eviCore Portal Training for Cigna Commercial Members

Home Health, Home Infusion Therapy, Durable Medical Equipment, and Sleep Management Programs

Agenda

- **Home Infusion Therapy Requests**
- **Web Portal Support**
- **Submitting Requests for HH, DME, and Sleep Management Precertifications**
- **Submitting Clinical Documentation**
- **Registering a PAP Device**
- **Searching a Request**
- **Portal Individual User Account Registration**
- **Portal Administrator Group Account Creation**
- **Provider Resources**
- **Q & A**

Home Infusion Therapy Precertification Process

- Precertification requests for Home Infusion Therapy must be submitted directly to Cigna

Service	Services Include	Clinical Reviewer	How to Submit	Precertification Required Codes
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	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

Provider Web Portal

eviCore Portal Support

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

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 (HH), Durable Medical Equipment(DME), and Sleep Management Precertifications

Start the Request for a Precertification for HH, DME and Sleep Services

- After logging in, you will see the main screen and user dashboard. Choose "Request an Auth" to begin.
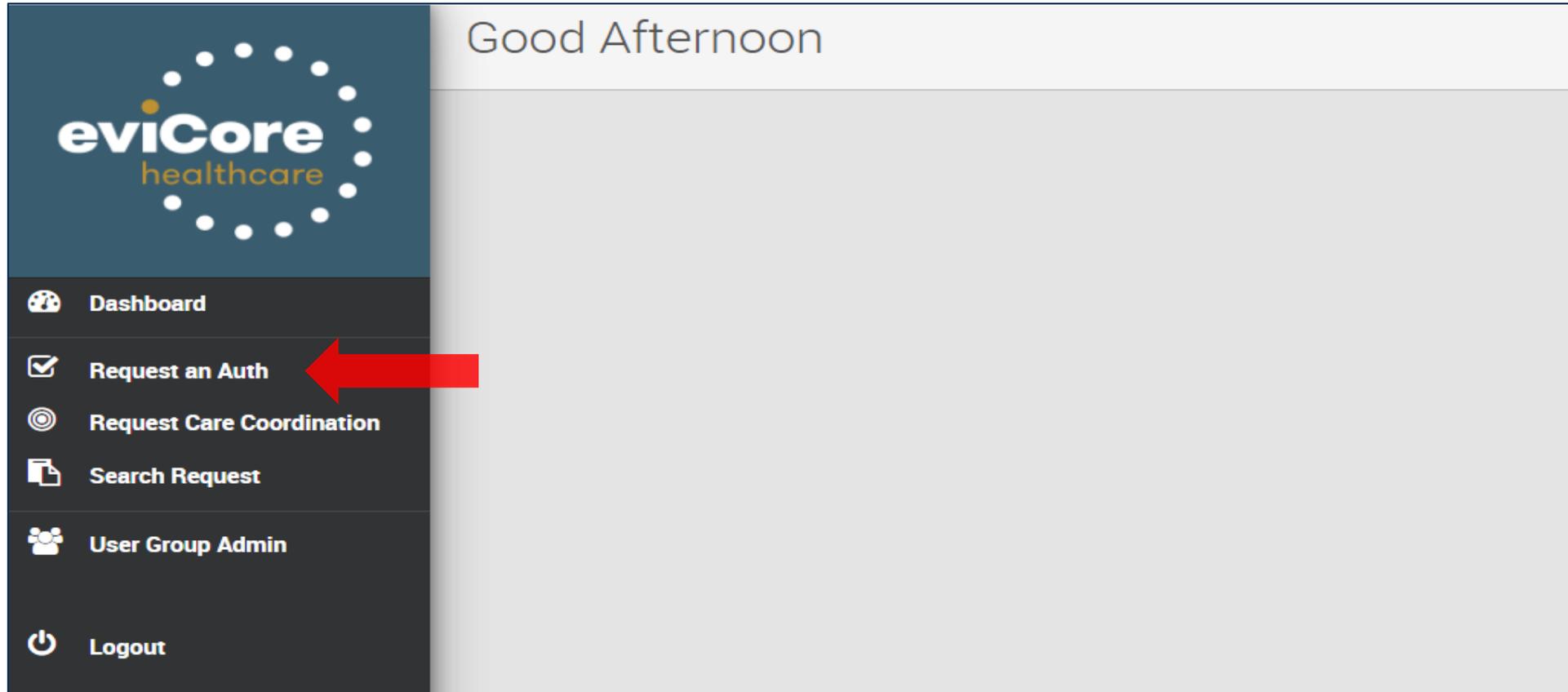
Initial Request Details for HH, DME and Sleep

