

# Preauthorization of Sleep for Blue Cross and Blue Shield Medicaid Program

## Provider Orientation



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# Company Overview

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**100M Members  
Managed  
Nationwide**

**Headquartered in Bluffton, SC  
Offices across the US including:**

- Lexington, MA
- Colorado Springs, CO
- Franklin, TN
- Greenwich, CT
- Melbourne, FL
- Plainville, CT
- Sacramento, CA

## 9 Comprehensive Solutions



The industry's most **comprehensive clinical evidence-based guidelines**



4k+ employees including **1k clinicians**

Engaging with 570k+ providers



Advanced, innovative, and intelligent technology





# Sleep Solution Experience – Our Experience

**16 Regional**

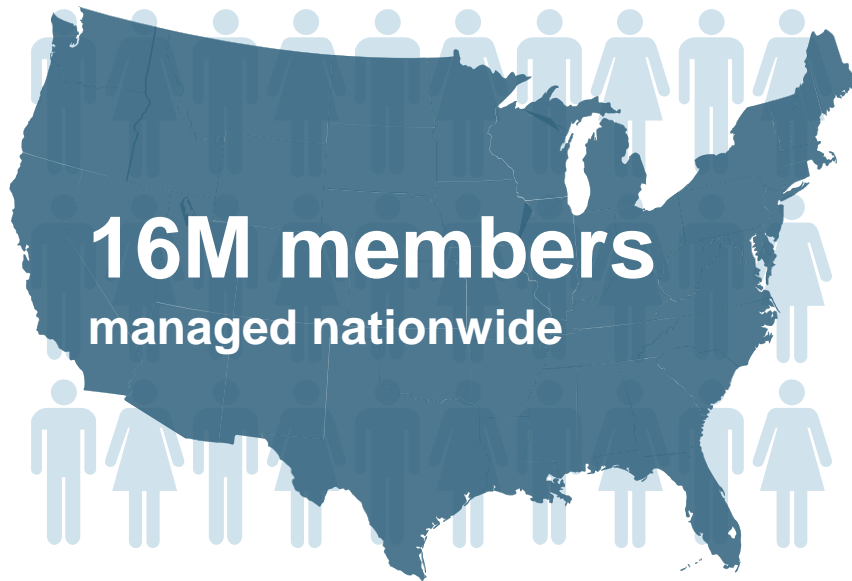
and National Clients

**1k+**

Cases built per day

**10 Years**

Managing Sleep Management Services



## Members Managed

- 10.9M Commercial Members
- 3.6M Medicare Members
- 1.6M Medicaid Members



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# **Our Clinical Approach**

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# Clinical Staffing

## Multi-Specialty Expertise

Dedicated nursing and physician specialty teams for various solutions

**>300**  
Medical  
Directors

Covering  
**51**  
different  
specialties

**800**  
Nurses with  
diverse  
specialties /  
experience

- ✦ **Anesthesiology**
- ✦ **Cardiology**
- ✦ **Chiropractic**
- ✦ **Emergency Medicine**
- ✦ **Family Medicine**
  - Family Medicine / OMT
  - Public Health & General Preventative Medicine
- ✦ **Internal Medicine**
  - Cardiovascular Disease
  - Critical Care Medicine
  - Endocrinology, Diabetes & Metabolism
  - Geriatric Medicine
  - Hematology
  - Hospice & Palliative Medicine
  - Medical Oncology
  - Pulmonary Disease
  - Rheumatology
  - Sleep Medicine
  - Sports Medicine

- ✦ **Medical Genetics**
- ✦ **Nuclear Medicine**
- ✦ **OB / GYN**
  - Maternal-Fetal Medicine
- ✦ **Oncology / Hematology**
- ✦ **Orthopedic Surgery**
- ✦ **Otolaryngology**
- ✦ **Pain Mgmt. / Interventional Pain**
- ✦ **Pathology**
  - Clinical Pathology
- ✦ **Pediatric**
  - Pediatric Cardiology
  - Pediatric Hematology-Oncology
- ✦ **Physical Medicine & Rehabilitation**
  - Pain Medicine
- ✦ **Physical Therapy**
- ✦ **Radiation Oncology**

- ✦ **Radiology**
  - Diagnostic Radiology
  - Neuroradiology
  - Radiation Oncology
  - Vascular & Interventional Radiology
- ✦ **Sleep Medicine**
- ✦ **Sports Medicine**
- ✦ **Surgery**
  - Cardiac
  - General
  - Neurological
  - Spine
  - Thoracic
  - Vascular
- ✦ **Urology**

# Evidence-Based Guidelines

## The foundation of our solutions:



Dedicated  
pediatric  
guidelines



Contributions  
from a panel  
of community  
physicians



Experts  
associated  
with academic  
institutions



Current  
clinical  
literature

## Aligned with National Societies

- American College of Cardiology
- American Heart Association
- American Society of Nuclear Cardiology
- Heart Rhythm Society
- American College of Radiology
- American Academy of Neurology
- American College of Chest Physicians
- American College of Rheumatology
- American Academy of Sleep Medicine
- American Urological Association
- National Comprehensive Cancer Network

- American College of Therapeutic Radiology and Oncology
- American Society for Radiation Oncology
- American Society of Clinical Oncology
- American Academy of Pediatrics
- American Society of Colon and Rectal Surgeons
- American Academy of Orthopedic Surgeons
- North American Spine Society
- American Association of Neurological Surgeons
- American College of Obstetricians and Gynecologists
- The Society of Maternal-Fetal Medicine



# Service Model

# Enabling Better Outcomes

## Enhancing outcomes through Client and Provider engagement



### Client & Provider Operations

Client Provider Representatives are cross-trained to investigate escalated provider and health plan issues.



### Client Experience Manager

Client Service Managers lead resolution of complex service issues and coordinate with partners for continuous improvement.



### Regional Provider Engagement Managers

Regional Provider Engagement Managers are on-the-ground resources who serve as the voice of eviCore to the provider community.

# Why Our Service Delivery Model Works



**One centralized intake point** allows for timely identification, tracking, trending, and reporting of all issues. It also enables eviCore to quickly identify and respond to systemic issues impacting multiple providers.



**Complex issues are escalated to resources** who are the subject matter experts and can quickly coordinate with matrix partners to address issues at a root-cause level.



**Routine issues are handled by a team of representatives** who are cross trained to respond to a variety of issues. There is no reliance on a single individual to respond to your needs.

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# **Preauthorization Program for Blue Cross and Blue Shield Medicaid Program**

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## Program Overview

eviCore began accepting requests on May 22, 2017 for dates of service June 1, 2017 and beyond.

