed to Medicare members
- Facility will not receive notification
- Information can be printed on demand from the Health Alliance Web Portal

Wave One Preauthorization Outcomes - Denial

➤ Denied Requests:

- Communication of denial determination
- Communication of the rationale for the denial
- How to request a Peer Review

➤ Delivery:

- Denial is emailed to the rendering provider
- Mailed to the member

Wave One Preauthorization Outcomes – Commercial Membership

➤ Reconsiderations:

- Additional clinical information can be provided without the need for a physician to participate
- Must be requested within 14 calendar days following the date of service
- Call 844.303.8452 to initiate reconsideration

➤ Peer-to-Peer Review:

- If a request is denied and requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians. In certain instances, additional information provided during the consultation is sufficient to satisfy the medical necessity criteria for approval.
- **Peer-to-Peer reviews** can be scheduled at a time convenient to your physician

Wave One Special Circumstances

➤ Appeals:

- eviCore will not process appeals
- To initiate an appeal, contact Health Alliance:
 - 800.851.3379, ext. 4668
 - PSC@healthalliance.org

➤ Retrospective Studies:

- The program will not permit requestors to submit retrospective authorization requests

➤ Outpatient Urgent Studies:

- Contact eviCore by phone to request an expedited preauthorization review and provide clinical information
- Urgent Cases will be reviewed within **24 hours (not to exceed 72 hours)** of the request

eviCore's Case Initiation Process

Initiating A Case

Welcome to the CareCore National Web Portal. You are logged in as **UPPROTRIAL**.

[Request a clinical certification/procedure >>](#)

[Resume a certification request in progress >>](#) << Did you know? You can save a certification request to finish later.

[Look up an existing authorization >>](#)

[Check member eligibility >>](#)

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Choose **“request a clinical certification/procedure”** to begin a new case request.

Select Program



[Home](#) | [Authorization Lookup](#) | [Eligibility Lookup](#) | [Clinical Certification](#) | [Certification Requests In Progress](#) | [MSM Practitioner Performance Summary Por](#)

Thursday, June 18, 2015 1:28 PM

Clinical Certification

Please select the program for your certification:

Radiology and Cardiology

Click [here](#) for help or technical support

Any programs included in the preauthorization program for Health Alliance Medical Plans will appear in this list.

Select the **Program** for your preauthorization.

Select Program



[Home](#) | [Authorization Lookup](#) | [Eligibility Lookup](#) | [Clinical Certification](#) | [Certification Requests In Progress](#) | [MSM Practitioner Performance Summary Por](#)

Thursday, June 18, 2015 1:28 PM

Clinical Certification

Please select the program for your certification:

- Radiology and Cardiology
- Radiation Therapy Management Program (RTMP)
- Musculoskeletal Management
- Sleep Management
- Medical Oncology Pathways

More programs will appear in this list as each wave is implemented.

Select the **Program** for your preauthorization.

Select Provider

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | MSM Practitioner Performance Summary Portal | Resources | Manage Your Account

Thursday, March 05, 2015 9:53 AM

Clinical Certification

Select the practitioner or group for whom you want to build a case. If the practitioner, group, or lab for whom you wish

Filter Last Name
or NPI:

Selected Physician:


| Physician | |
|---------------------------------------|---------------------|
| <input type="button" value="SELECT"/> | BOMER, FAYE |
| <input type="button" value="SELECT"/> | BOYER, CAROL |
| <input type="button" value="SELECT"/> | LEJA, MONIKA |
| <input type="button" value="SELECT"/> | O'BRYANT, CATHERINE |

Select the **Practitioner/Group** for whom you want to build a case.

Contact Information

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | Physician Criteria | Manage Your Account

Tuesday, April 15, 2014 3:48 PM


100% Complete

Physician: [EDIT](#)

The [?] indicates a required field or that more information is available as a help feature.

Clinical Certification

Physician's Name [?]

Who to Contact [?]

Fax [?]

Phone [?]

Ext. [?]


Cell Phone

Email

Enter the **Provider's name** and appropriate information for the point of contact individual.

Member Information

Patient Information


30% Complete

Physician
DOE, JOHN

[EDIT](#)

Clinical Certification

Patient ID:

Date Of Birth: MM/DD/YYYY

Patient Last Name Only: [\[?\]](#)

DO NOT INCLUDE ALPHA PREFIX. ENTER NUMERIC DIGITS ONLY.