- Complete all fields and choose "Search"
- Customer info will populate at the bottom of the screen. Verify customer and select "Continue"

Initial Request Details for HH, DME and Sleep

- Complete all fields and choose "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.

Entering Procedure Codes for HH and DME

- Once the eligibility is confirmed, you will next enter the procedure code(s). Enter the Code, the Quantity and Unit of Measure (if applicable).

- If eviCore is not delegated to manage a code, you will receive the below message in red as soon as you enter the code. Click on the red "X" to remove a code.

Entering Procedure Codes for Sleep Management

- When you enter a procedure code for sleep management you will also have to choose a place of service if other than a Home Sleep Study.

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.

Sleep/Complete Clinical Questions

- For sleep requests, you may have to answer a series of clinical questions relative to the request, which will be reviewed to determine medical necessity
- You will have the ability to make changes to your responses prior to submission by clicking on the answer. Once you have completed all questions, click on Submit Request.

Sleep/Additional Information

- Once the clinical questions have been answered, you will see three (3) options:
  - I would like to fax in or upload additional information - You will be prompted later to attach clinical documentation to support medical necessity
  - I would like to enter additional notes – You will see a pop-up text box where you can free text type any notes you would like to add. If this option is chosen, you will NOT be able to attach clinical documents with the request
  - I have no additional information to provide at this time – The medical necessity review will be based solely on the answers provided on each question

Please answer the following questions before we can complete your Request:

ⓘIs there any additional information specific to the member's condition you would like to provide?

○ I would like to fax in or upload additional information

○ I would like to enter additional notes

○ I have no additional information to provide at this time

Submit

Adding Clinical to a Case

Submitting 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.

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
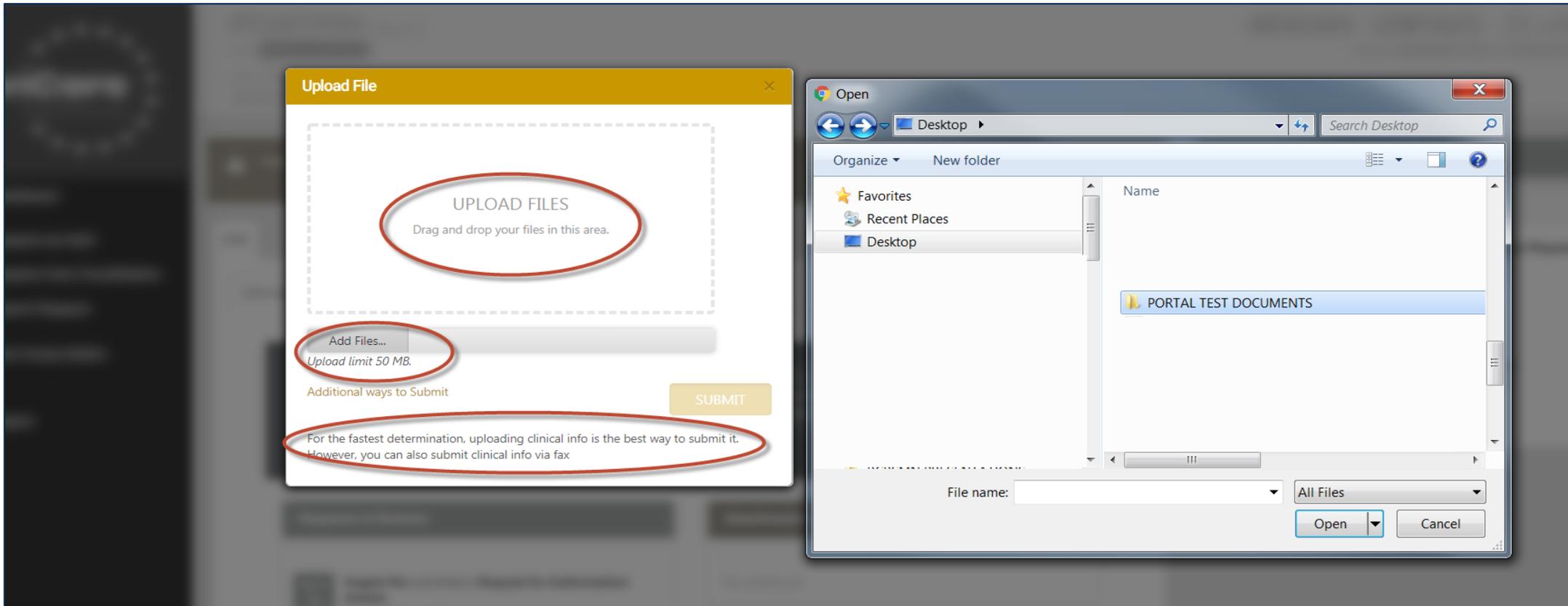
Registering a PAP Device

