

Durable Medical Equipment, Home Health, Home Infusion Therapy, and Sleep Provider Orientation for Cigna Commercial customers

Program and Portal Training



Agenda

- **eviCore healthcare Company Overview**
- **Overview of Programs**
- **Precertification Outcomes & Special Considerations**
- **Care Coordination**
- **Home Infusion Therapy**
- **PAP Therapy**
- **Claims Submission**
- **Provider Resources**
- **Portal**

Company Overview

Medical Benefits Management (MBM)

Addressing the complexity of the healthcare system



10
Comprehensive
solutions



Evidence-based
clinical guidelines



5k+ employees,
including
1k+ clinicians



Advanced, innovative,
and intelligent
technology

Overview of Programs

Overview of Key Changes

eviCore healthcare (eviCore) replaced CareCentrix (CCX) on February 1, 2021 for management of home health (HH), home infusion therapy (HIT) and durable medical equipment (DME) services for Cigna commercial customers. As a result of this transition, there are changes to network management, clinical review and precertification, claim payments and ordering of services.

TOPIC	RESPONSIBLE PARTY
Network Management	eviCore will manage a network of HH, HIT & DME providers for Cigna commercial customers
Precertification Request Intake	Home Health & DME Services: eviCore or Cigna Home Infusion Therapy: Cigna
Clinical Review and Determination	Cigna
Notification of Services	Providers are not required to notify eviCore or Cigna for codes that do not require precertification
Claim Payments	Providers should submit claims directly to Cigna or to the Payor
Co-payments	It is the responsibility of the rendering provider to educate the customer on their anticipated co-payment and to bill the customer for their delegated co-payment amount
How to Order Services	Referring providers can use any participating rendering provider of their choice as long as contracted services have been verified
Discharge Orders	Discharge orders are not required to submit precertification requests

Home Health, Durable Medical Equipment, and Home Infusion Therapy Precertification Services

Service	Services Include	Clinical Reviewer	How to Submit	Precertification Required Codes
Home Health	Nursing, home health aides, therapies, and social work	Cigna	Submit to eviCore Portal: www.evicore.com/ep360 Call: 800.298.4806 Fax: 888.444.1027	To find a complete list of DME, Home Health, and Home Infusion Therapy procedural codes which require precertification, please visit: https://www.evicore.com/resources/healthplan/cigna
Durable Medical Equipment	Home based and medically necessary	Cigna		
Sleep Therapy	PAP therapy devices (E0470/E0471/E0601) do not require precertification but will require registration with eviCore and the PAP manufacturer	Cigna		
Specialty and Non-Specialty Home Infusion Therapy	Nursing, drugs, and supplies to support infusion therapy in the home or Ambulatory Infusion Suite (AIS)	Cigna	Home Infusion Therapy requests should be submitted directly to Cigna. Providers may call the number on the back of the customer's ID card and ask for a precertification intake representative. Drug and state specific forms can be found on Cigna's website at CignaforHCP.com >Get questions answered: Resource>Forms Center	

Benefits of eviCore Provider Portal

The provider portal allows you to go from a request to approval faster.

Following are some benefits & features:

- Saves time: Quicker process than phone or fax authorization requests
- Available 24/7: You can access the portal any time and any day
- Check case status in real-time
- Dashboard: View all recently submitted cases
- Precertification feature: Ability to add multiple procedure codes when submitting a request

Keys to Successful Precertification for DME

To obtain precertification on the very first submission, the provider submitting the request will need to gather four (4) categories of information:



Required Information for Home Health Requests

➤ Precertification Details

- Site of Care demographics
- Patient demographics
- Services requested
- Home Health ordering physician demographics (including phone and fax)
- Anticipated date of discharge

➤ Clinical Information

- ICD10 code
- Clinical progress notes
- Medication list
- Wound or incision/location and stage (if applicable)
- Discharge summary (when available)
- Time Audit Tool-required for PDN services*

➤ Mobility and Functional Status

- Prior and current level of functioning
- Focused therapy goals: PT/OT
- Therapy progress notes including level of participation
- Discharge plans (include discharge barriers, if applicable)

* Form can be found on eviCore's resource page: <https://www.evicore.com/resources/healthplan/cigna>

Precertification Outcomes & Special Considerations

Home Health, Durable Medical Equipment, and Home Infusion Therapy Precertification Outcomes and Special Considerations

Program	When Additional Information is Needed	Determinations	Denials
Home Health	<p>Hold letter will be faxed to the requesting provider requesting additional documentation.</p> <p>The Provider should submit the additional information to Cigna within the timeframe specified on the letter.</p> <p>Cigna will review the additional documentation and reach a determination.</p>	<p>The timeframe to process a standard request will vary by the service type requested, plan and/or state mandates.</p> <p>Precertification approvals will be communicated to the ordering physician and rendering provider by Cigna.</p> <p>Customers will receive a precertification letter by mail.</p>	<p>When a request does not meet medical necessity based on evidence based guidelines, an adverse determination is made and the request is denied.</p> <p>Denial letter with rationale, reconsideration options, and rights will be issued to the provider and customer by Cigna.</p>
Durable Medical Equipment			
Specialty and Non-Specialty Home Infusion Therapy			

Same Day and Retro Requests for Durable Medical Equipment and Home Health

Same day precertification and retrospective authorization requests should be submitted directly to Cigna by calling 1.800.88Cigna (800.882.4462) or the number on the back of the customer's card.

Same Day Precertification Requests (start of care date is the same as the current date)

- Providers will need to call Cigna and ask for escalation for same day precertification requests
- Providers should have all required clinical information on hand before making the call to obtain a timely precertification determination

Retrospective (Retro) Authorization Requests (after the date of service)

- Any authorization request submitted after the date of service
- Timeframe to submit a retro request may vary by plan and/or state regulations
- Retrospective determinations will be communicated by Cigna

Urgent Requests for Durable Medical Equipment and Home Health

Urgent requests with a start of care date the same as the current date should be submitted directly to Cigna by calling 1.800.88Cigna (800.882.4462) or the number on the back of the customer's card.

Urgent Precertification Requests

- Urgent requests with a date of service after the current date can be initiated on the eviCore provider portal or by calling: 800.298.4806, options: DME-3,1,2 / HH-2,1,2
- Cigna uses the NCQA/URAC definition of urgent: when a delay in decision-making may seriously jeopardize the life or health of the customer
- Cigna will make a decision on an urgent case that meets this definition within 72 hours.

Special Circumstances: Post-Decision Options

My case has been denied. What's next?

Reconsiderations

- A Reconsideration is a post-denial, pre-appeal opportunity to provide additional clinical information
- A reconsideration can be requested any time, up until an appeal is received
- Reconsiderations can be requested by phone, by calling the number indicated on the customer's ID card, or via a peer-to-peer consultation.

Appeal Process

- Cigna will process first-level appeals. Delegation of second level appeals will vary by plan and/or state regulations.
- The timeframe to submit an appeal request will be outlined on the determination letter and is typically within 180 days of the adverse decision*

Appeal Process (cont.)

