

▶ RADIOLOGY

▶ CARDIOLOGY

▶ ONCOLOGY

▶ RADIATION THERAPY

▶ LAB TESTING

▶ PAIN MANAGEMENT

▶ SLEEP APNEA

Healthfirst Radiology/Cardiology

- **Founded in 1994**
- **Licensed Utilization Review Agent**
- **Redundant Call Centers in NY, SC, CO**
- **NCQA Certified and URAC Accredited**
- **Provide Utilization Management Services**
- **Consulting Payer Services**
- **Capitated Risk Contracts**
- **Over 1,000 Employees**
- **Professional Full-Time MD staff**
- **Consultative Physician Staff Members**
- **Licensed Registered Nurse Professionals**



•
Credentiaing and
Recertentiaing
•
Utilization Management



Healthfirst

Tentative dates:

Go live date: March 1, 2011

Phone live date: February 24, 2011



Staffing:



- **Intake Coordinators**
- **Clinical Reviewers**
- **Medical Directors**
- **Physician Peer Consultants**

Prior Authorization is required for Advanced Imaging Studies:



- MRI/MRA
- CT Scan
- CCTA
- Nuclear Medicine/Cardiology
- Pet Scan

Places of Service NOT requiring Prior Authorization:



- Emergency Department services
- Skilled Nursing Facility
- Urgent Care Facility services
- Ambulatory Surgery services
- Inpatient services

Basic Process Overview:

- Referring / Ordering Provider Must Obtain Prior Authorization through CareCore National PRIOR to Services being Rendered.

- Prior Authorization # Format:

Ex: A001234567 – 73721

Position 1 – Letter

Next 9 Positions – Number

Last 5 Positions – CPT Code

Who Initiates a Prior Authorization?

- Initiated by the REFERRING / ORDERING PHYSICIAN (Non-Radiologists)
- A Prior Authorization Number is Required for Advanced Imaging Procedures
- CareCore National will NOT accept a Prior Authorization Request from a Radiology Facility

How to Initiate a Prior Authorization Case:

Referring/Ordering Physicians:

- Via Phone - 1-877-773-6964
Monday – Friday, 7am-7pm Local time
- Via Fax - 1-800-540-2406
- Via Website
Log onto www.carecorenational.com

Prior Authorization Information:

- Authorizations are Valid for **45 days** from the Date of Authorization approval
- After 45 days, the Authorization Number Expires and a NEW Authorization Request is Required
- CareCore Downloads Authorizations onto their Website Daily for Providers to Check Authorization Status (every 10-15 minutes)

Addition of Contrast:

- Assume a Rendering Provider has Prior Authorization for a Member for a Procedure Without Contrast
- If Provider Findings During the Procedure Warrant Addition of Contrast, Rendering Provider May Do So At the Time of the Initial Procedure
- Rendering Provider then has 2 (two) Business Days from Date of Service to call CareCore for CPT Code Upgrade

Urgent Cases:

- All urgent cases must be phoned into CCN clinical review @ 1-877-773-6964
- If a case is medically urgent, CareCore has 3 business hours to turnaround an authorization request upon receipt of full clinical information

Peer to Peer:

- Physicians who do not agree with CareCore Nationals determination, may call the Peer to Peer consultation line to discuss the actual case in detail with a Medical Director.
- *1-877-773-6964* prompt # 4



Select

[Ordering Physician Login](#) |
 [Register](#) |
 [Forgot Password?](#)

User ID Password



Evidence-Based Specialty Benefit Management



Radiology

CareCore Radiology works with each client to strategically identify opportunities to improve utilization and enhance quality through seamless solutions that integrate all aspects of patient centered care



Radiation Therapy

Address appropriateness of technology, treatment plan goals, standards of care and billing of radiation therapy services.



Cardiology

CareCore Cardiology provides health plans with comprehensive high-quality and cost-effective programs for cardiac care including benefit management of cardiac imaging and implantable devices.



Lab Management

The first comprehensive lab management program linking evidence based medical guidelines with test specific payment policies for molecular and genetic testing, anatomic pathology and clinical laboratory testing.