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".

Enter Service and Provider Details

- Complete all fields and choose "Continue"

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.

Please answer the following questions before we can complete your Request:

The requested service requires registration only. Please click submit to complete your request

Submit

Review History

The requested service requires registration only. Please click submit to complete your request

Submit Request
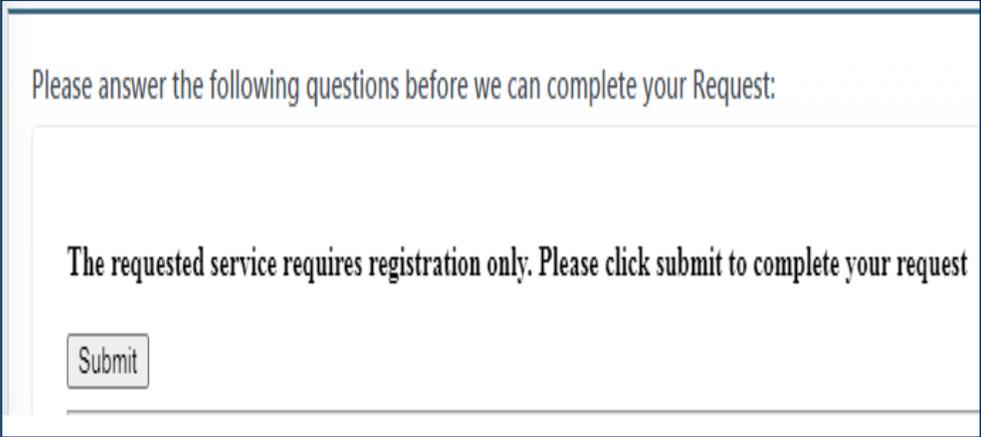
Confirmation Details

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 Therap
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"

Search by eviCore Request ID or Customer's Healthplan ID#

Search by Customer's First Name, Last Name and DOB

Status Details

- Precertification status details will be shown here

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

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

[Send verification code]

New Password

New Password

Re-enter Password

Enter email address/Click on Send verification code

Verify your email address

Thanks for verifying your   account!