- Appeal requests can be submitted to Cigna in writing via fax or US Mail. The Cigna appeal address and fax number will be provided on the determination letter.
- Customers or providers with appeal questions may call the number indicated on the customer's ID card
- The appeal determination will be communicated by Cigna to the ordering provider and customer
- Appeal turnaround times:*

 - Expedited - 72 hours
 - Standard customer - 30 days
 - Standard Provider - 60 days

**May vary by plan and/or state regulations*

Peer-to-Peer Request

- If a request is not approved and requires further clinical discussion for approval, Cigna offers peer-to-peer consultations with referring physicians
- Peer-to-peer consultations may result in either a reversal of decision to deny, or an uphold of the original decision
- A peer-to-peer consultation may be requested by calling the number indicated on the customer's ID card or via fax
- Your determination letter is the best source of information on how to schedule a peer-to-peer consultation



Care Coordination

eviCore DME, Home Health and Home Infusion Therapy Care Coordination

eviCore Care Coordination will provide the following services:

- Assist ordering provider and customers to find a participating servicing provider
 - To find a participating provider, call eviCore at **800.298.4806** or go to: **Cigna.com > Find a Doctor, Dentist or Facility**
 - Note: For complex cases, eviCore may forward referral information to the rendering provider on behalf of the referring provider.
- Service validation with customer to verify start of care date and if the equipment or medical supply was delivered on expected arrival date
- Validate with customer that services received are meeting health care needs and if the customer has a clear understanding on how to use the equipment and/or supply
- Follow up with the servicing provider when there is an issue with the DME, home health or home infusion services or an issue with the delivery or service item received
- Work with Cigna Case Manager to ensure the customer receives ongoing services (when applicable) with focus on total health care needs



Home Infusion Therapy

Home Infusion Therapy (HIT)

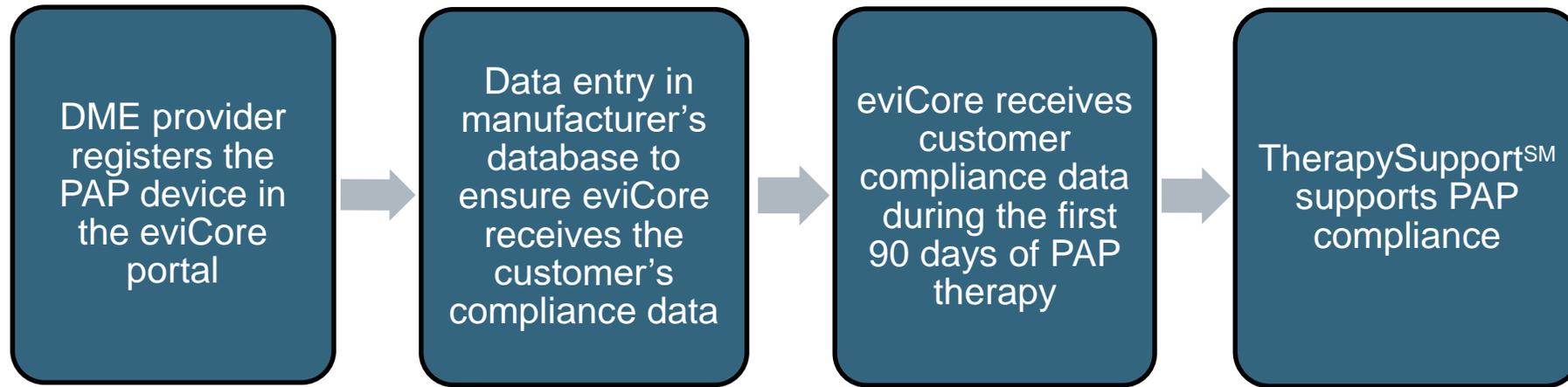
Effective February 1, 2021, Cigna's agreement with CareCentrix for home infusion therapy services ended. As a result, HIT providers should review their contract with eviCore before providing home infusion services to Cigna commercial customers.

- Cigna's preferred specialty home infusion therapy provider is Accredo, a Cigna company, but we also have other providers who are contracted for specialty drugs
- Precertifications for home infusion are valid for one year
- Referring providers can use any **participating** HIT provider of their choice
- The precertification process does not confirm that the requested code is included in your contract
- **Authorization from Cigna does not guarantee claim payment.** Please verify the terms of the contract.
- Please note an administrative denial may be received for any claims submitted for a non-contracted home infusion therapy service code
- For any contract questions for home infusion therapy codes and fee schedules, please contact an eviCore dedicated provider services team member at 1.800.575.4517 (option 3) or email ClientServices@evicore.com



PAP Therapy

TherapySupportSM Workflow – Overview



TherapySupportSM Benefits:

- PAP compliance increased
- Improved patient outcomes
- Minimal additional work for DME providers

What does this mean for the DME Provider?

- To ensure that eviCore receives all of the customer's data, the DME provider will need to enter the patient information exactly as instructed on the very first day of setup
- During customer setup, data entry in the manufacturer's database is critical to proper monitoring of PAP compliance by eviCore and payment by the health plan
- **Customer Compliance:** The DME provider is encouraged to work with the patient during the first 90 days of PAP therapy to maximize customer compliance with PAP treatment
 - Non-compliant customers: eviCore will outreach to the DME provider and physician periodically to support compliance. Outreach contact points: 3d, 7d, 14d, 21d, 30d, 60d, 90d, and as driven by data. Support for non-compliant customers will allow time to become comfortable with PAP Therapy.
 - To reach the compliance goal, PAP usage data must demonstrate ≥ 4 hours per night for 70% of nights, within a 30 consecutive day period, within the first 90 days of PAP therapy

TherapySupportSM Set Up Guides

The program supports properly equipped machines from the following 3 major DME Manufacturers:
ResMed, Respironics, and Fisher & Paykel

Customer set up instructional guides and video tutorials are available at:
<https://www.evicore.com/resources/healthplan/cigna> for each of the DME Manufacturers



<https://airview.resmed.com/>



www.encoreanywhere.com



www.fpinfosmart.com

After review of the instructional guides and video tutorials, if providers still have questions regarding customer set up, contact our customer service at 800-298-4806 and ask to speak with an eviCore Sleep Educator.

Claims Submission

Cigna Accounts Receivable Snapshot

- All claims should be submitted directly to Cigna or to the Payor. Check the customer ID card for claims address
- The Payor ID used to submit a claim to Cigna through electronic billing is **62308**
- Providers are required to enroll in Electronic Fund Transfer (EFT) with both **Cigna and eviCore** in order to receive payment for services rendered. Please forward this information to the person in your organization who is responsible for this activity.
- Providers are encouraged to utilize Cigna's provider self-service tools to manage accounts receivable at www.cignaforhcp.com for:
 - Electronic Payment (EFT)
 - Remittance Reports & Claim Status Inquiry 835/837
- If the available self-service tools do not provide claim resolution, providers should contact Cigna through www.cignaforhcp.com or 1.800.88Cigna (800.882.4462). All inquiries regarding Cigna claims submissions should be directed to Cigna.

Detailed claims information is available on the Cigna website (CignaforHCP.com > Get questions answered: Resource > Reimbursement and Payment Policies)

Provider Resources

eviCore Online Resources & Web Support Services

**For eviCore Online Resources & Web
Portal Questions - Contact a Web Support
Specialist**



Call: 800.646.0418 (Option 2)



Email: portal.support@eviCore.com

Web Support Services-Available Monday – Friday 7am to 6pm CST

Dedicated Call Center

Precertification Call Center

- 800.298.4806 options: DME – 3,1 / HH – 2,1

Our call center is open Monday – Friday from 8am to 9pm EST
Saturday – Sunday 10am to 6pm EST

Providers can contact our call center for the following:

- Request Precertification
- Check status on existing requests
- Request to speak with a Care Coordination agent
- Discuss questions regarding post decision options

Providers should contact Cigna Customer Service at 800.88Cigna (800.882.4462) if changes are needed to an existing case



Note: To ensure you have a successful experience in reaching the desired representative, please listen carefully to the phone prompts when calling the eviCore call center.

Client & Provider Operations Team

Client and Provider Services

Dedicated team to address provider-related requests and concerns including:

- Questions regarding Accreditation, and/or Credentialing
- Eligibility issues (customer, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Reports of system issues

How to Contact our Client and Provider Services team

- **Email:** ClientServices@evicore.com (preferred)
- **Phone:** 1.800.575.4517 (option 3)
- For prompt service, please have all pertinent information available. When emailing, make sure to include Cigna health plan in the subject line with a description of the issue; include customer, provider and case details when applicable.