Oncology

Management tools focused on reimbursement and utilization management of oncology drugs and high-cost injectable and chemotherapeutic agents



Pain Management

Maximize care delivered to patients with acute and chronic pain using criteria developed from best practices and the most current evidence

NEW! [Interactive Radiation Safety Calculator](#)

- Quick Links**
- [Authorization Lookup](#)
 - [Eligibility Lookup](#)
 - [Horizon Site Registration](#)
 - [Claims Payment Portal Login](#)
 - [Equipment Standards](#)
 - [Criteria](#)

- Current News**
- [Updated Equipment Standards Effective January 1, 2011](#)
 - [OB Ultrasound Pre-Authorization Program](#)
 - [CareCore National Program Tackles Rising Cost of Laboratory Services](#)



Register for a User Name

Please read the following carefully, it will provide you with directions and a list of the information you will need to register.

Step 1: User Information you will need to provide contact and user information.

Required Information - Contact Name, Address, Phone and Email Address.

If you do not have a company email address, please register for a web-based email address at Yahoo or Hotmail, before starting this process.

Step 2: Provider Information During the second step, you will need to provide information on each physician you wish tied to your account.

Required Information - Tax Id, NPI and Provider Numbers for each Healthplan the Physician participates with.

Please gather this information before starting this process.

During this step, we will search our database and find matches to the physicians you enter. You will be asked to validate the data found for each physician.

Lastly, we will provide you a user name and password, and provide a status on each physician you requested for your account. In the case that a physician you requested did not match one found in our database, we will work with the HealthPlan to resolve the issue and contact you via email when the physician becomes active.

Information You will Need to Register:

- Contact Name
- Address
- Email Address
- Phone

For each Physician:

- TaxID
- NPI
- Provider Number as
assigned by each
Health Plan

CONTINUE

Register for a User Name

** Indicates Required Field.*

* User Type: Referring Physician
 Rendering Physician

* Office / Facility Name:

* Primary Contact Name:

* Email Address:

* Confirm Email Address:

* Mailing Address:

* City/State/Zip: AE

* Phone:

Fax:

Please select a User Name and Password.

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

[Request a clinical certification >>](#)

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


[Check member eligibility >>](#)

Select



© CareCore National, LLC. 2010 All rights reserved.

[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)



0% Complete

Clinical Certification

Identify a referring physician by Name, Location, and Insurance Carrier to proceed.

Physician Name:

Location:

Insurance Carrier:

10% Complete

Physician

[EDIT](#)

Clinical Certification


Physician's Name [?]

Who to Contact [?]

Fax [?]

Phone [?]

Ext. [?]



20% Complete

Physician

[EDIT](#)

Clinical Certification

Please select the program for your certification:

- Radiology and Cardiology
- Oncology and Drug Management Programs
- Radiation Therapy Management Program (RTMP)
- Pain Management

30% Complete

Physician [EDIT](#)

Clinical Certification


Patient ID:

Date Of Birth: MM/DD/YYYY

Patient Last Name Only: [?]

[ELIGIBILITY LOOKUP](#)

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



30% Complete

Physician

[EDIT](#)

Clinical Certification

Patient ID:

Date Of Birth: MM/DD/YYYY

Patient Last Name Only: [?]

[LOOKUP AGAIN](#)

Search Results

	Patient ID	Member Code	Name	DOB	Gender	Address
SELECT						

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

30% Complete

Physician

[EDIT](#)

Clinical Certification

Patient ID:

Date Of Birth: MM/DD/YYYY

Patient Last Name Only: [?]



Patient History

Case Number	Authorization Number	Status	Service Code	Description	Last Modified
1021026566	At	A	RCBREA	Breast Cancer	4/16/2010
1016696930	N/A	M	76645	US BREAST(S) UNILAT. OR BILAT.	1/21/2010
1016696923	N/A	M	76090	MAMMOGRAPHY UNILATERAL	1/21/2010
1016454171	N/A	M	77080	CPT Code not found	1/4/2010

40% Complete

Physician [EDIT](#)

Patient [EDIT](#)

Clinical Certification

What is the expected procedure date? MM/DD/YYYY

Radiology Procedures

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

Diagnosis

Select an ICD-9 Code (Lookup by Code or Description)

40% Complete

Physician [EDIT](#)

Patient [EDIT](#)

Clinical Certification

Confirm your service selection.

Procedure Date: 10/30/2010
CPT Code: 73718
Description: MRI LOWER EXTREMITY W/O CONTRA
ICD-9 Code: 719.46
Diagnosis: Joint pain-l/leg

[Change Procedure or Diagnosis](#)



60% Complete

Physician
[Text Field] [EDIT](#)


Patient
[Text Field] [EDIT](#)

Service
10/30/2010 [EDIT](#)
73718 MRI LOWER EXTREMITY
W/O CONTRA
719.46 Joint pain-l/leg

Site
[Text Field]

Clinical Certification

Selected Site:


80% Complete

Physician

[EDIT](#)

Patient

[EDIT](#)

Service
10/30/2010
73718 MRI LOWER EXTREMITY
W/O CONTRA
719.46 Joint pain-l/leg
[EDIT](#)

Site

Clinical Certification

You are about to enter the information phase of the Clinical Certification Request.