Enter the **member information** including the Patient ID number, date of birth, and patient's last name. Click **“Eligibility Lookup.”**

Clinical Details

Clinical Certification

This procedure has not been performed. [CHANGE](#)

Radiology Procedures

Select a Procedure by CPT Code[?] or Description[?]

70551 ▼

MRI Brain W/O CONTRAST ▼

Diagnosis

Diagnosis Code: **F01.50**

Description: **Vascular dementia without behavioral disturbance**

[Change Diagnosis](#)

[Cancel](#)

[Back](#)

[Print](#)

[Continue](#)

Click [here](#) for help or technical support

Verify Service Selection

Clinical Certification

Confirm your service selection.

Procedure Date: TBD

CPT Code: 70551

Description: MRI Brain W/O CONTRAST

Diagnosis Code: F01.50

Diagnosis: Vascular dementia without behavioral disturbance

[Change Procedure or Diagnosis](#)

Click [here](#) for help or technical support

Site Selection

Provider Web Portal

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | Physician Criteria | Manage Your Account | Cardiology Approval Report

Tuesday, April 15, 2014 4:03 PM Log Off (KOSHAW)

60% Complete

Physician EDIT

Patient EDIT

Service ---

Clinical Certification

The locations listed below are within 25 miles from the member's zip code and are listed in a random order. If the location you would like to send your patient to is not on this list, you can search for that location using the Specific Site Search parameters below.

Specific Site Search

Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI: Zip Code: Site Name:

TIN: City:

Exact match
 Starts with

[LOOKUP SITE](#)

| | Name | Address |
|------------------------|------|---------|
| SELECT | | |
| SELECT | | |
| SELECT | | |
| SELECT | | |

[Cancel](#) [Back](#) [Print](#)

Use the search fields to locate the specific facility site needed.

Clinical Certification

Clinical Certification

You are about to enter the clinical information collection phase of the authorization process.

Once you have clicked "Continue," you will not be able to edit the Provider, Patient, or Service information entered in the previous steps. Please be sure that all this data has been entered correctly before continuing.

In order to ensure prompt attention to your on-line request, be sure to click SUBMIT CASE before exiting the system. This final step in the on-line process is required even if you will be submitting additional information at a later time. Failure to formally submit your request by clicking the SUBMIT CASE button will cause the case record to expire with no additional correspondence from CareCore National.

Click [here](#) for help or technical support

Verify all information entered and make any needed changes prior to moving into the clinical collection phase of the preauthorization process.

You will not have the opportunity to make changes after that point.

Clinical Certification

Clinical Certification

i Is this request to evaluate suspicion of cancer, screening for cancer, active evaluation or monitoring of known cancer?

Yes No

Finish Later

Did you know?
You can save a certification request to finish later.

Once you have entered the clinical collection phase of the case process, you can save the information and return **within (2) business days** to complete.

Clinical Certification

Clinical Certification

1 Which one of the following best describes the reason for the requested study.

Suspected New Stroke with or without a Prior History of Stroke ▼

SUBMIT

Finish Later

Did you know?
You can save a certification
request to finish later.

Cancel Print

Questions will populate based upon the information provided.

Medical Review

Clinical Certification

- Is there any additional information specific to the member's condition you would like to provide?
- I would like to upload a document
 - I would like to enter additional notes in the space provided
 - I would like to upload a document and enter additional notes
 - I have no additional information to provide at this time

Enter text in the space provided below or both.

Additional Information - Notes:

You may upload a document from your computer (PDF or Word less than 5MB)

Additional Upload Document:

Finish Later

Did you know?

You can save a certification request to finish later.

If **additional information** is required, you will have the option to either upload documentation, enter information into the text field, or contact us via phone.

Approval

Clinical Certification

Your case has been Approved.

Provider Name:
Provider
Address:

Contact:
Phone
Number:
Fax
Number:

Patient Name:
Insurance
Carrier:

Patient ID:

Site Name:

Site ID:

Site Address:

Diagnosis Code: F01.50

Description: Vascular dementia without
behavioral disturbance

Date of Service: Not provided

CPT Code: 70551

Description: MRI Brain W/O CONTRAST

Authorization

Number:

Review Date: 10/18/2016 3:52:55 PM

Expiration Date: 12/2/2016

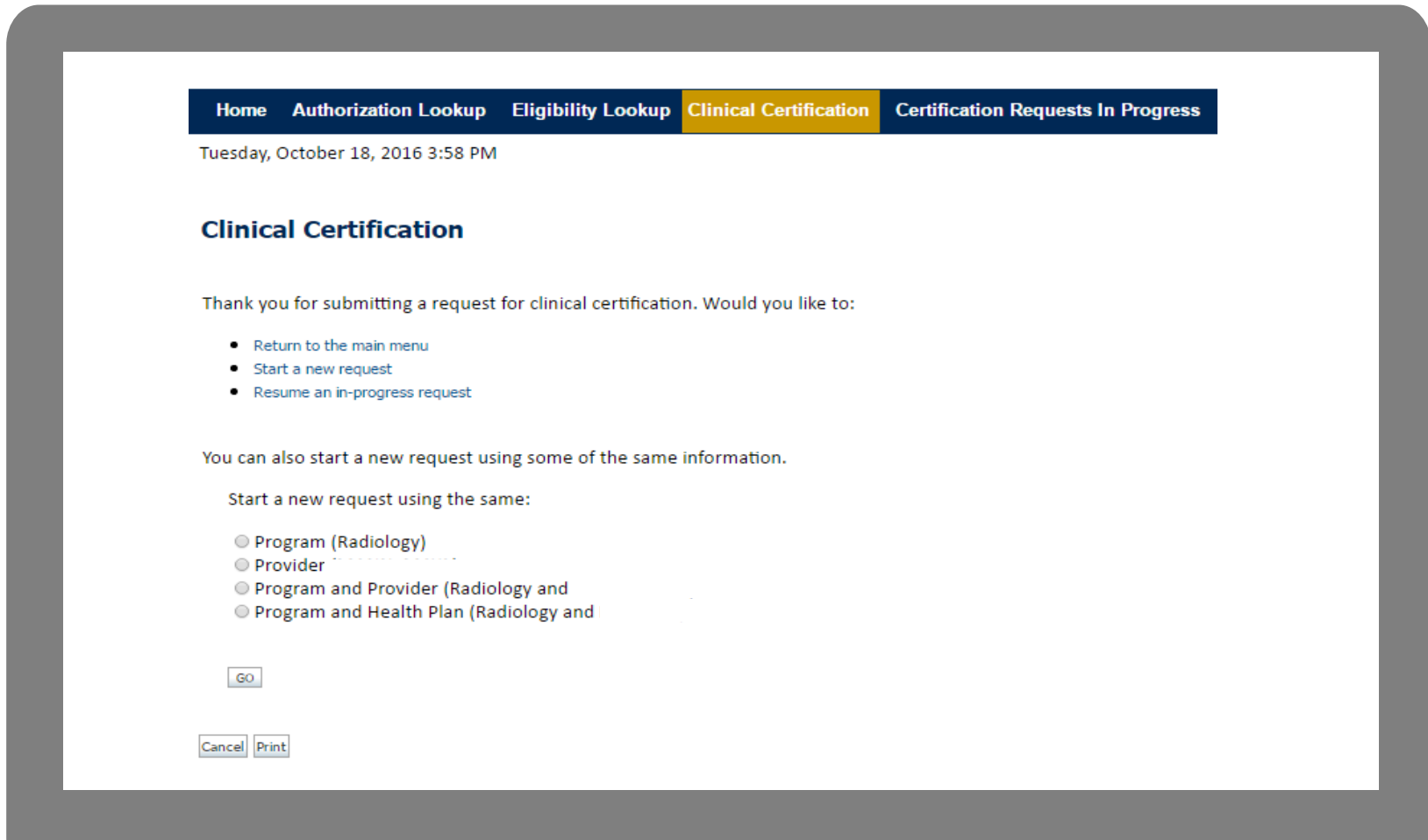
Status: Your case has been Approved.

Suspected New Stroke with or without a Prior History of Stroke meets criteria

Once the clinical pathway questions are completed and if the answers have met the clinical criteria, an **approval** will be issued.

Print the screen and store in the patient's file.

Building Additional Cases



Once a case has been submitted for clinical certification, you can return to the **Main Menu**, **resume an in-progress request**, or **start a new request**. You're even able to indicate if any of the previous case information will be needed for the new request.

Authorization Look Up



[Home](#) [Authorization Lookup](#) [Eligibility Lookup](#) [Clinical Certification](#) [Certification](#)

Thursday, June 18, 2015 3:07 PM

Authorization Lookup

New Security Features Implemented

REQUIRED FIELDS

Healthplan:

Provider NPI:

CONFIDENTIALITY NOTICE: Certain portions of this website are accessible only by authorized users and unique identifying credentials, and may contain confidential or privileged information. If you are not an authorized user, access to or use of the information contained in the code-accessed portions is STRICTLY PROHIBITED.