Provider Resources

Cigna Provider Resource Pages

eviCore's Provider Experience team maintains provider resource pages that contain program specific educational materials to assist providers and their staff on a daily basis. The provider resource page will include, but is not limited to, the following educational materials:

- Training Sessions Schedule
- Provider Training Presentation
- List of CPT codes that require Precertification through eviCore
- Quick Reference Guide (QRG)
- Frequently Asked Questions (FAQ) Document

To access these helpful resources, please visit:

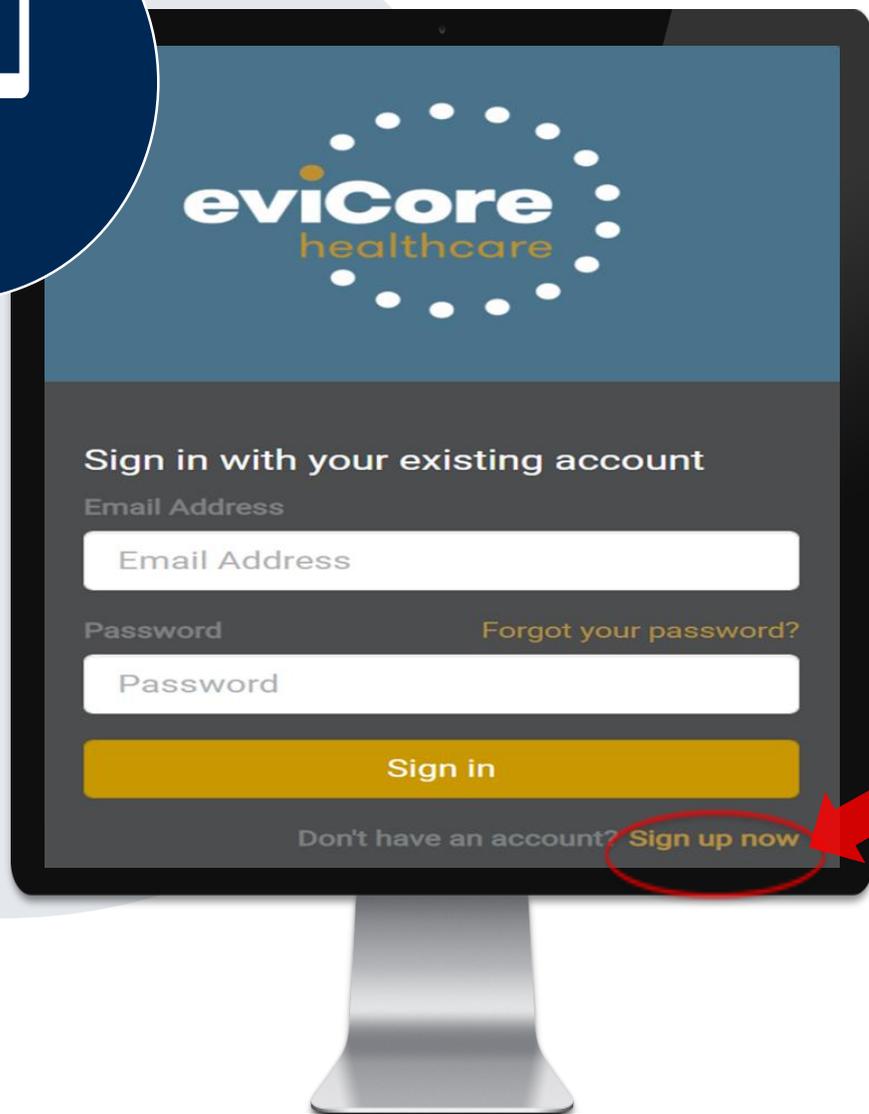
<https://www.evicore.com/resources/healthplan/cigna>

Detailed information is available on the Cigna DME, HH, Sleep, and HIT Program website (CignaforHCP.com > Precertification Process)



Provider Web Portal

eviCore Provider Web Portal



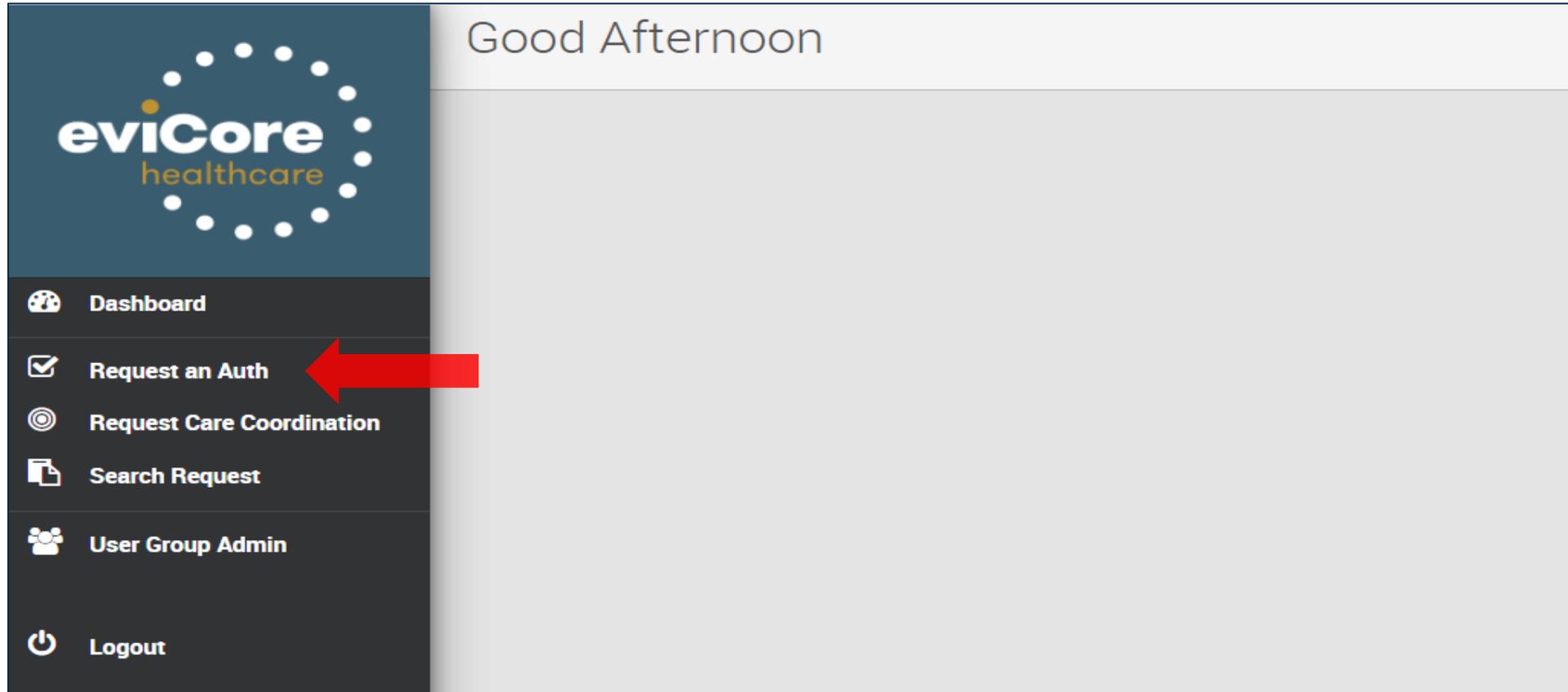
The eviCore online portal www.evicore.com/ep360 is the quickest and most efficient way to request precertification and check authorization status

First time users: Access the eviCore portal at: www.evicore.com/ep360
Choose 'Sign up now' to complete registration process

Submitting Requests for Home Health and Durable Medical Equipment

Start the Request for a Precertification for DME and HH Services

- After logging in, you will see the main screen and user dashboard. Choose “Request an Auth” to begin.