**Preauthorization applies to services that are:**

- Outpatient
- Elective / Non-emergent

**eviCore Preauthorization **does not apply** to services that are performed in:**

- Emergency room
- Inpatient
- 23-hour observation

**It is the responsibility of the ordering provider to request preauthorization approval for services.**

# Applicable Membership

Authorization is required for Blue Cross and Blue Shield members enrolled in the following programs:

- **Blue Cross and Blue Shield of Illinois**
  - **Medicaid members**

## Preauthorization Required:

- 95806/G0399 – Home Sleep Testing
- 95807/95808/95810 – Attended Polysomnography (PSG)
- 95811 – Attended Polysomnography with PAP titration
- 95805 – Multiple Sleep Latency Test (MSLT)
- E0470/E0471/E0601 – PAP Therapy devices
- A4604 and A7027 – A7046 – PAP supply codes
- E0561 and E0562 – PAP Therapy humidifiers

To find a list of CPT  
(Current Procedural Terminology)  
codes that require preauthorization  
through eviCore, please visit:

<https://www.evicore.com/healthplan/bcbs>

# Sleep Study Site of Service Authorization

- During the clinical review process, physicians who order sleep testing or PAP devices, for eligible members, will receive an authorization.
- What happens if an attended sleep study is requested, but an HST is more appropriate?
  - If the member meets medical appropriateness criteria for an HST, an authorization for the attended study will not be given.
  - The ordering clinician will be offered the choice to suspend the request for an attended study in favor of an HST.
  - If the provider selects the HST option, the CPT code will be changed to G0399/95806 and the HST will be approved.
  - If the provider does not select the HST option, the case will go to medical review and could lead to non-certification of the attended sleep study.
- If a provider would like to order an HST for a member, they can do so directly by completing the authorization process via the phone or eviCore website.



# PAP Therapy Compliance

**During the first 90 days of Therapy, DME providers should continue to support member PAP use**

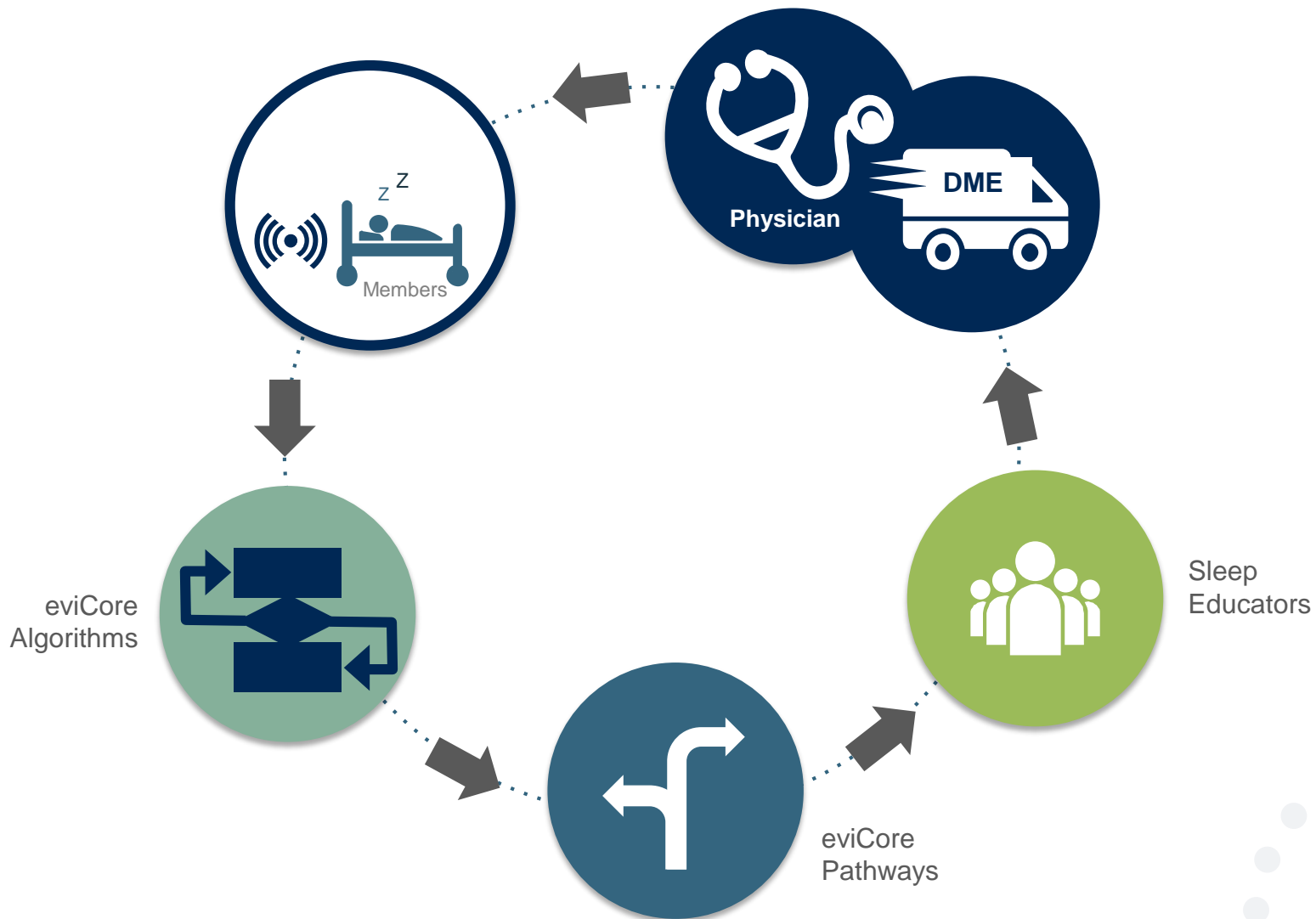
- BCBS members that are prescribed PAP therapy will need to demonstrate PAP compliance in order to qualify for continued PAP therapy and supplies.
- For the first 90 days of PAP therapy, DME suppliers must dispense PAP devices equipped with a modem for remote monitoring capability.
- In order to enable compliance monitoring by eviCore, the DME provider will need to visit the online systems of the members' PAP machine manufacturer to enter specific member information. A web-based tutorial and detailed instructions for each PAP manufacturer will be located at [www.evicore.com](http://www.evicore.com).
- During the initial 90 day period of PAP use, device-generated patient compliance data will be monitored by eviCore.