Provider Web Portal

[Home](#) [Authorization Lookup](#) [Eligibility Lookup](#) [Clinical Certification](#) [Certification Requests In Progress](#) [MSM Practitioner Performance Summary Portal](#) [Resources](#) [Manage Your Account](#)

Thursday, June 18, 2015 3:10 PM

Authorization Lookup

New Security Features Implemented

REQUIRED FIELDS

Healthplan:

Provider NPI:

Patient ID:

Patient Date of Birth:

MM/DD/YYYY

OPTIONAL FIELDS

Case Number:

or

Authorization Number:

CONFIDENTIALITY NOTICE: Certain portions of this website are accessible only by authorized users and unique identifying credentials, and may contain confidential or privileged information. If you are not an authorized user, access to or use of the information contained in the code-accessed portions is STRICTLY PROHIBITED.

Authorization Status

Authorization Number:

Case Number:

Status: **Approved**

ApprovalDate: **5/28/2014 1:07:36 PM**

Service Code: **72148**

[CHANGE SERVICE CODE](#)

Service Description: **MRI LUMBAR SPINE W/O CONTRAST**

Site Name:

Expiration Date: **7/12/2014**

Date Last Updated: **5/28/2014 1:07:36 PM**

Correspondence: [VIEW CORRESPONDENCE](#)

Eligibility Look Up



[Home](#) | [Authorization Lookup](#) | [Eligibility Lookup](#) | [Clinical Certification](#) | [Certification Requests In Progress](#) | [MSM Practitioner Performance Sum](#)

Thursday, June 18, 2015 3:22 PM

Eligibility Lookup

New Security Features Implemented

Health Plan:

Patient ID:

Member Code:

Cardiology Eligibility: **Medical necessity determination required.**

Radiology Eligibility: **Precertification is Required**

Radiation Therapy Eligibility: **Medical necessity determination required.**

Sleep Management Eligibility: **Medical necessity determination required.**

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eviCore Web Portal Technical Assistance



[Home](#) [Authorization Lookup](#) [Eligibility Lookup](#) [Clinical Certification](#) [Certification Requests In Progress](#) [MSM Practitioner Performance Sun](#)

Thursday, June 18, 2015 3:22 PM

**For technical assistance in using the eviCore portal,
call a Web Support Specialist at
800.646.0418 (Option 2)**

Member Code:

Email: ProviderRelations@evicore.com

CONFIDENTIALITY NOTICE: Certain portions of this website are accessible only by authorized users and unique identifying credentials, and may contain information the disclosure of which is STRICTLY PROHIBITED.

Web Portal Services are available 24/7.