Initial Request Details for HH and DME

- Complete all fields and choose "Search"

Submit a Request for Service

Continue

Member Search

Healthplan: Cigna **Enter Healthplan**

3rd Party is the primary payer

Choose Requesting Service Type

Sleep **Choose Service Type**

DME

Fertility

HomeHealth

Don't see the service you're looking for?

Start of Care Date **Enter Date of Service**

mm/dd/yyyy

This is a re-admission

This is an urgent request

This is a retro request

Diagnosis

e10|

ICD	Code	Description
ICD10	E10.49	Type 1 diabetes mellitus with other complications Enter Diagnosis
ICD10	E10.52	Type 1 diabetes mellitus with diabetic peripheral angiopathy with gangrene
ICD10	E10.22	Type 1 diabetes mellitus with diabetic chronic kidney disease
ICD10	E10.B19	Type 1 diabetes mellitus with unspecified diabetic retinopathy without macular edema

Patient

Member ID **Enter Customer's ID# or Name and DOB**

↑ OR ↓

First Name **Last Name**

First Name Last Name

Date of Birth

mm/dd/yyyy

Search

Cigna Customers' Eligibility

- Once you hit Search on the previous screen, the system will run an eligibility check.
- For customer's with active coverage, you will see their insurance eligibility details

Member Name	DOB	Address	Member #	Insurance Category	Eligibility Dates
TESTFIRST TESTNAME	01/01/1990	123 MAINSTRE HARTFORD CT 06119	11111012301	Commercial	01-01-2015 to 12-31-9999

- Some customer's plans are not delegated to be managed by eviCore. For those plans you will see the below message that will direct you to either a specific phone number or the number on the back of the member's card. Those cannot be submitted through the eviCore portal and you will not be able to move forward.



Member Not Delegated

Pre-certification is not required through eviCore healthcare. To check the member benefits, please contact the health plan using the phone number on the back of the member's card.

Enter Procedure Code(s)

- Next enter the procedure code(s).
- If eviCore is not delegated to manage a code, you will receive the below message in red as soon as you enter the code

Procedure codes

eviCore is not delegated to manage procedure code "G0151" for CIGNA. For more info, please call the number on the back of the member's card.

Enter a code number or description in the field below.

Procedure code	Quantity	Unit of Measure
S9123 - NURSING CARE IN H	▼	Visits ▼
S9122 - HOME HEALTH AIDE	▼	Hours ▼
G0151 - Home Health Services	▼	▼

Timeframe for services

30 ▼

SAVE

Procedure codes

eviCore is not delegated to manage procedure code "E1390" for CIGNA. For more info, please call the number on the back of the member's card.

Enter a code number or description in the field below.

Procedure code	Quantity	Unit of Measure
K0898 - Power wheelchair, not	1 ▼	Units ▼
E1390 - Oxygen concentrator, s	0 ▼	▼

SAVE

Enter Provider Details

- Use the gold arrows to navigate the screen to complete the Requesting Provider, Ordering Physician and Servicing Provider details. Complete and Save all fields, then choose “Continue” to submit the request.

Continue

The screenshot shows a three-panel form for entering provider details. At the top, a gold arrow on the left and a gold arrow on the right are circled in red. A central instruction reads: "Please fill out the information below. All fields are mandatory." The panels are:

- Requesting Provider:** Shows "SMITH HOMECARE (PAR)" with address "11111 MOLASES WAY, GLEN AUBREY, NY 13777". A callout bubble says "Search for Requesting Provider by Name or TIN/NPI".
- Ordering Physician:** Shows "ROSEN M JOHN" with address "5808 W 110TH ST, OVERLAND PARK, KS 66211". A callout bubble says "Search for Ordering Physician by Name or TIN/NPI".
- Servicing Provider:** Shows a search for "1023106796 Evans saint" with a dropdown result for "IFP CONNECT CHILD NATIONAL LAB SERVICES CENTER 1". A callout bubble says "Search for Servicing Provider by NPI/TIN. Add address details to narrow the search."

Each panel has a "Change" link and a "Save & Continue" button. A "Continue" button is also visible at the top right of the overall form.

Adding Clinical to a Pending Case

Pending Clinical

- If the request requires clinical documentation, you will be directed to this screen. Click on “Submit Clinical info now” and you will be prompted to upload the supporting documents.

D2B8S9MHNK Request ID
Status: **Waiting On Clinical Info**
Code: 95807
[See all codes](#)

TEST MEMBER
MemID: 123456789

Submit Clinical info now

Additional Member Info

TEST MEMBER	Primary Care Physician
123 Main Street	
Anywhere USA 12345	

Member Insurance Information

Member ID:	123456789
Insurance Category:	Commercial
Member Plan Type:	
Group ID:	12345

Information

START LAST

PATIENT CAME FROM:
SETHI JIGME
test test - 555555555

Requests & Reviews

Mary Test submitted a **Request for Authorization (Initial)**

Request (submitted via Web)

Attachments & Notes

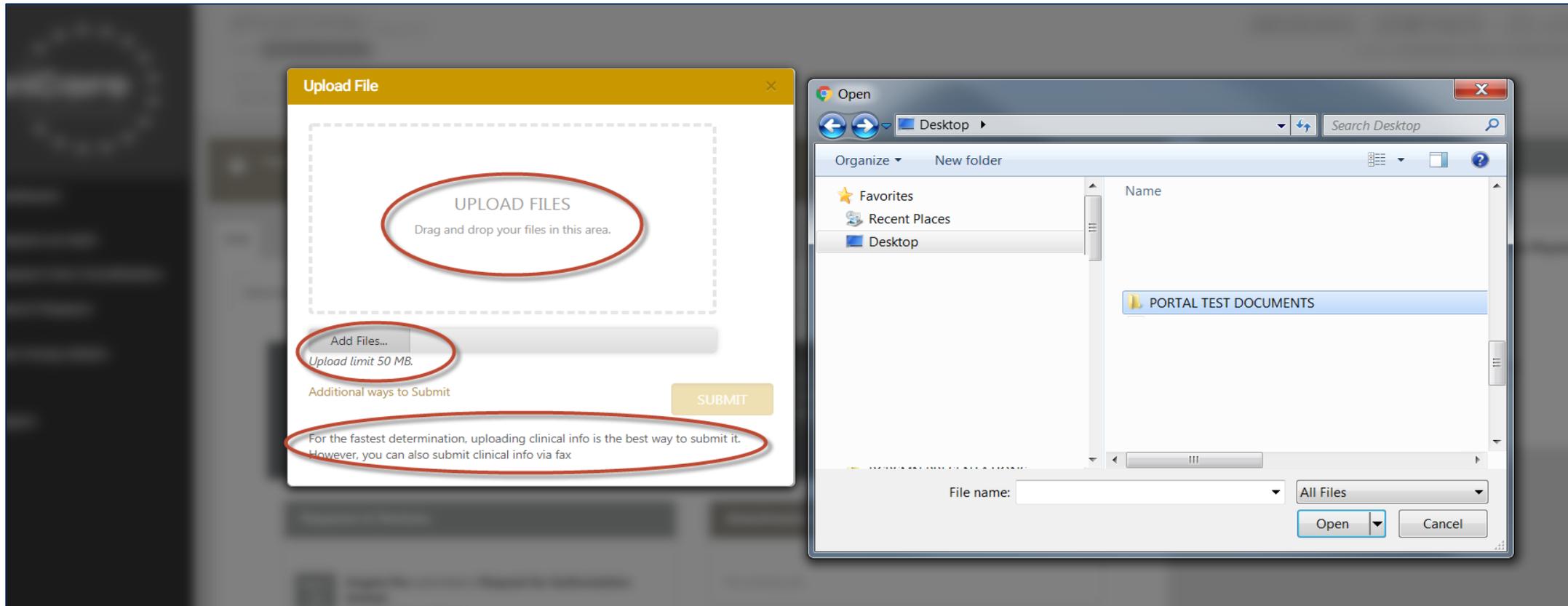
No activity yet.