## PAP Therapy Compliance (continued)

- The DME provider is expected to work with the patient during this time period to maximize member compliance with PAP treatment.
- When the member reaches the compliance threshold for PAP purchase, according to health plan criteria, an authorization for purchase will be generated by eviCore and sent to the DME provider.
- Beyond the first 90 days of therapy, periodic monitoring through SD card (or similar) reporting of daily PAP usage will be required.

# TherapySupport<sup>SM</sup> is eviCore's proprietary PAP compliance monitoring system

Once usage is detected, eviCore supports provider efforts to keep members compliant with therapy, improving the quality of care for members



# Needed Information



# Preauthorization Outcomes

## ➤ Approved Requests:

- All requests are processed within 4 calendar days.
- Authorizations for diagnostic tests are good for 90 days from the date of determination.

## ➤ Delivery:

- Faxed to ordering provider (verbal outreach for urgent requests)
- Mailed to the member (verbal outreach for urgent requests)
- Information can be printed on demand from the eviCore healthcare Web Portal

## ➤ Denied Requests:

- Communication of denial determination
- Communication of the rationale for the denial
- How to request a Peer Review

## ➤ Delivery:

- Faxed to the ordering provider and rendering facility (verbal outreach for urgent requests)
- Mailed to the member (verbal outreach for urgent requests)

# Special Circumstances



## Authorization Appeals

- eviCore will manage first level authorization appeals.
- Appeals must be submitted in writing within 30 calendar days of the determination. eviCore will respond within 15 business days.



## Outpatient Urgent Studies:

- Contact eviCore by phone or web portal to request an expedited preauthorization review and provide clinical information.
- Urgent Cases will be reviewed with 72 hours of the request.

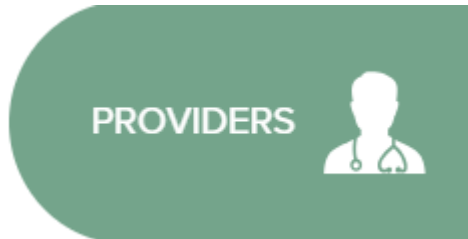
# Preauthorization Outcomes

## ➤ Pre-Decision Consultation

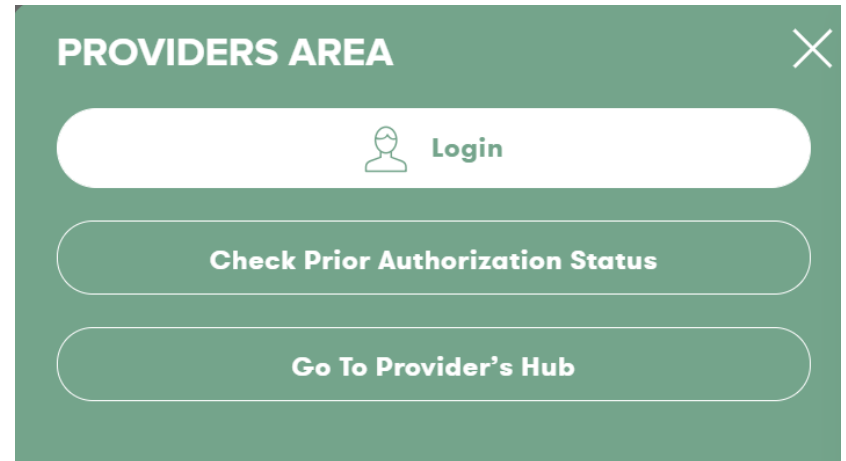
- If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians prior to a decision being rendered.
- In certain instances, additional information provided during the pre-decision consultation is sufficient to satisfy the medical necessity criteria for approval

# Clinical Consultation

- Provides the ability to review clinical aspects of the case with a peer
- Be prepared to provide information that was not submitted previously
- Schedule the clinical consultations on line



Select “Request a Consultation with a Clinical Peer Reviewer”



## Resources

### CLINICAL GUIDELINES

Clinical Worksheets

Network Standards/Accreditations

Provider Playbooks

Training Resources

## I Would Like To

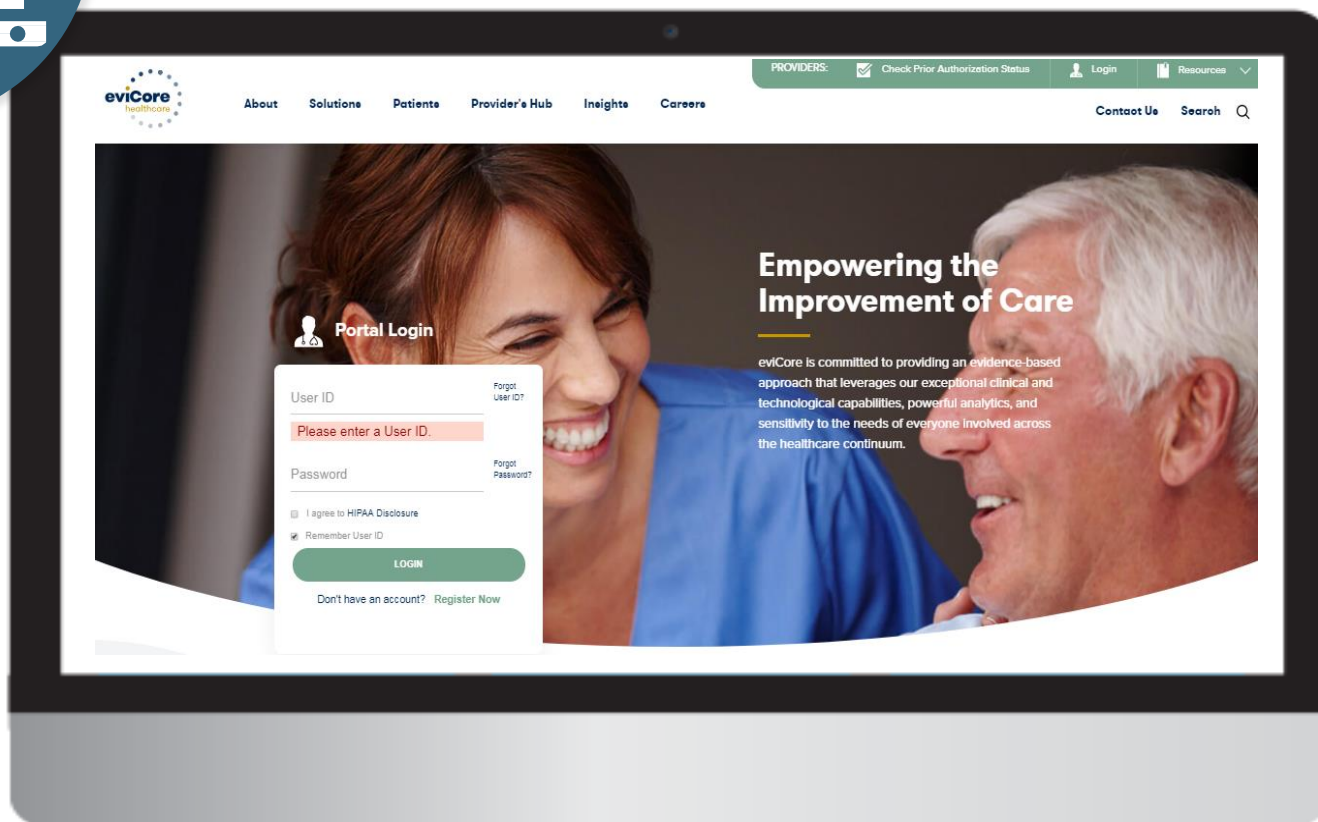
Request a Consultation with a Clinical Peer Reviewer