Your code is: 002637

Sincerely,
eviCore healthcare

Check email for verification code

eviCore healthcare User Registration

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

Join Code

- Enter the Join Code provided by your administrator

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
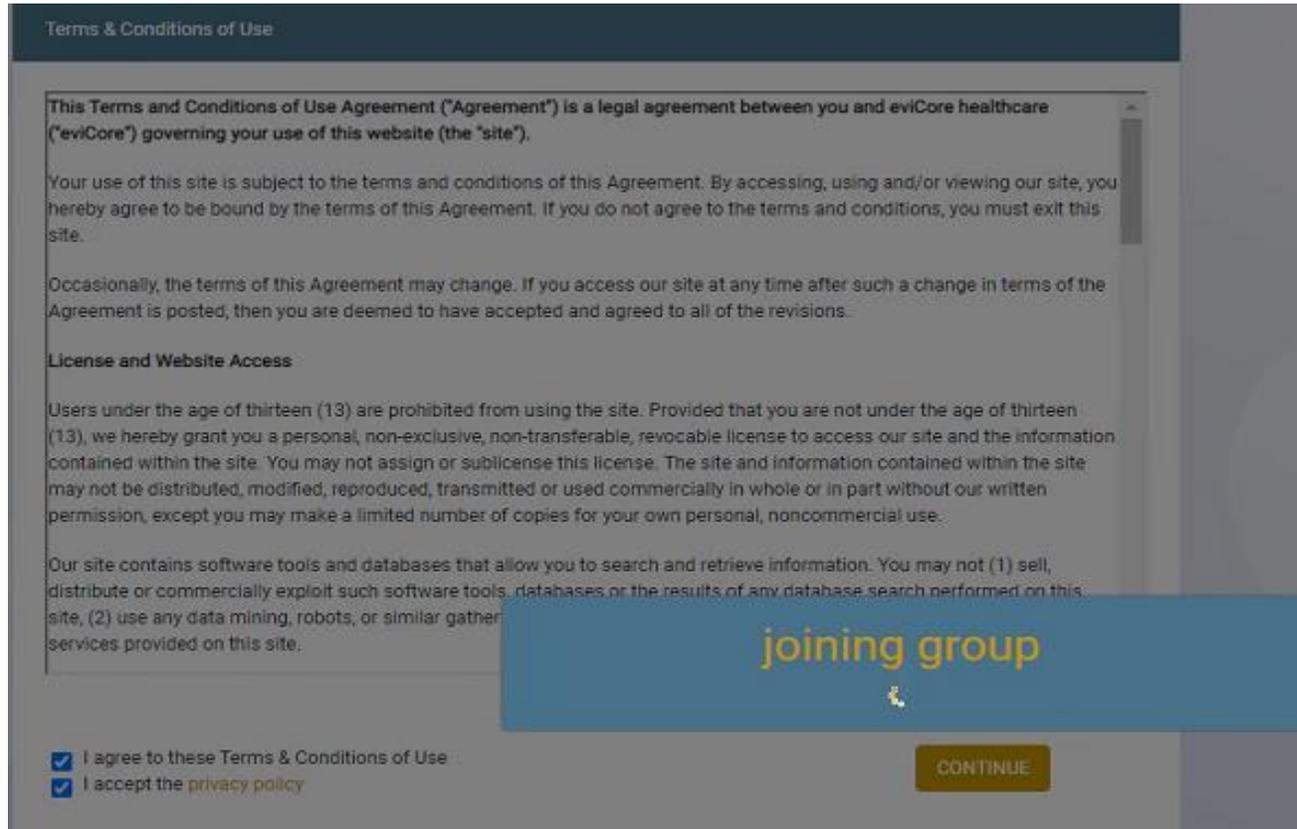
eviCore Dashboard