Notifications & Letters

No activity yet.

Attach Clinical and Submit

- You will see a pop up window to upload clinical documents
- You will navigate to your system to locate the documents and attach to the case
- All information will now be transmitted to eviCore to begin the precertification review process



Registering a PAP Device

Begin Request for PAP Registration

- Choose Service Type as “Sleep” and subcategory as “PAP Therapy”. Complete remaining fields and choose “Search”
- The Cigna customer info will populate at the bottom of the screen. Select “Continue”.

Submit a Request for Service Continue

Member Search

Healthplan

Cigna
▼

3rd Party is the primary payer

Date Of Service

04/14/2021

Patient

123456789
🔍

↑ OR ↓

Choose Requesting Service Type

Sleep

Please select a subcategory

PAP Therapy Sleep Testing

DME

Fertility

HomeHealth

? Don't see the service you're looking for?

This is an urgent request

This is a retro request

Diagnosis

G47.33 - Obstructive sleep apnea (adult) (pediatric
+

First Name

First Name

Last Name

Last Name

Date of Birth

mm/dd/yyyy

Search

Member Name	DOB	Address	Member #	Insurance Category	Eligibility Dates
Test Member	01/01/1980	555 Main Street NY, NY 55555	123456789	Commercial	01-01-2020 to 07-31-2027

Choose Sleep/PAP Therapy

Enter Service and Provider Details

- Complete all fields and choose “Continue”

Submit a Request for Service Continue

[Back](#)

Patient

Test Member	01/01/1980	555 Main Street NY, NY 55555	123456789	Commercial	01-01-2020 to 07-31-2027
-------------	------------	------------------------------	-----------	------------	--------------------------

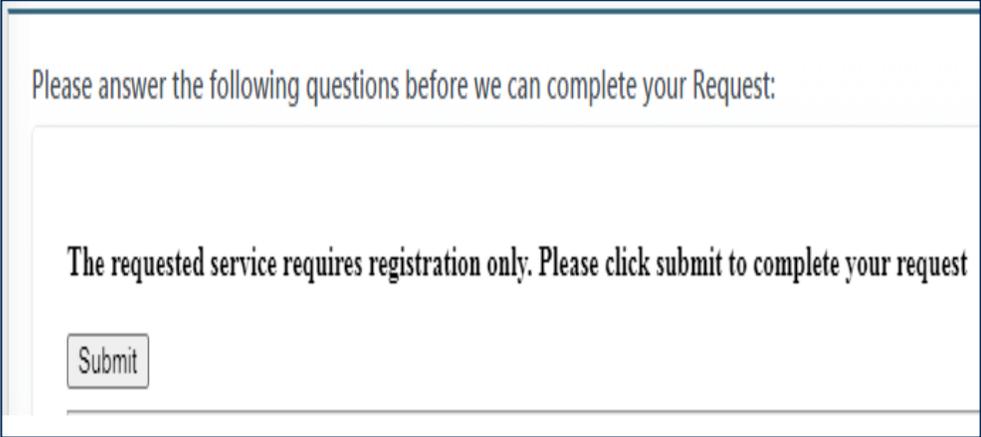
Please fill out the information below. Ordering Physician and Servicing Provider are mandatory.

Procedure codes Enter a code number or description in the field below. <input type="text" value="E0601 - PAP device, or Positive Airway Pressure devic"/> SAVE	Ordering Physician SETHI M JIGME Change	Servicing Provider TEST DME COMPANY Change
---	---	--

Enter Procedure Code

Complete Registration

- The next screen will confirm that the PAP device requires registration only. Click Submit to continue.
- You will get a review history with a notice that the device requires registration only again. Click Submit Request.



Confirmation Details

EHD75-NHV6 Auth#
Status: **Approved**
Codes: E0601
[See all codes](#)

Confirmation of Registration

PAP Therapy

Information

Dates of Care
START: Feb 1
LAST: -

PATIENT CAME FROM:
TEST DME COMPANY
test test - 6578432654

Requests & Reviews

Chirag Test submitted a **Request for Authorization (Initial)**

Request for PAP Therapy
Request approved

Confirmation Letter available to open, save or print for your records

Attachments & Notes

No activity yet.

Notifications & Letters

eviCore Platform sent a **AutoApproved (Initial)**

Recipient Type: Servicing Provider
[417066427](#)

Searching a Submitted Request

Status Request

- Choose Search Request on the left menu bar
- Then “Search by ID” or “Search by Patient”

The screenshot displays the eviCore healthcare application interface. On the left is a dark sidebar menu with the following items: Dashboard, Request an Auth, Request Care Coordination, Search Request (highlighted with a red arrow), User Group Admin, and Logout. The main content area is divided into two panels. The top panel is titled 'Search' and features a 'Search by:' section with two buttons: 'Search by Id' (highlighted in dark blue) and 'Search by Patient'. A dark blue callout bubble points to the 'Search by Id' button with the text 'Search by eviCore Request ID or Customer's Healthplan ID#'. Below this is a text input field labeled 'ID/Number' containing the placeholder text 'Request ID, Auth # or Member ID' and a search icon. A 'Search' button is located at the bottom right of this panel. The bottom panel is also titled 'Search' and features a 'Search by:' section with two buttons: 'Search by Id' and 'Search by Patient' (highlighted in dark blue). A dark blue callout bubble points to the 'Search by Patient' button with the text 'Search by Customer's First Name, Last Name and DOB'. Below this are three input fields: 'First name', 'Last name', and 'Date of birth' (with a calendar icon). A 'Search' button is located at the bottom right of this panel.

Status Details

- Precertification status details will be shown here

BBPQWB2B5X Request ID
Status: Pending Clinical Review
Codes: 95807
[See all codes](#)

Sleep Testing

Information

START: Apr 7
LAST: [Redacted]

PATIENT CAME FROM:
SLEEPING CLINICS OF AMERICA INC
test test - 555555555

Requests & Reviews

APR 6 Chirag Test submitted a Request for Authorization (Initial)
4/6/2021 (Today) at 2:43 pm
Request for Sleep Testing (submitted via Web)

Attachments & Notes

APR 6 Chirag Test attached Clinical Information (Initial)
4/6/2021 (Today) at 2:46 pm
TEST DOCUMENT.docx

Callouts:

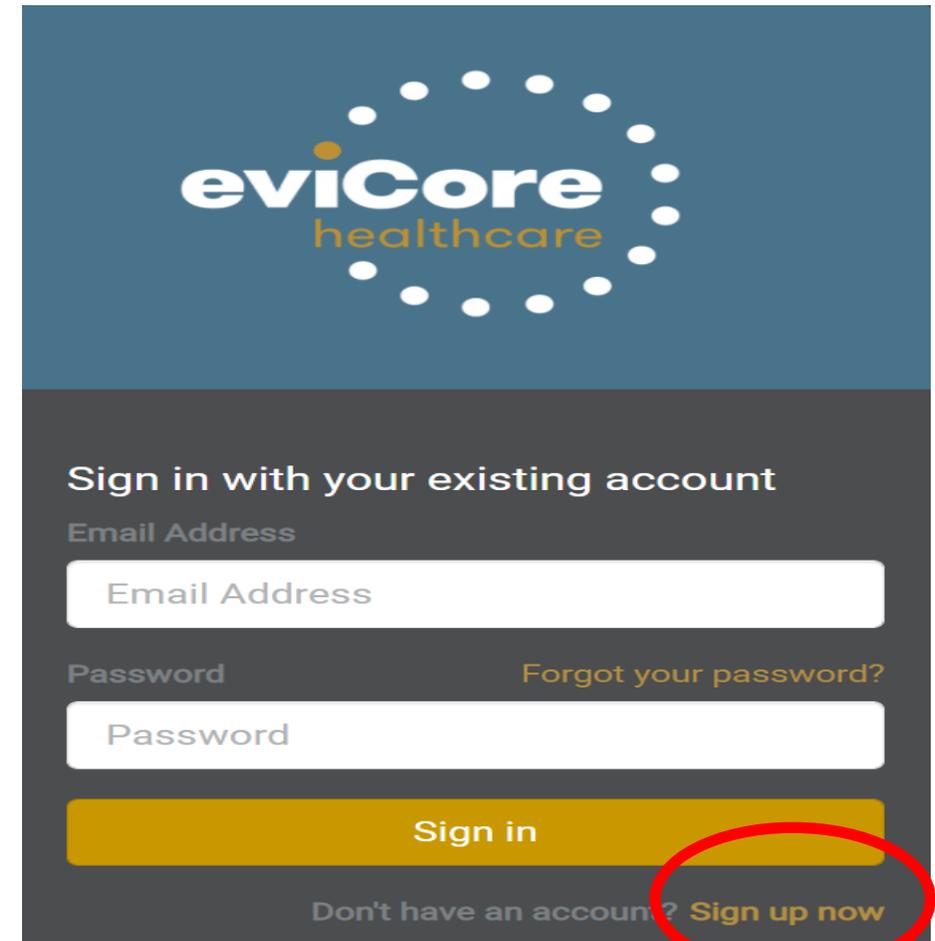
- Status of request will populate
- If approved, from and through dates of precertification will be populated

Portal Individual Account Registration

Initial Registration

All portal users must register for an account. You may have an individual account or be part of a group of users. First we will review how to register as part of an organization's group.

- Your organization's admin will invite users to their group
- The users will get an email from eviCore with a link to join the group
- Users will follow that link and choose "Sign Up Now" at the login page
- Each user should receive a "join code" to become a part of that group



eviCore
healthcare

Sign in with your existing account

Email Address

Email Address

Password [Forgot your password?](#)

Password

Sign in

Don't have an account? [Sign up now](#)

Portal Registration Process

- Begin by completing the registration process details for yourself

eviCore Platform Provider Registration

Please provide the following details.

Verification is necessary. Please click Send Email

Email

New Password

Re-enter Password

Send verification code

Enter email address/Click on Send verification code

eviCore healthcare User Registration

Please provide the following details.

Verification code has been sent to your inbox. Please click on Verify code

Email

testuser@xyz.com

Verification code

Send new code

Verify code

New Password

Re-enter Password

First Name

Last Name

Display Name

Phone Number

Cancel

Register

Enter code from email/click on Verify code

Create password
At least 8 characters
Upper case/Lower case
Number/Special character

Complete User demographics

Verify your email address

Thanks for verifying your account!

Your code is: 002637

Sincerely,
eviCore healthcare

Check email for verification code

Join Code

- Enter the Join Code provided by your administrator

eviCore Platform

The Administrator for your group, ADMIN, provided you with a 6-digit Join Key.
Please enter that key below to continue. ?

