



# Availity and eviCore's Post-Acute Care and Home Health Web Portal

## Frequently Asked Questions

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**Q1: What is the website to log into eviCore's Post-Acute Care (PAC) and Home Health Care (HHC) Web Portal to access Prior Authorization details for Blue Cross Blue Shield of Minnesota (Blue Cross) Medicare Advantage members?**

**A1:** Access to eviCore's website is through Availity at [www.Availity.com](http://www.Availity.com). Once the member is identified as being managed by eviCore, the authorization request will be redirected to eviCore's PAC portal to register as a user the first time eviCore's portal is accessed.

**Q2: What is the reason for a registration process for eviCore's PAC and HHC Web Portal?**

**A2:** The registration process allows eviCore to validate providers. This is a necessary security step to protect patient PHI. The registration process governs which cases will be viewable once in eviCore's PAC and HHC Web Portal. Associated providers may be added to an account through this tool.

**Q3: What is the process to register to use eviCore's PAC and HHC Web Portal?**

**A3:** The first time a user submits a case through Availity that is delegated to eviCore for PAC and HHC, the system will redirect to eviCore's registration page. During this registration session, the user should add all of the providers that will need to be associated to the account.

**Q4: Is the sign in to eviCore's PAC and HHC Web Portal required every time a user is directed to eviCore through Availity?**

**A4:** No. There is a brief registration process the first time a user logs into the Portal. After completion of the registration process, and on all subsequent redirects to eviCore, there is no registration or login required.

**Q5: What is System Admin Access?**

**A5:** System Admin Access is access that allows an admin to invite other providers/facilities to join a group. A System Admin owns the provider group for maintenance purposes.

**Q6: What is a Provider Group?**

**A6:** A provider group is a group of providers who share the same Tax ID and NPI number and allows the users to access the appropriate case details in eviCore's PAC and HHC Web Portal.

**Q7: If the 'Create A New Group' process is chosen and 'Create' is selected, but the next page is not displayed, what should a user do?**

**A7:** Make sure that all fields are completed. Although it is not indicated, all fields on this screen are required.

**Q8: What is the process if 'Create a Group' is chosen instead of 'Join an Existing Group' when going through the provider registration process?**

**A8:** Contact your system admin or contact eviCore PAC and HHC Web Portal Services (800) 646-0418, option 2 or email: [portal.support@eviCore.com](mailto:portal.support@eviCore.com) for assistance.



**Q9: What should a user do if having trouble Registering/Navigating to use eviCore's PAC and HHC Web Portal?**

**A9:** Contact your system admin or contact eviCore Web Services (800) 646-0418, select option 2 or email: [portal.support@eviCore.com](mailto:portal.support@eviCore.com) for assistance.

**Q10. What would cause an Authorization request to be redirected to the initial case entry screen with a member eligibility error?**

**A10:** eviCore performs an eligibility check upon case submission to ensure we are delegated for the member and that the member is active. If the eligibility or delegation checks do not pass, the user will be asked to contact eviCore at 844-224-0494.

**Q11: When a Diagnosis code is entered into Availity's portal when a case is created the case, why are Diagnosis codes sometimes blank when redirected to eviCore?**

**A11:** If eviCore receives an invalid Diagnosis code, or more than 6 codes from Availity during case creation, the valid code(s) will need to be re-entered into eviCore's PAC and HHC Web Portal.

**Q12: Can a start of care date be backdated in eviCore's PAC and HHC Web Portal?**

**A12:** In eviCore's PAC and HHC Web Portal, a user does not have the permission to backdate a request for service. If the start date of a case needs to be backdated, please contact eviCore support at 844-224-0494, or fax a PA request form with clinical information to:

- PAC Requests: 888-738-3916
- HHC Requests: 866-506-3087

**Q13: What would cause a verification error due to 'Possible case conflict' when submitting a request through Availity?**

**A13:** eviCore has a check in place to prevent duplicate case creation. If this message is received, contact eviCore support at **844-224-0494**.

**Q14: What is the process to submit an extension, or concurrent request, for authorization?**

**A14:** Log into Availity and locate the existing request on the Availity dashboard for the member who needs the extension. Select 'Update' on that request. The system will redirect to eviCore's PAC and HHC Web Portal case summary screen for the request. Select the 'Request Extension' option.

**Q15: If a user selects 'Update' in Availity's Portal to request an extension of service and is directed to eviCore's PAC and HHC Web Portal, but lands on the dashboard instead of the case summary screen, what is the reason?**

**A15:** The providers NPI/TIN#s are not in their provider group. This is an administrative function. Contact your system admin to make the necessary updates to your account.

**Q16: What is the maximum file size that can be attached to a case in eviCore's PAC and HHC Web Portal?**

**A16:** The maximum file size is **50MB**.

**Q17: What is the reason a provider would see a 'pending provider action' status after submitting a Prior Authorization request through Availity.**

**A17:** This status means that clinical documentation was not submitted with the request. Select update on the case in Availity, and attach clinical information to move the case to clinical review.



**Q18: What could be the reason that there are no case details on the case summary screen after making updates?**

**A18:** If updates are not populated on the case summary screen, hit 'refresh' on case summary screen. If the issue continues, contact eviCore support at **844-224-0494**.

**Q19: If a Home Health provider enters request details in Availity, but does not see that information in eviCore's PAC and HHC Web Portal, what should they do?**

**A19:** Information for Home Health requests will need to be re-entered into eviCore's PAC and HHC Web Portal. eviCore requires the type of Home Health service and number of days/visits/units for each service type requested to be entered separately.

**Q20: Can eviCore's portal be accessed without going through Availity?**

**A20:** For the best online Prior Authorization experience, providers are strongly encouraged to use Availity to submit requests. However, eviCore's PAC and HHC Web Portal can be accessed directly by going to <https://encore.evicore.com/portalserver/coreplatform/dashboard> and selecting the option to 'Sign in with Availity Credentials'.