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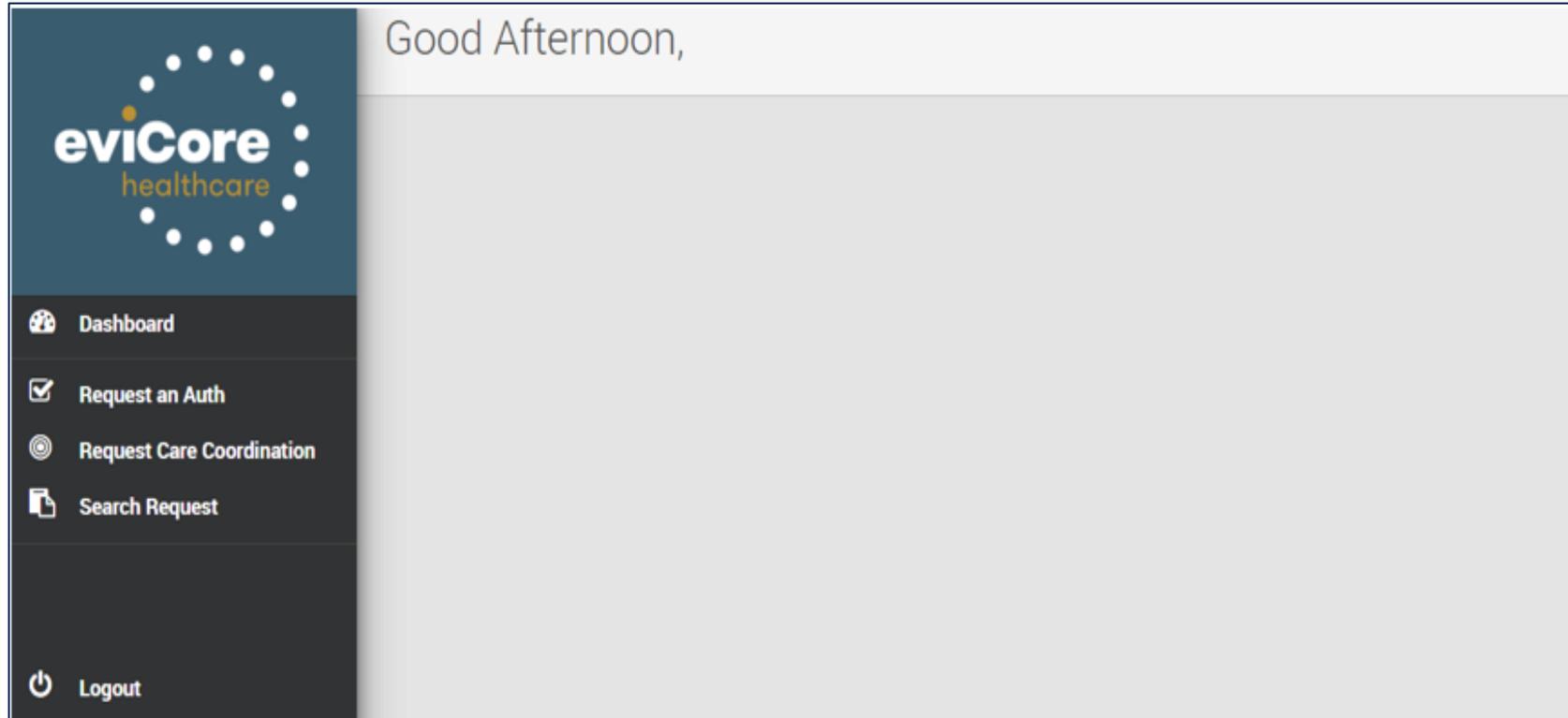
Portal Group Account Registration

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"

Portal Registration Process

- Begin by completing the brief registration process.

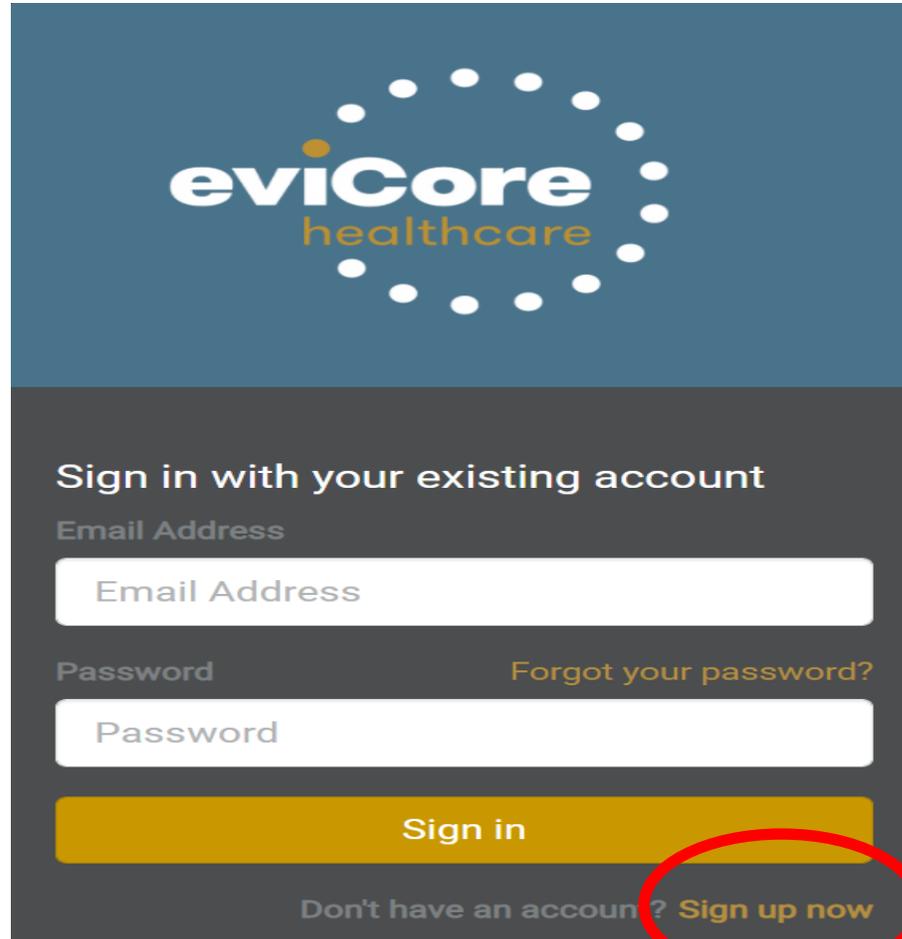**Enter email address/Click on Send verification code**