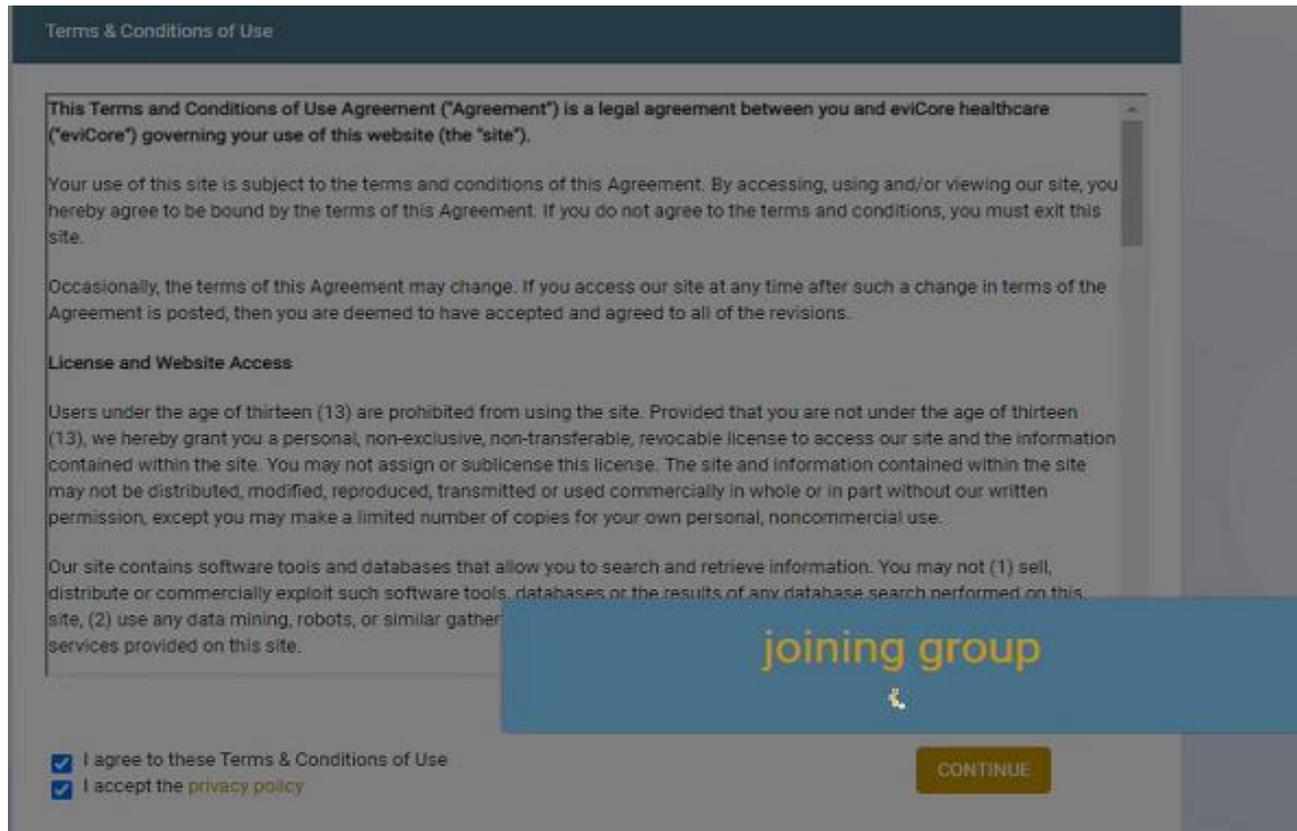
Join Key

CONTINUE

Enter Join Code and click CONTINUE

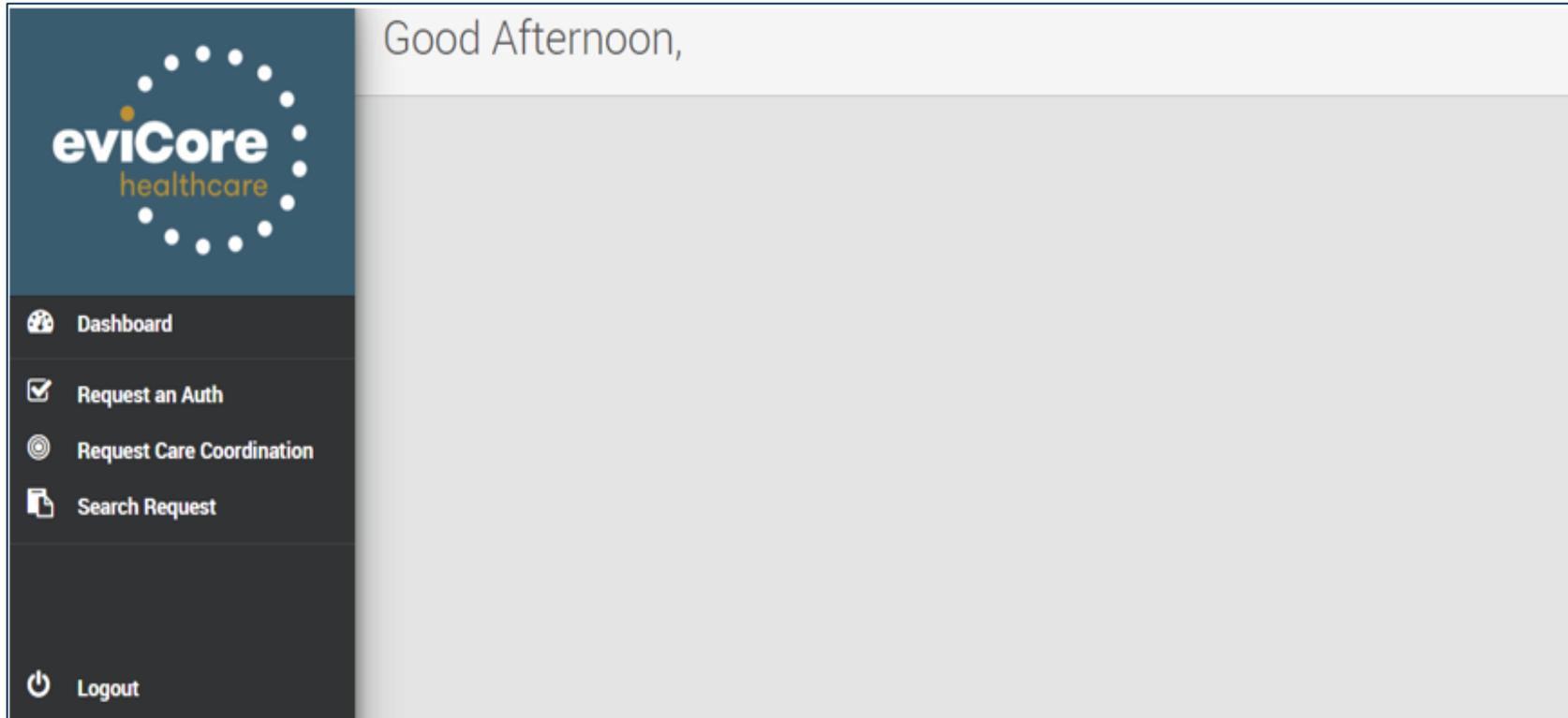
Joining Group

- Next you should accept the Terms & Conditions, click on Continue, and the system will respond to let you know you are joining the group



eviCore Dashboard

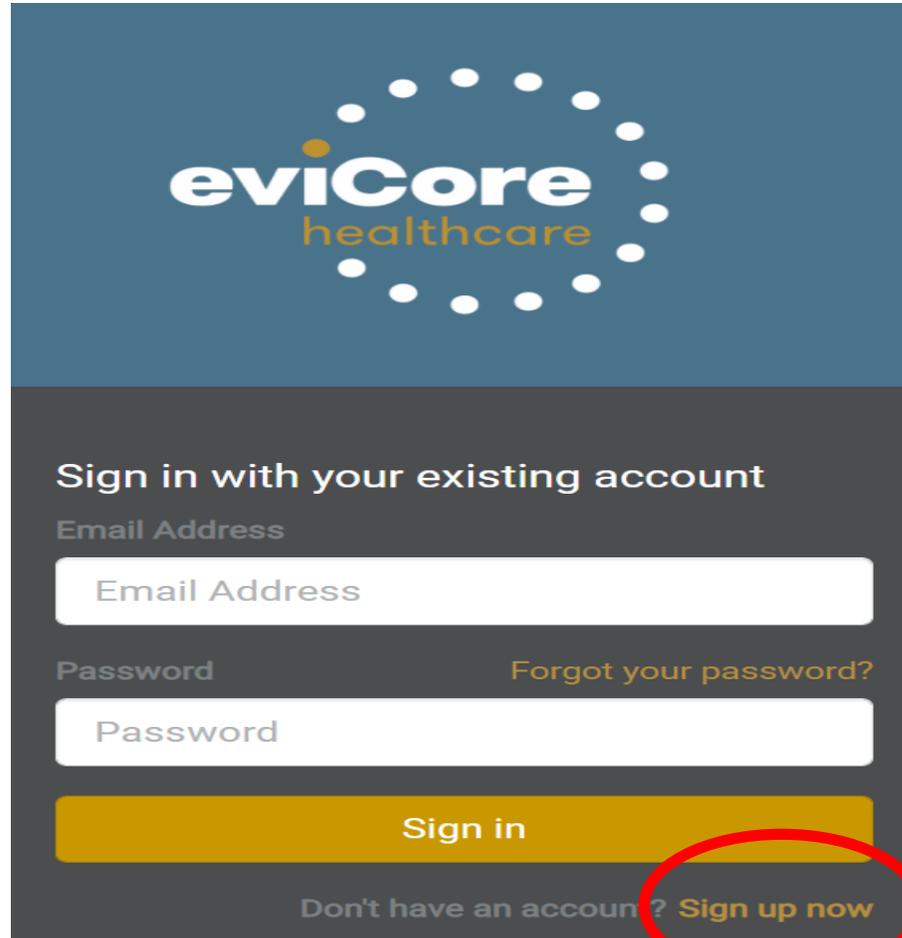
- Once you have successfully registered, and for subsequent logins, you will be directed to your eviCore dashboard



Portal Group Account Registration

Administrator/User Registration

- If you are your organization's administrator, or want to create your own account, access the website and choose "Sign up now"



eviCore
healthcare

Sign in with your existing account

Email Address

Email Address

Password [Forgot your password?](#)

Password

Sign in

Don't have an account? [Sign up now](#)

Portal Registration Process

- Begin by completing the brief registration process.

eviCore Platform Provider Registration

Please provide the following details.
Verification is necessary. Please click Send Email

Email

New Password

Re-enter Password

Send verification code

Enter email address/Click on Send verification code

eviCore healthcare User Registration

Please provide the following details.
Verification code has been sent to your inbox. Email

Email

testuser@xyz.com

Verification code

Send new code

Verify code

New Password

Re-enter Password

First Name

Last Name

Display Name

Phone Number

Cancel

Register

Enter code from email/click on Verify code

Create password
At least 8 characters
Upper case/Lower case
Number/Special character

Complete User demographics

Verify your email address

Thanks for verifying your account!