Provider Resources



Provider Resources: Preauthorization Call Center



Preauthorization
Call Center



Web-Based
Services



Provider Relations
Department

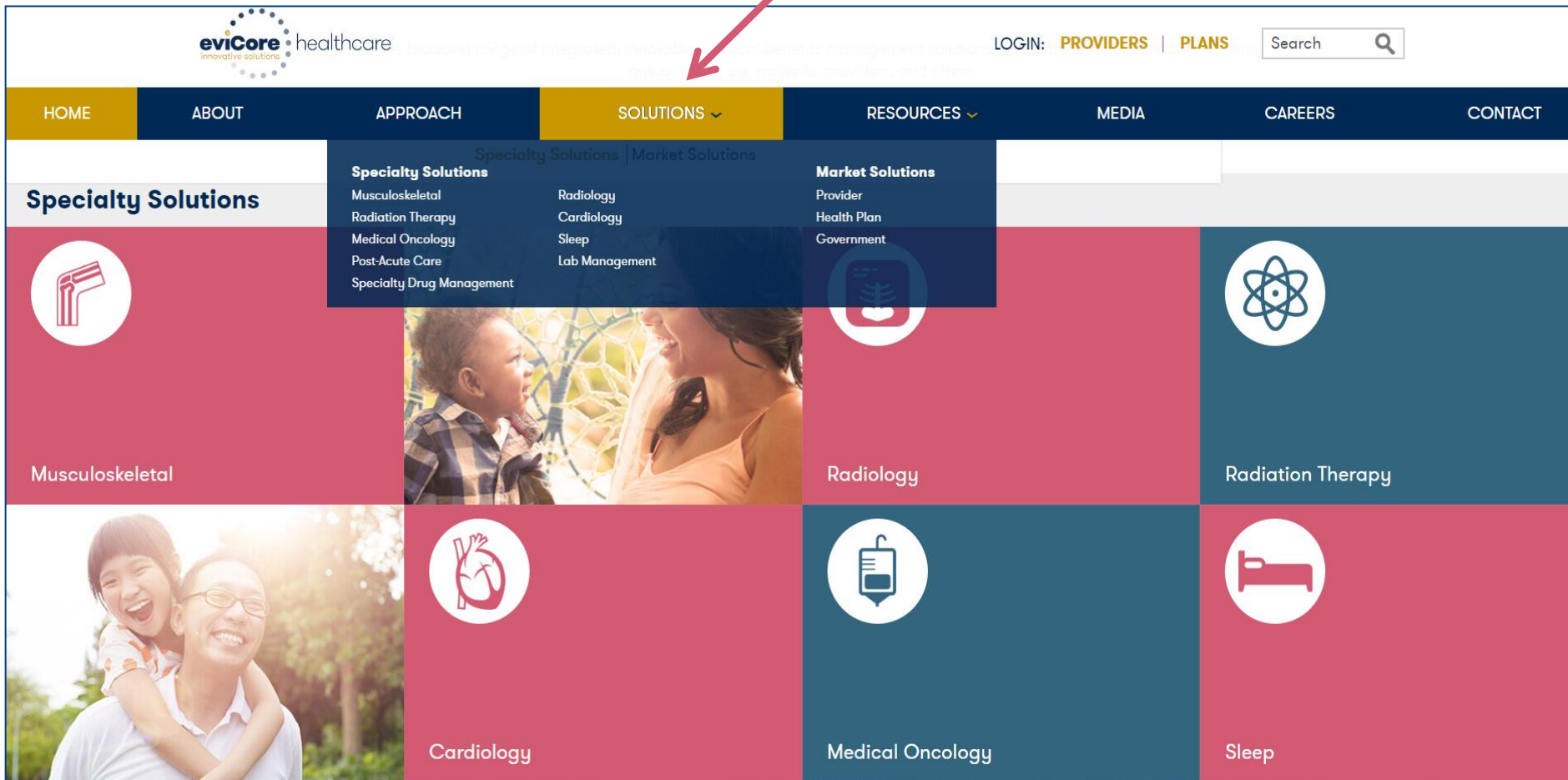
7 a.m. to 7 p.m.: 844.303.8452

- Obtain preauthorization or check the status of an existing case
- Discuss questions regarding preauthorizations and case decisions
- Change facility or CPT Code(s) on an existing case that was initiated via eviCore through the YourHealthAlliance.org sign-on

Provider Enrollment Questions
Contact Health Alliance Medical Plans at
HealthAlliance.org

Tools & Criteria

Clinical Guidelines, FAQ's, Clinical Worksheets, Fax Forms, and other important resources can be accessed at eviCore.com. Click **"Solutions"** from the menu bar, and select the specific program needed.



The screenshot displays the eviCore healthcare website interface. At the top left is the eviCore logo with the tagline 'innovative solutions'. To the right of the logo is the text 'healthcare' and a navigation bar with the following items: HOME, ABOUT, APPROACH, SOLUTIONS (highlighted with a red arrow), RESOURCES, MEDIA, CAREERS, and CONTACT. Below the navigation bar is a search box with the text 'Search' and a magnifying glass icon. The main content area is divided into two columns: 'Specialty Solutions' and 'Market Solutions'. The 'Specialty Solutions' column includes a list of programs: Musculoskeletal, Radiation Therapy, Medical Oncology, Post-Acute Care, and Specialty Drug Management. The 'Market Solutions' column includes a list of programs: Provider, Health Plan, and Government. Below the lists are four large tiles, each representing a specialty program: Musculoskeletal (with a red icon of a hand holding a bone), Radiology (with a blue icon of a microscope), Radiation Therapy (with a blue icon of an atom), Cardiology (with a red icon of a heart), Medical Oncology (with a blue icon of a syringe), and Sleep (with a red icon of a bed). The tiles are arranged in a 2x2 grid. The top-left tile is red and features a white circular icon of a hand holding a bone. The top-right tile is blue and features a white circular icon of an atom. The bottom-left tile is red and features a white circular icon of a heart. The bottom-right tile is blue and features a white circular icon of a bed. The text 'Musculoskeletal', 'Radiology', 'Radiation Therapy', 'Cardiology', 'Medical Oncology', and 'Sleep' is displayed below each respective tile. A red arrow points to the 'SOLUTIONS' menu item in the navigation bar.