WEB

The eviCore online portal is the quickest, most efficient way to request prior authorization and check authorization status and is available 24/7. By visiting [www.eviCore.com](http://www.eviCore.com) providers can spend their time where it matters most — with their patients!



Or by phone:

**Phone Number:**

XXX-XXX-XXXX

7:00 a.m. to 7:00p.m.

(Monday - Friday)

# Web Portal Services

# Portal Compatibility

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The eviCore.com website is compatible with the following web browsers:

- Google Chrome
- Mozilla Firefox
- Internet Explorer 9, 10, and 11

You may need to disable pop-up blockers to access the site. For information on how to disable pop-up blockers for any of these web browsers, please refer to our [Disabling Pop-Up Blockers guide](#).

# eviCore healthcare website

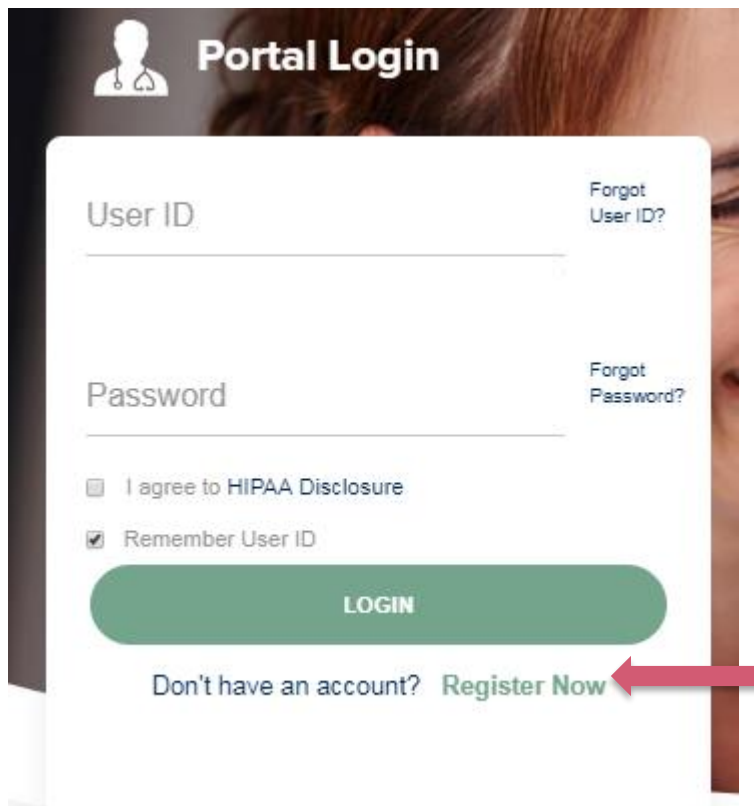
- Point web browser to evicore.com



- Login or Register

A screenshot of the 'Portal Login' page on the eviCore healthcare website. The page features a white login form with a green 'LOGIN' button. The form includes fields for 'User ID' and 'Password', each with a 'Forgot' link. Below the password field, there are checkboxes for 'I agree to HIPAA Disclosure' and 'Remember User ID'. At the bottom, there is a link to 'Register Now' for users who do not have an account. The background of the page shows a blurred image of a person's face.

# Creating An Account



The image shows a 'Portal Login' form. At the top left is a doctor icon. The form has two input fields: 'User ID' and 'Password'. To the right of each field is a link: 'Forgot User ID?' and 'Forgot Password?'. Below the password field are two checkboxes: 'I agree to HIPAA Disclosure' (unchecked) and 'Remember User ID' (checked). A green 'LOGIN' button is below the checkboxes. At the bottom, it says 'Don't have an account? Register Now' with a red arrow pointing to the 'Register Now' link.

Portal Login

User ID [Forgot User ID?](#)

Password [Forgot Password?](#)

☐ I agree to HIPAA Disclosure

☒ Remember User ID

LOGIN

Don't have an account? [Register Now](#)



To create a new account, click **Register**.


# Creating an Account

**eviCore** healthcare  
Innovative Solutions

\* Required Field

### Web Portal Preference


Please select the Portal that is listed in your provider training material. This selection determines the primary portal that you will using to submit cases over the web.

Default Portal\*: CareCore National 

If you want to register as a Client User at CareCore National, then please contact us: 1-800-918-8924 x20136.

### User Information

All Pre-Authorization notifications will be sent to the fax number and email address provided below. Please make sure you provide valid information.

User Name*:	<input type="text"/>	Address*:	<input type="text"/>	Phone*:	<input type="text"/>
Email*:	<input type="text"/>		<input type="text"/>	Ext:	<input type="text"/>
Confirm Email*:	<input type="text"/>	City*:	<input type="text"/>	Fax*:	<input type="text"/>
First Name*:	<input type="text"/>	State*:	<span>Select</span> 	Zip*:	<input type="text"/>
Last Name*:	<input type="text"/>	Office Name*:	<input type="text"/>		

Next



Select a **Default Portal**, and complete the registration form.

# Creating an Account

Please review the information before you submit this registration. An Email will be sent to your registered email address to set your password.

### Web Portal Preference

Please select the Portal that is listed in your provider training material. This selection determines the primary portal that you will using to submit cases over the web.

Default Portal\*: CareCore National

If you want to register as a Client User at CareCore National, then please contact us: 1-800-918-8924 x20136.