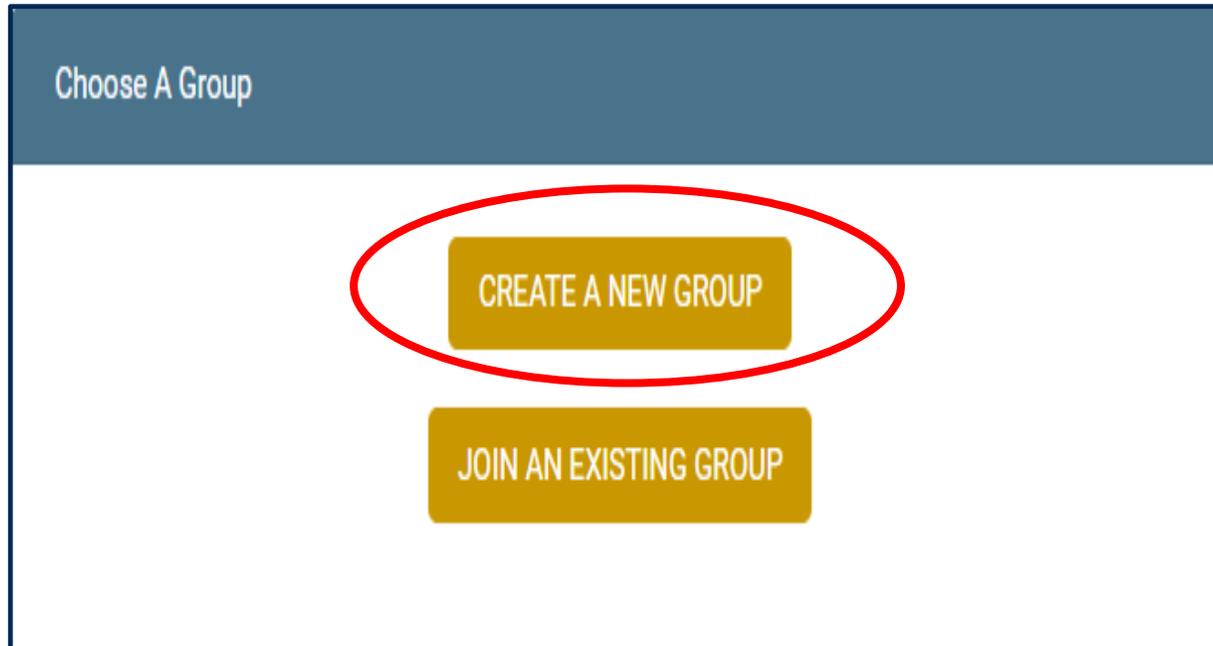
Your code is: 002637

Sincerely,
eviCore healthcare

Check email for verification code

Administrator Group Creation

- If you are your organization's administrator, or want to create a group, choose "CREATE A NEW GROUP"



Group Demographics

- Complete demographics to create a group for your organization

Create Provider Group

Enter your group details:

Group Name **Create a Group Name**

Ordering Provider Rendering Provider **Mark Rendering Provider**

Address 1

Address 2

City State **Complete Group's Demographics** Zip

Phone Fax

Adding Users to the Group

- Once user has successfully created a group, invite users to the group

eviCore Platform Provider User Group Administration

Office

Test Group - Rendering

555 Main Street NY, NY 55555
(555) 555-5555

Provider Group Join Code: YID015

Users

Name	Status	Action
Test Admin		

Add User

First Name: Test

Last Name: User

Make Admin: Yes No

Email: testuser@email.com

Validate & Save

User Details and Join Code

eviCore Platform Provider User Group Administration

Office

Test Group - Rendering

555 Main Street NY, NY 55555
(555) 555-5555

Provider Group Join Code: YID015

Copy Generate New

Admin should email the Group Join Code to every invited user

Users

Name	Status	Action
Test Admin		
Test User	Pending Verification	

You will see users invited to the group and their status

Providers

You can delete users from the group if necessary

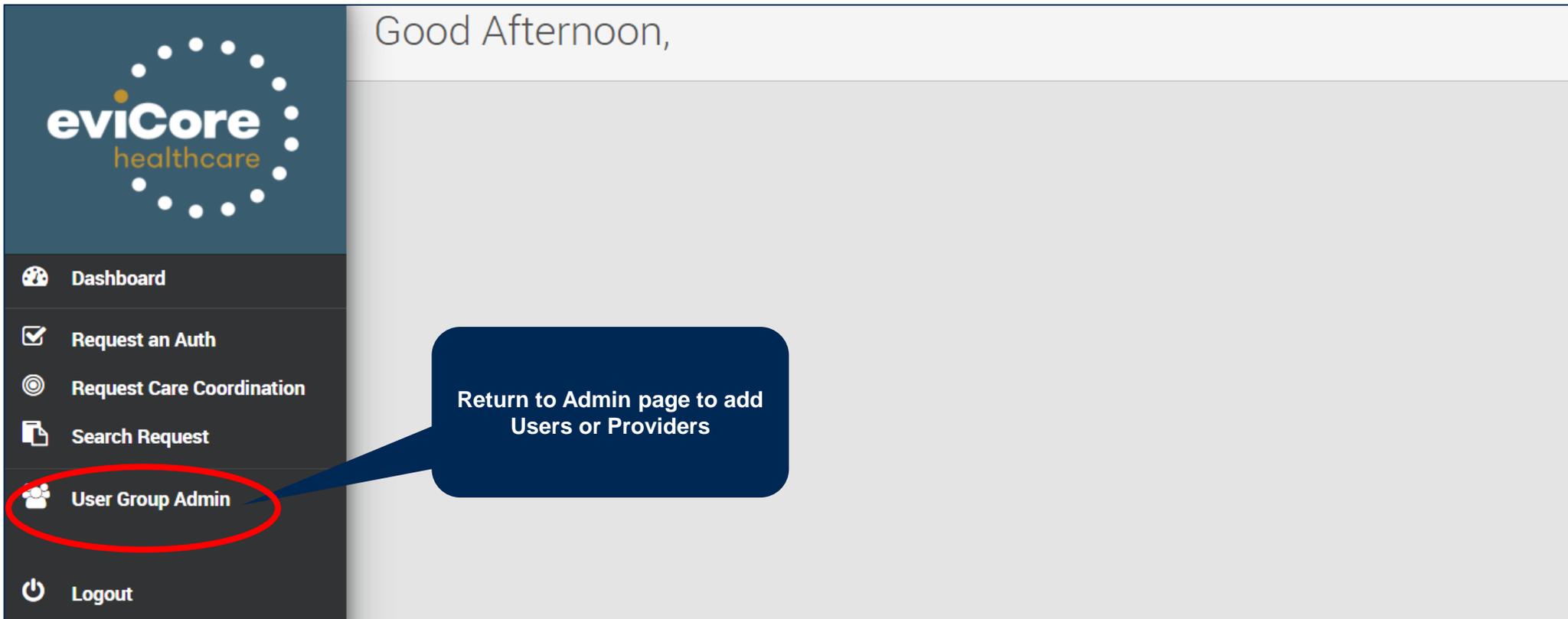
Add Providers to the Group

- Next, add providers to your group
- Once Group page is complete, click Go to Website

The screenshot displays the 'eviCore Platform Provider User Group Administration' interface. At the top right, there is a yellow 'Go to website' button. Below this, the 'Office' section shows details for 'Test Group - Rendering' at '555 Main Street NY, NY 55555' with phone number '(555) 555-5555'. To the right, the 'Provider Group Join Code' is 'YID015', with 'Copy' and 'Generate New' buttons. A dark blue callout bubble points to the 'Add' button in the 'Providers' section, containing the text 'Add Providers to the group'. Below the 'Providers' section, there is a message: 'There are no Providers associated with this group. If you would like to add Providers use the Add button.' The 'Add Provider' form is highlighted with a red border and contains fields for 'TIN:' and 'NPI:', each with a corresponding input box. A dark blue callout bubble points to these fields with the text 'Enter TIN and NPI for each provider associated with the group'. At the bottom of the form is a yellow 'Validate & Save' button. The 'Users' section on the left shows a table with columns 'Name', 'Status', and 'Action', listing 'Test Admin' and 'Test User'.

Administrator's Dashboard

- You will be directed to your dashboard and Group creation is complete



Thank You!