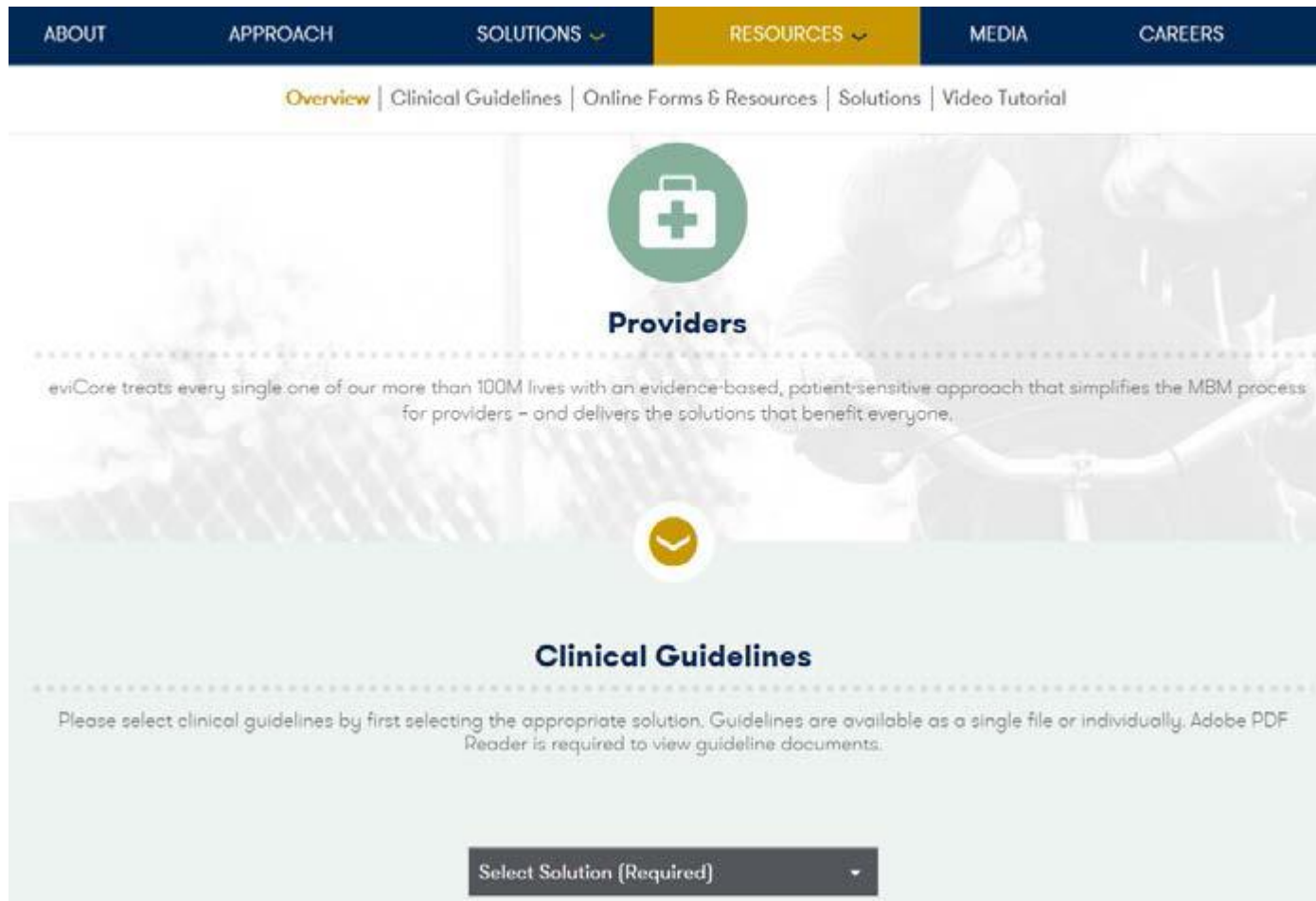
How To Access Clinical Guidelines

- To access eviCore healthcare’s Clinical Guidelines on the web, visit **eviCore.com**.
- Click on **“Resources”** from the main menu, and select **“Providers.”**



How To Access Clinical Guidelines – cont'd


Once you have clicked **“Providers,”** you will see the Clinical Guidelines section.