### User Registration

UserName:	MYG123	Address:	730 Cool Springs	Phone:	800-575-4517
Email:	tesaccount@gmail.com	City:	Franklin	Ext:	
Account Type:	Physician	State:	TN	Zip:	37067
First Name:	Test	Office Name:	Test Office	Fax:	615-468-4408
Last Name:	Account				

BackSubmit Registration

Review information provided, and click “**Submit Registration.**”

# User Registration-Continued

Please select the Portal that is listed in your provider training material. This selection determines the primary portal that you will using to submit cases over the web.

Default Portal\*: Medsolutions

### User Registration

UserName: MYoder  
Email: evicorejedi1234@gmail.com  
Account Type: Physician  
First Name: Mallory  
Last Name: Yoder

### Provider Information

Physician FirstName: TEST Physician LastName: Yoder  
State: TN Tax ID:

Please read below to sign up as an appropriate user.  
Physician: An Individual Practitioner, A Medical Group Practice or an assistant  
Facility: Diagnostic Imaging Center, In-Office Provider (IOP), Hospital or Facility

#### USER REGISTRATION

User Access Agreement \*Required

eviCore

Provider/Customer Access Agreement for Web-Based Applications

This Provider/Customer Access Agreement for Web-Based Applications ("Access Agreement") contains the terms and conditions for use by Provider/Customers of the web-based applications provided by eviCore through its Web Site. This Access Agreement applies to Provider/Customer and all employees and/or agents that have access to eviCore's web-based applications by utilizing a User ID and Personal Identification Number ("PIN"), Security Password, or other security device provided by eviCore, hereinafter referred to as "Users."

To obtain access to eviCore's Web Site applications, User must first read and agree to this Access Agreement. After reviewing these documents, User will be asked to accept the Access Agreement by checking the "Accept Terms and Conditions" check box. If User accepts, this will result in a binding contract between User and eviCore, just as if User had physically signed the Access Agreement.

Each and every time User accesses eviCore's web-based applications, User agrees to be bound by this Access Agreement, as it may be amended from time to time.

1. Limited License. Upon acceptance, eviCore grants Provider/Customer a revocable, nonexclusive, and nontransferable limited license to access electronically eviCore's web-based applications only so long as Provider/Customer is currently bound by a Provider/Customer Agreement (as used herein a "Provider/Customer Agreement" is an agreement to provide health care/medical services to members of health plans for which eviCore provides radiological services, whether it is with eviCore directly or said health plan(s)). The electronic access to eviCore's web-based applications is subject to the terms and conditions of the Access Agreement.

☒ Accept Terms and Conditions \*

Submit Cancel

Accept the **Terms and Conditions**, and click **"Submit."**



# User Registration-Continued

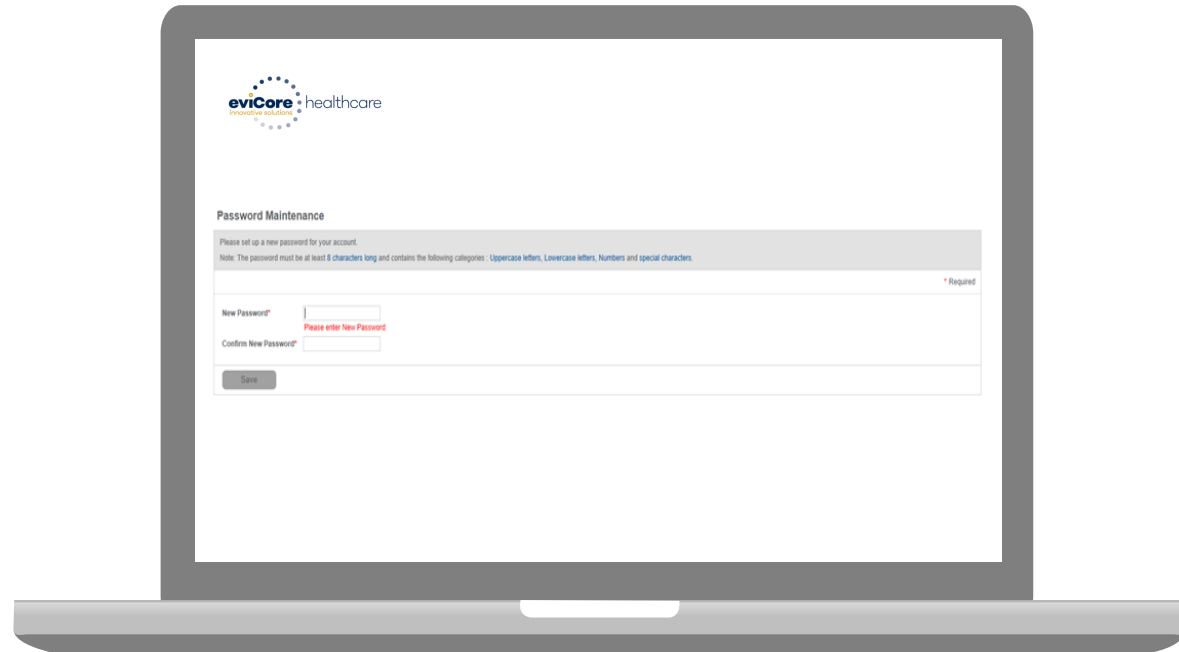


You will receive a message on the screen confirming your registration is successful. You will be sent an email to create your password.

# Create a Password

Your password must be at least (8) characters long and contain the following:

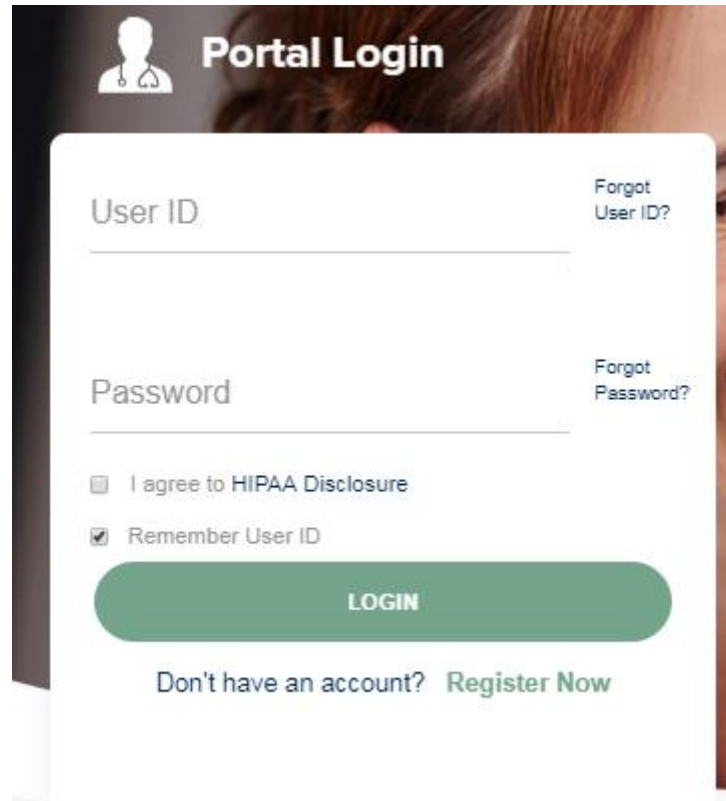
- ✓ Uppercase letters
- ✓ Lowercase letters
- ✓ Numbers
- ✓ Characters (e.g., ! ? \*)