Once you have clicked 'Continue', you will not be able to edit the Physician, 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.

Clinical Certification

Which side is being evaluated?

- Right
 Left
 Bilateral

Exit the review

© CareCore National, LLC. 2010 All rights reserved.

[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

Tuesday, October 26, 2010 3:23 PM

[Log Off \(E\)](#)

Clinical Certification

Does the member have any of the following symptoms or findings?

- Tenderness
- Swelling
- Pain on passive stretching
- Pain with active motion
- Other

Exit the review

© CareCore National, LLC. 2010 All rights reserved.

[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

Clinical Certification

You may provide any additional information at this time. Click **SUBMIT CASE** if you have no further information to provide.

I acknowledge that the clinical information submitted to support this authorization request is accurate and specific to this member, and that all information has been provided. I have no further information to provide at this time.

[Print](#) [SUBMIT CASE](#)

- **If approved, you are now provided with the Authorization number**
- **If not approved, you will be provided with a case number. The clinical information provided will be reviewed by a member of the CareCore National clinical staff**

Authorization LookUp:

- Go to www.carecorenational.com
- Click on 'Authorization Lookup'
- Select Health Plan Name
- Required Fields
 - Enter Health Plan Provider ID (All carriers)
 - Enter Office Name or Physician Name
- To Search by Patient ID
 - Click the Box indicating "Search by Patient info"
 - Enter Patient ID
 - Enter Patient DOB
 - Click Search at bottom of the screen
- To Search by Authorization Number or Case Number
 - Click the Box indicating "Search by Case info"
 - Enter the Case Number in the appropriate field OR Enter the Authorization Number in the appropriate field
 - Click Search at the bottom of the screen



[Ordering Physician Login](#) |
 [Register](#) |
 [Forgot Password?](#)

User ID Password



Evidence-Based Specialty Benefit Management



Radiology

CareCore Radiology works with each client to strategically identify opportunities to improve utilization and enhance quality through seamless solutions that integrate all aspects of patient centered care



Radiation Therapy

Address appropriateness of technology, treatment plan goals, standards of care and billing of radiation therapy services.



Cardiology

CareCore Cardiology provides health plans with comprehensive high-quality and cost-effective programs for cardiac care including benefit management of cardiac imaging and implantable devices.



Lab Management

The first comprehensive lab management program linking evidence based medical guidelines with test specific payment policies for molecular and genetic testing, anatomic pathology and clinical laboratory testing.



Oncology

Management tools focused on reimbursement and utilization management of oncology drugs and high-cost injectable and chemotherapeutic agents



Pain Management

Maximize care delivered to patients with acute and chronic pain using criteria developed from best practices and the most current evidence

Select



NEW! [Interactive Radiation Safety Calculator](#)

- Quick Links**
- [Authorization Lookup](#)
 - [Eligibility Lookup](#)
 - [Horizon Site Registration](#)
 - [Claims Payment Portal Login](#)
 - [Equipment Standards](#)
 - [Criteria](#)

- Current News**
- [Updated Equipment Standards Effective January 1, 2011](#)
 - [OB Ultrasound Pre-Authorization Program](#)
 - [CareCore National Program Tackles Rising Cost of Laboratory Services](#)

Tuesday, October 26, 2010 3:28 PM

Authorization Lookup

Please select the HealthPlan you wish to search under:

* Provider ID:

Please select a search method:

Search by Patient Info

Patient ID:

Patient Date of Birth:

MM/DD/YYYY

Search by Case Info

Case Number:

or

Authorization Number:

© CareCore National, LLC. 2010 All rights reserved.

[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)



Authorization Lookup Eligibility Lookup

Tuesday, October 26, 2010 3:32 PM

Authorization Lookup

Authorization Number: NA

Case Number: :

Status: Currently in Review

ApprovalDate:

Service Code: 78452

Service Description: MPI SPECT REST/STRESS MULTIPLE

Patient Name:

Member Code:

Site Name:

Site Address:

Expiration Date:

Date Last Updated: 10/26/2010 3:28:57 PM

Correspondence: [VIEW CORRESPONDENCE](#)

[Print](#) [Done](#) [Search Again](#)

© CareCore National, LLC. 2010 All rights reserved.

