



Medical Oncology

Frequently Asked Questions

Who is eviCore healthcare?

eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for Arkansas Blue Cross and Blue Shield.

What is the relationship between eviCore and Arkansas Blue Cross and Blue Shield?

Beginning on 12/23/20, eviCore will provide Medical Oncology clinical decision support for Arkansas Blue Cross and Blue Shield, which applies to treatments with a date of service 1/1/21 and beyond.

Which members will eviCore healthcare manage for the Medical Oncology program?

eviCore will provide clinical decision support for Arkansas Blue Cross and Blue Shield members who are enrolled in the following programs: **Arkansas Blue Medicare and Health Advantage**

What is eviCore healthcare's Medical Oncology program?

eviCore's Medical Oncology review program for Arkansas Blue Cross and Blue Shield provides clinical decision support for all primary injectable and oral chemotherapeutic agents used in the treatment of cancer as well as select supportive agents in combination with the chemotherapy. The program also includes newly approved chemotherapy agents that are used for the treatment of cancer.

Which Medical Oncology services can be submitted for Arkansas Blue Cross and Blue Shield?

A list of covered services and HCPC can be found by visiting <https://www.evicore.com/resources> Find the Health Plan > Select solution resources> Select the correct solution> Select CPT Codes.

How do I check the eligibility and benefits of a member?

Member eligibility and benefits should be verified on www.arkansasbluecross.com before submitting your request through eviCore.

How do I request clinical decision support through eviCore healthcare?

Providers and/or staff can submit their requests in one of the following ways:

Web Portal

The eviCore portal is the quickest, most efficient way to submit requests and is available 24/7. Providers can submit requests by visiting www.evicore.com

Call Center

eviCore's call center is open from 7 a.m. to 7 p.m. local time. Providers and/or staff can submit requests and make revisions to existing cases by calling 866-220-4699.

Do medical oncology services performed in an inpatient setting at a hospital or emergency room setting apply?

No. Medical Oncology ordered through an emergency room treatment visit, while in an observation unit, or during an inpatient stay are not applicable.

How do I check on an existing request for a member?

Our web portal provides 24/7 access to check the status of existing requests. To check the status of your request, please visit www.evicore.com and sign in with your login credentials.



What information is required when submitting requests?

When submitting requests to eviCore for clinical decision support, please ensure the proprietary information is readily available:

Member

- First and Last Name
- Date of Birth
- Member ID

Ordering Provider

- First and Last Name
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Phone and Fax Number

Rendering (Performing) Provider

- Facility Name
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Street Address

Clinical(s)

- Requested Drug(s) (HCPCS 'J' code and name (brand and/or generic))
- Signs and symptoms
- Results of relevant test(s)
- Relevant medications
- Working diagnosis/stage
- Patient history including previous therapy

Note: eviCore suggest utilizing the clinical worksheets for Medical Oncology services.

What happens if the provider's office does not know the treatment regimen that needs to be ordered?

The caller must be able to provide either the drug name or the HCPCS code in order to submit a request. eviCore will assist the physician's office in identifying the appropriate code based on presented clinical information and the current HCPCS code(s) provided.

Where can I access eviCore healthcare's clinical worksheets and guidelines?

eviCore's clinical worksheets and guidelines are available online 24/7 and can be found by visiting one of the following links:

Clinical Worksheets

www.evicore.com/provider/online-forms

Clinical Guidelines

www.evicore.com/provider/clinical-guidelines

How do I determine if a provider is in network?

Participation status can be verified to www.arkansasbluecross.com. Providers may also contact eviCore healthcare at 866-220-4699. eviCore receives a provider file from Arkansas Blue Cross and Blue Shield with all independently contracted participating and non- participating providers.

Where do I submit my claims?

All claims will continue to be filed directly to Arkansas Blue Cross and Blue Shield.



Where do I submit questions or concerns regarding this program?

For program related questions or concerns, please email: clientservices@evicore.com

Common Items to Send to Client Services:

- Questions regarding Accuracy Assessment, Accreditation, and/or Credentialing
- Requests to be resent to the health plan
- Consumer Engagement Inquiries
- Complaints and Grievances
- Eligibility issues (member, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Reports of system issues

Who do I contact for online support/questions?

Web portal inquiries can be emailed to portal.support@evicore.com or call 800-646-0418 (Option 2).

What are the benefits of using eviCore healthcare's Web Portal?

Our web portal provides 24/7 access. The portal also offers additional benefits for your convenience:

- **Speed** – Requests submitted online require half the time (or less) than those taken telephonically. They can often be processed immediately.
- **Efficiency** – Medical documentation can be attached to the case upon initial submission, reducing follow-up calls and consultation.
- **Real-Time Access** – Web users are able to see real-time status of a request.
- **Member History** – Web users are able to see both existing and previous requests for a member

Where can I find additional educational materials?

For more information and reference documents, please visit our resource page at www.evicore.com/resources/healthplan/arkbluecross