The image shows a laptop screen displaying the 'eviCore healthcare' logo at the top. Below the logo is a section titled 'Password Maintenance'. The form contains the following elements:

- A header bar with the text: 'Please set up a new password for your account. Note: The password must be at least 8 characters long and contain the following categories: Uppercase letters, Lowercase letters, Numbers and special characters.' A small asterisk and the word 'Required' are on the right.
- A 'New Password\*' field with a red error message 'Please enter New Password' below it.
- A 'Confirm New Password\*' field.
- A 'Save' button at the bottom.

# Account Log-In

A screenshot of a 'Portal Login' form. At the top left is a white icon of a person with a stethoscope. To its right is the text 'Portal Login'. Below this is a white rectangular form with rounded corners. Inside the form, there are two input fields: 'User ID' and 'Password'. To the right of the 'User ID' field is a link 'Forgot User ID?'. To the right of the 'Password' field is a link 'Forgot Password?'. Below the input fields are two checkboxes: the first is 'I agree to HIPAA Disclosure' and the second is 'Remember User ID'. Below these checkboxes is a green rounded rectangular button with the text 'LOGIN' in white. At the bottom of the form is the text 'Don't have an account? Register Now'.

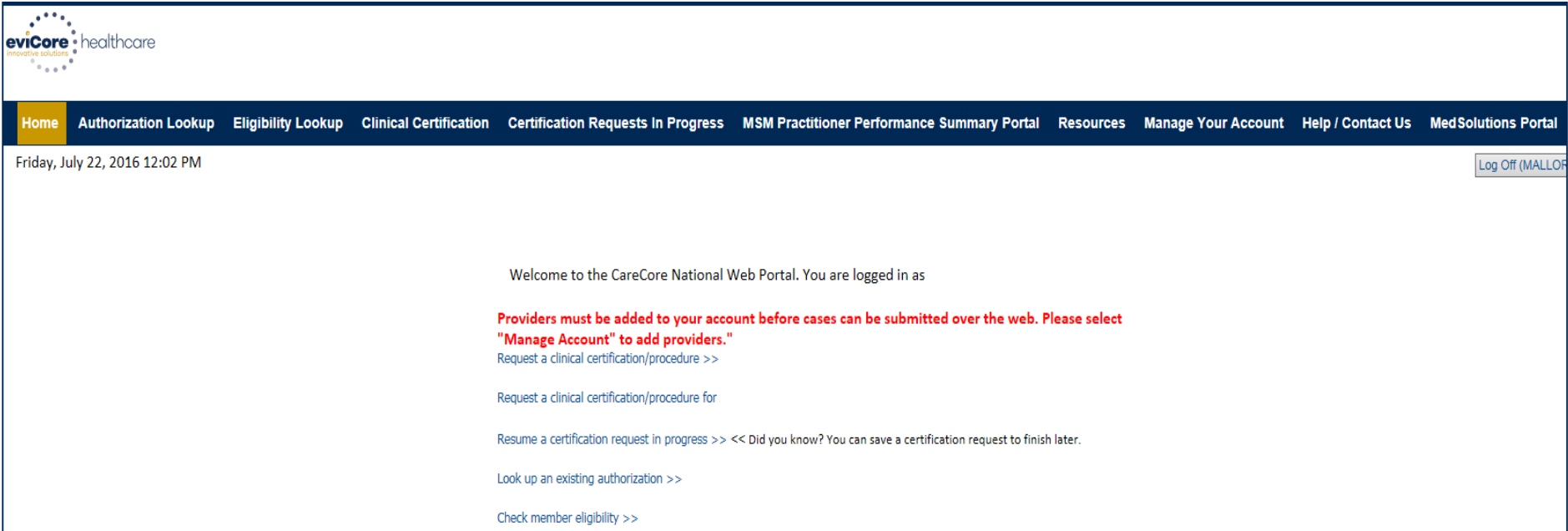
To log-in to your account, enter your **User ID** and **Password**. Agree to the HIPAA Disclosure, and click “**Login**.”

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# Account Overview

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# Welcome Screen



The screenshot shows the 'Welcome Screen' of the CareCore National Web Portal. At the top left is the 'eviCore healthcare' logo with the tagline 'innovative solutions'. Below the logo is a dark blue navigation bar with white text links: 'Home' (highlighted with a yellow background), 'Authorization Lookup', 'Eligibility Lookup', 'Clinical Certification', 'Certification Requests In Progress', 'MSM Practitioner Performance Summary Portal', 'Resources', 'Manage Your Account', 'Help / Contact Us', and 'MedSolutions Portal'. Below the navigation bar, the date and time 'Friday, July 22, 2016 12:02 PM' are displayed on the left, and a 'Log Off (MALLORCA)' button is on the right. The main content area has a light blue background and contains the following text: 'Welcome to the CareCore National Web Portal. You are logged in as' followed by a red message: 'Providers must be added to your account before cases can be submitted over the web. Please select "Manage Account" to add providers.' Below this are several links: 'Request a clinical certification/procedure >>', 'Request a clinical certification/procedure for', 'Resume a certification request in progress >> << Did you know? You can save a certification request to finish later.', 'Look up an existing authorization >>', and 'Check member eligibility >>'.

eviCore healthcare  
innovative solutions

Home Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Performance Summary Portal Resources Manage Your Account Help / Contact Us MedSolutions Portal

Friday, July 22, 2016 12:02 PM Log Off (MALLORCA)

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

**Providers must be added to your account before cases can be submitted over the web. Please select "Manage Account" to add providers.**

[Request a clinical certification/procedure >>](#)

[Request a clinical certification/procedure for](#)

[Resume a certification request in progress >> << Did you know? You can save a certification request to finish later.](#)