[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

Eligibility Lookup:

- Go to www.carecorenational.com
- Click on Eligibility Lookup
- Select Health Plan Name
- Required Fields
 - Enter Health Plan Provider ID (All Carriers)
 - Enter TIN #
 - Enter Office Name or Physician Name
 - Enter Patient ID
 - Enter Patient Member Code (if applicable)
 - Enter Patient DOB
- Click ‘Search’ at the bottom of the screen



[Ordering Physician Login](#) |
 [Register](#) |
 [Forgot Password?](#)

User ID Password



Evidence-Based Specialty Benefit Management



Radiology

CareCore Radiology works with each client to strategically identify opportunities to improve utilization and enhance quality through seamless solutions that integrate all aspects of patient centered care



Radiation Therapy

Address appropriateness of technology, treatment plan goals, standards of care and billing of radiation therapy services.



Cardiology

CareCore Cardiology provides health plans with comprehensive high-quality and cost-effective programs for cardiac care including benefit management of cardiac imaging and implantable devices.



Lab Management

The first comprehensive lab management program linking evidence based medical guidelines with test specific payment policies for molecular and genetic testing, anatomic pathology and clinical laboratory testing.



Oncology

Management tools focused on reimbursement and utilization management of oncology drugs and high-cost injectable and chemotherapeutic agents



Pain Management

Maximize care delivered to patients with acute and chronic pain using criteria developed from best practices and the most current evidence

Select



NEW! [Interactive Radiation Safety Calculator](#)

- Quick Links**
- [Authorization Lookup](#) >
 - [Eligibility Lookup](#) >
 - [Horizon Site Registration](#) >
 - [Claims Payment Portal Login](#) >
 - [Equipment Standards](#) >
 - [Criteria](#) >

- Current News**
- [Updated Equipment Standards Effective January 1, 2011](#)
 - [OB Ultrasound Pre-Authorization Program](#)
 - [CareCore National Program Tackles Rising Cost of Laboratory Services](#)

Tuesday, October 26, 2010 3:39 PM

Eligibility Lookup

Please select the HealthPlan you wish to search under: HEALTHFIRST

* Provider ID:

* Patient ID: [?]

Patient Member Code:

* Patient Date of Birth:

MM/DD/YYYY

© CareCore National, LLC. 2010 All rights reserved.

[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

Authorization Lookup Eligibility Lookup

Tuesday, October 26, 2010 3:40 PM

Eligibility Lookup

Health Plan: HEALTHFIRST

Patient ID:

Member Code:

Radiology Eligibility: **Pre-Certification Required**

Print

Done

Search Again

© CareCore National, LLC. 2010 All rights reserved.

[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

Provider Resources:

Provider Tools

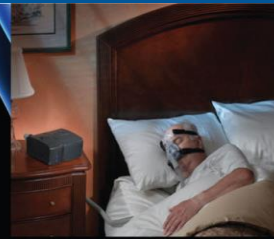
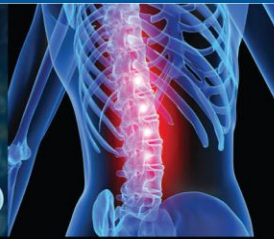
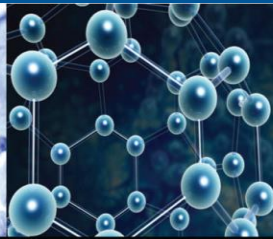
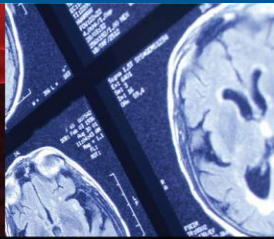
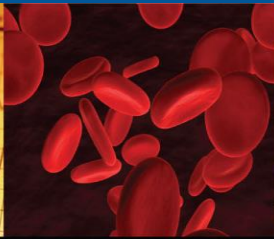
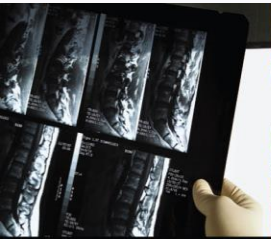
Process Tutorials

Radiology Fax Forms

Clinical Criteria

- **How to make contact with a Provider Relations Representative:**

1-800-918-8924 ext. 12217



▶ RADIOLOGY

▶ CARDIOLOGY

▶ ONCOLOGY

▶ RADIATION THERAPY

▶ LAB TESTING

▶ PAIN MANAGEMENT

▶ SLEEP APNEA

Questions