Check email for verification code

Enter code from email/click on Verify code

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

Complete User demographics

Administrator Group Creation

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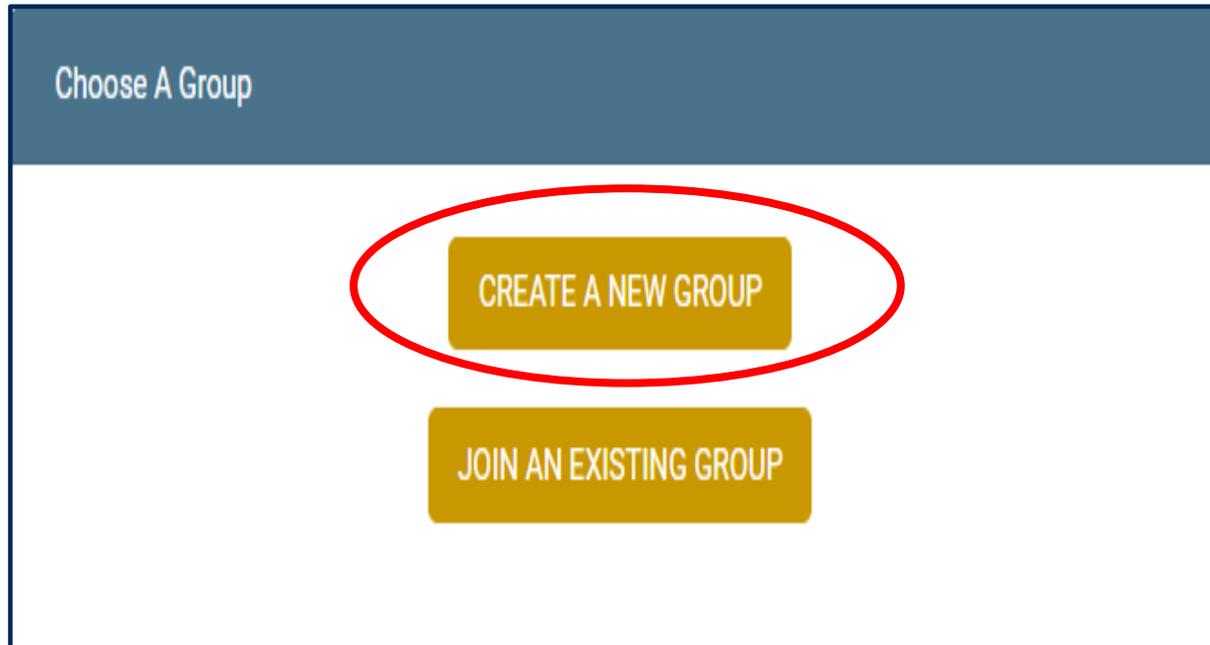
Group Demographics

- Complete demographics to create a group for your organization

Adding Users to the Group

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

User Details and Join Code

Add Providers to the Group

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

eviCore Platform Provider User Group Administration   Go to website

Office

Test Group - Rendering
555 Main Street NY, NY 55555
(555) 555-5555   (555) 555-5555

Provider Group Join Code
YID015   Copy   Generate New

Add Providers to the group

Users   ⊕ Invite

Name	Status	Action

Test Admin

Test User

Providers   ⊕ Add

There are no Providers associated with this group. If you would like to add Providers use the Add button.