The screenshot shows the top navigation bar with the following items: ABOUT, APPROACH, SOLUTIONS (with a dropdown arrow), RESOURCES (with a dropdown arrow), MEDIA, and CAREERS. Below the navigation bar is a breadcrumb trail: Overview | Clinical Guidelines | Online Forms & Resources | Solutions | Video Tutorial. The main content area features a large green circular icon with a white medical cross, labeled "Providers". Below this icon is a paragraph of text: "eviCore treats every single one of our more than 100M lives with an evidence-based, patient-sensitive approach that simplifies the MBM process for providers – and delivers the solutions that benefit everyone." A yellow circular icon with a white downward arrow is positioned below the text. The section is titled "Clinical Guidelines" in bold. Below the title is another paragraph: "Please select clinical guidelines by first selecting the appropriate solution. Guidelines are available as a single file or individually. Adobe PDF Reader is required to view guideline documents." At the bottom of the section is a dark grey dropdown menu with the text "Select Solution (Required)" and a small downward arrow.


ABOUT APPROACH SOLUTIONS ▾ RESOURCES ▾ MEDIA CAREERS

Overview | Clinical Guidelines | Online Forms & Resources | Solutions | Video Tutorial



Providers

eviCore treats every single one of our more than 100M lives with an evidence-based, patient-sensitive approach that simplifies the MBM process for providers – and delivers the solutions that benefit everyone.



Clinical Guidelines

Please select clinical guidelines by first selecting the appropriate solution. Guidelines are available as a single file or individually. Adobe PDF Reader is required to view guideline documents.

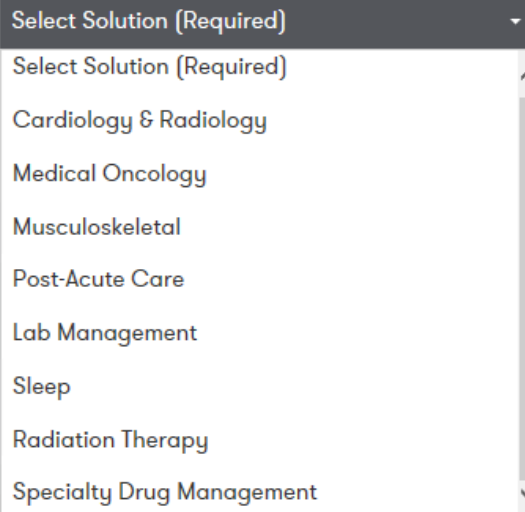
Select Solution (Required) ▾

How To Access Clinical Guidelines – cont'd

The “**Clinical Guidelines**” section provides a dropdown box that allows you to **Select Solution**: Cardiology & Radiology, Medical Oncology, Musculoskeletal, Post-Acute Care, Lab Management, Sleep, Radiation Therapy, and Specialty Drug Management.

Clinical Guidelines

Please select clinical guidelines by first selecting the appropriate solution. Guidelines are available as a single file or individually. Adobe PDF Reader is required to view guideline documents.



A screenshot of a web application interface showing a dropdown menu. The dropdown is titled "Select Solution (Required)" and is open, displaying a list of medical specialties. The list items are: "Select Solution (Required)", "Cardiology & Radiology", "Medical Oncology", "Musculoskeletal", "Post-Acute Care", "Lab Management", "Sleep", "Radiation Therapy", and "Specialty Drug Management". The dropdown has a dark header and a light body with a vertical scrollbar on the right side.

- Select Solution (Required)
- Select Solution (Required)
- Cardiology & Radiology
- Medical Oncology
- Musculoskeletal
- Post-Acute Care
- Lab Management
- Sleep
- Radiation Therapy
- Specialty Drug Management

How To Access Clinical Guidelines – cont'd

Click on the solution you need, and all Clinical Guidelines for that solution will populate. *(Example below shows only a portion of guidelines available for Cardiology/Radiology)*