Enter TIN and NPI for each provider associated with the group

Add Provider

TIN: NPI:

TIN   NPI

Validate & Save

Administrator's Dashboard

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

Good Afternoon,

- Dashboard
- Request an Auth
- Request Care Coordination
- Search Request
- **User Group Admin**
- Logout

Return to Admin page to add Users or Providers
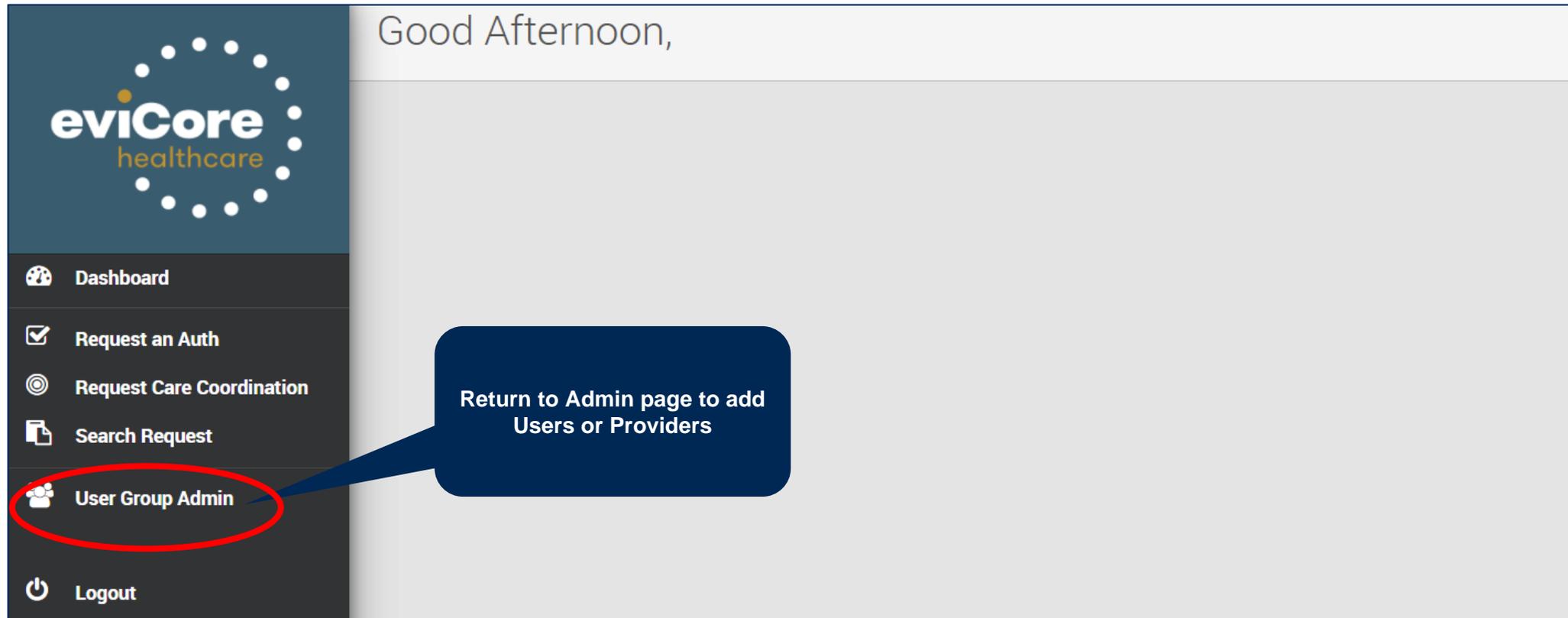
Dedicated Call Center

Precertification Call Center

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

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 provider, 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 specific DME 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

- Quick Reference Guide (QRG)

- Frequently Asked Questions (FAQ) Document

- eviCore Provider Manual

To access these helpful resources, please visit:
https://www.evicore.com/resources/healthplan/cigna

Detailed information is available on the Cigna Durable Medical Equipment website (CignaforHCP.com > Precertification Process > Durable Medical Equipment)

Thank You!