The screenshot displays a user interface for accessing clinical guidelines. At the top, there is a dark grey dropdown menu with the text 'Cardiology & Radiology' and a downward-pointing arrow. Below the menu, a list of guidelines is presented on a light green background. Each guideline entry consists of a title and its effective date, separated by a hyphen. The entries are: 'PREFACE to the Guidelines - Effective 3/18/2016', 'PEDIATRIC ABDOMEN Imaging Guidelines - Effective 3/18/2016', 'PEDIATRIC CARDIAC Imaging Guidelines - Effective 3/18/2016', 'PEDIATRIC CHEST Imaging Guidelines - Effective 3/18/2016', 'PEDIATRIC HEAD Imaging Guidelines - Effective 3/18/2016', 'PEDIATRIC MUSCULOSKELETAL Imaging Guidelines - Effective 3/18/2016', 'PEDIATRIC NECK Imaging Guidelines - Effective 3/18/2016', 'PEDIATRIC ONCOLOGY Imaging Guidelines - Effective 3/18/2016', 'PEDIATRIC PELVIS Imaging Guidelines - Effective 3/18/2016', 'PEDIATRIC PERIPHERAL NERVE DISORDERS (PND) Imaging Guidelines - Effective 3/18/2016', 'PEDIATRIC PERIPHERAL VASCULAR DISEASE (PVD) Imaging Guidelines - Effective 3/18/2016', 'PEDIATRIC SPINE Imaging Guidelines - Effective 3/18/2016', 'ABDOMEN Imaging Guidelines - Effective 3/18/2016', and 'CARDIAC Imaging Guidelines - Effective 3/18/2016'. The list is partially obscured by a decorative graphic in the bottom right corner consisting of several light blue circles of varying sizes arranged in a curved pattern.

Cardiology & Radiology

PREFACE to the Guidelines - Effective 3/18/2016

PEDIATRIC ABDOMEN Imaging Guidelines - Effective 3/18/2016

PEDIATRIC CARDIAC Imaging Guidelines - Effective 3/18/2016

PEDIATRIC CHEST Imaging Guidelines - Effective 3/18/2016

PEDIATRIC HEAD Imaging Guidelines - Effective 3/18/2016

PEDIATRIC MUSCULOSKELETAL Imaging Guidelines - Effective 3/18/2016

PEDIATRIC NECK Imaging Guidelines - Effective 3/18/2016

PEDIATRIC ONCOLOGY Imaging Guidelines - Effective 3/18/2016

PEDIATRIC PELVIS Imaging Guidelines - Effective 3/18/2016

PEDIATRIC PERIPHERAL NERVE DISORDERS (PND) Imaging Guidelines - Effective 3/18/2016

PEDIATRIC PERIPHERAL VASCULAR DISEASE (PVD) Imaging Guidelines - Effective 3/18/2016

PEDIATRIC SPINE Imaging Guidelines - Effective 3/18/2016

ABDOMEN Imaging Guidelines - Effective 3/18/2016

CARDIAC Imaging Guidelines - Effective 3/18/2016

How To Access Clinical Guidelines – cont'd

There may be instances where you need to access the health plan specific guidelines. Scroll toward the bottom of the Clinical Guideline page you are viewing, and click **“View More.”**

+ View more for health plan specific cardiology & radiology guidelines

The **“View More”** option will populate the health plan specific guidelines available.

- View less for health plan specific cardiology & radiology guidelines

BCBS AL Radiology Guidelines - Effective 6/13/2015

BCBS AL Blue Advantage Radiology Guidelines - Effective 5/1/2015

Neighborhood Health Partnership Cardiology Guidelines - Effective 3/18/2016

Neighborhood Health Partnership Radiology Imaging Guidelines - Effective 3/18/2016

Oxford Cardiology Guidelines - Effective 3/18/2016

Oxford Radiology Imaging Guidelines - Effective 3/18/2016

River Valley Cardiology Imaging Guidelines - Effective 3/18/2016

River Valley Radiology Imaging Guidelines - Effective 3/18/2016

Provider Resources: Implementation Site



Pre-Certification
Call Center

Health Alliance Medical Plans Implementation Site:

[eviCore.com/healthplan/Health_Alliance](https://www.evicore.com/healthplan/Health_Alliance)



Web-Based
Services

- CPT code list of the procedures that require preauthorization
- Touchstone quick reference guide
- **eviCore clinical guidelines**



Provider Relations
Department



Provider Resources: Provider Relations Department



Preauthorization
Call Center



Web-Based
Services



Provider Relations
Department

ProviderRelations@evicore.com

*To speak with an eviCore Provider Relations representative, call
800.646.0418 (Option 3)*

- Eligibility issues (member, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Request for an authorization to be resent to the health plan
- Request for education/training on program processes

To obtain a copy of this presentation, please contact the
Provider Relations department at ProviderRelations@evicore.com

Thank You!