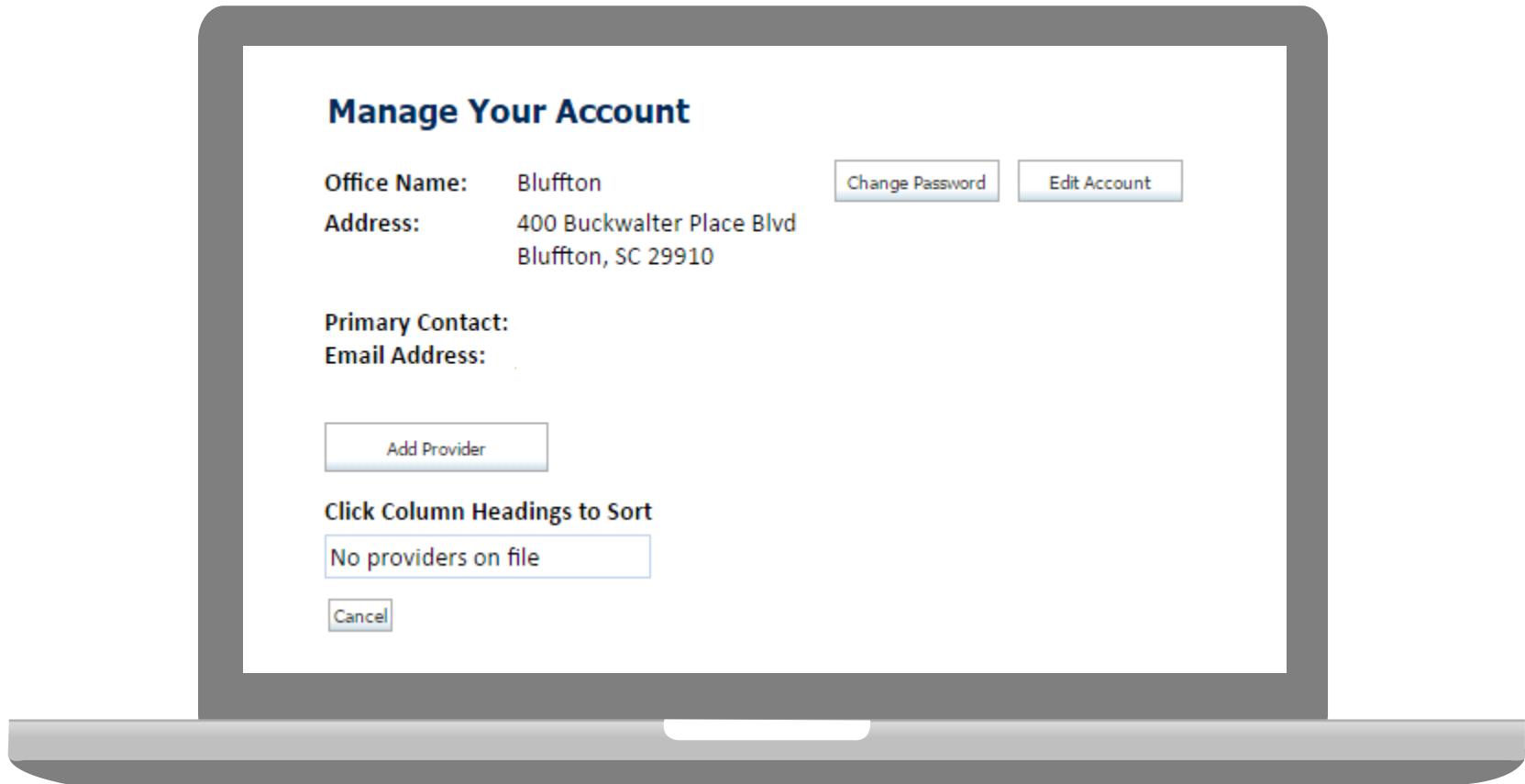
[Look up an existing authorization >>](#)

[Check member eligibility >>](#)

Providers will need to be added to your account prior to case submission. Click the “**Manage Account**” tab to add provider information.

***Note:*** You can access the MedSolutions Portal at any time if you are registered. Click the MedSolutions Portal button on the top right corner to seamlessly toggle back and forth between the two portals without having to log-in multiple accounts.

# Add Practitioners



The screenshot shows a laptop screen with a web application titled "Manage Your Account". The interface includes fields for "Office Name" (Bluffton), "Address" (400 Buckwalter Place Blvd, Bluffton, SC 29910), and "Primary Contact" (Email Address). There are buttons for "Change Password", "Edit Account", and "Add Provider". Below the "Add Provider" button, there is a section titled "Click Column Headings to Sort" with a button that says "No providers on file" and a "Cancel" button.

**Manage Your Account**

Office Name: Bluffton

Address: 400 Buckwalter Place Blvd  
Bluffton, SC 29910

Primary Contact:  
Email Address:

Add Provider

Click Column Headings to Sort

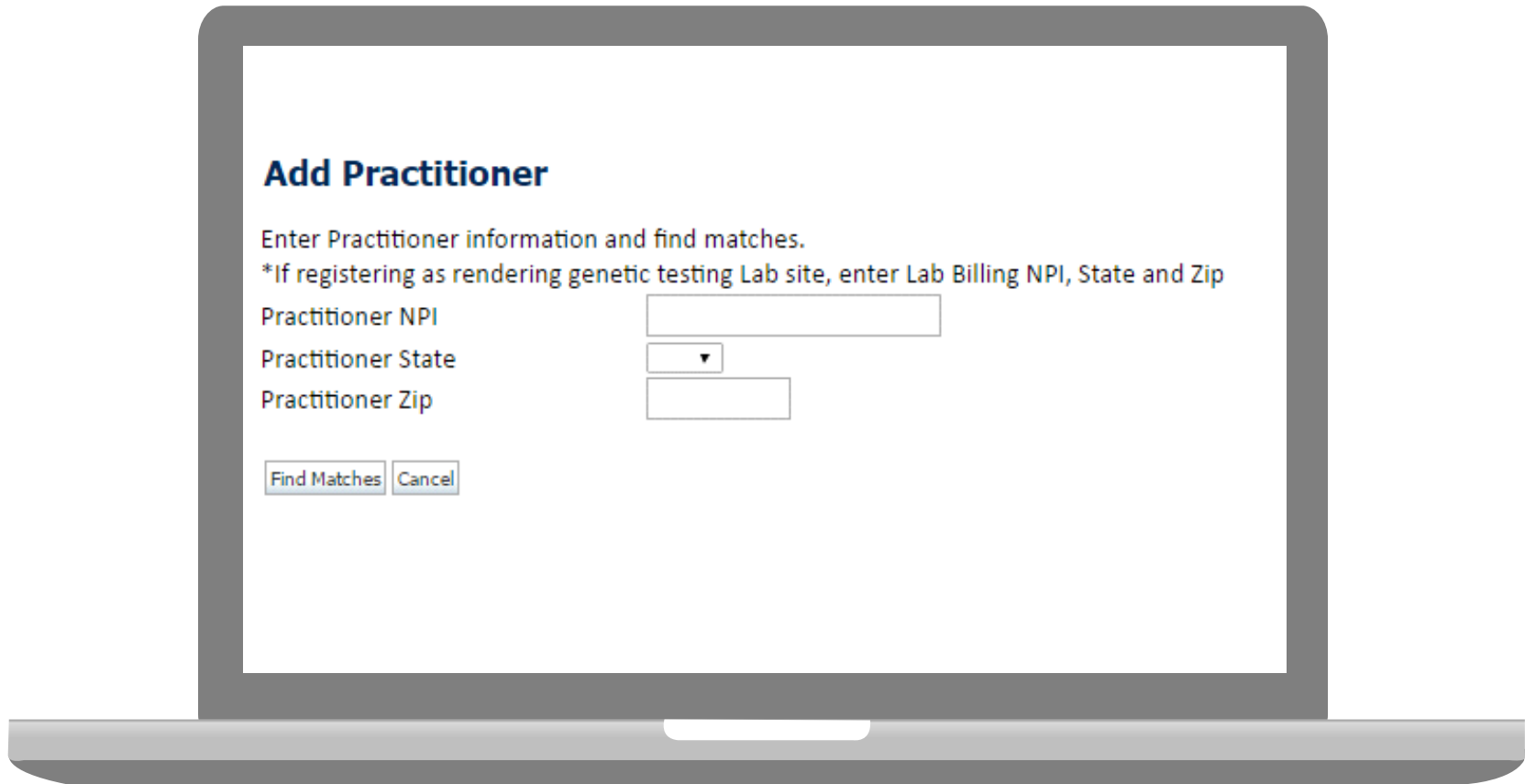
No providers on file

Cancel



Click the “**Add Provider**” button.

# Add Practitioners



The image shows a laptop screen displaying a web form titled "Add Practitioner". The form includes instructions to enter practitioner information and find matches, with a note for genetic testing lab sites. It features input fields for Practitioner NPI, State (a dropdown menu), and Zip, along with "Find Matches" and "Cancel" buttons.

**Add Practitioner**

Enter Practitioner information and find matches.  
\*If registering as rendering genetic testing Lab site, enter Lab Billing NPI, State and Zip

Practitioner NPI

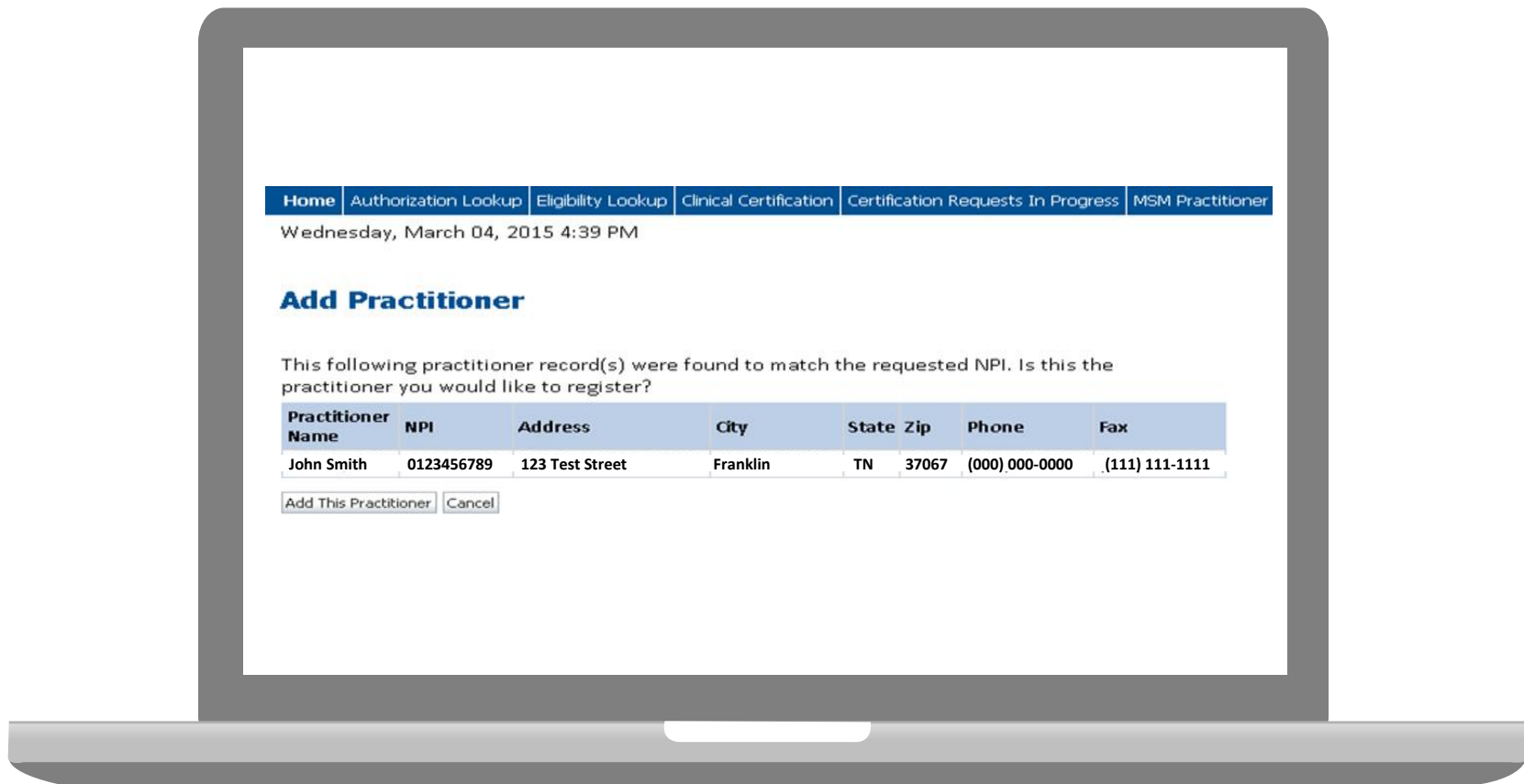
Practitioner State

Practitioner Zip



Enter the **Provider's NPI**, **State**, and **Zip Code** to search for the provider record to add to your account. You are able to add multiple Providers to your account.

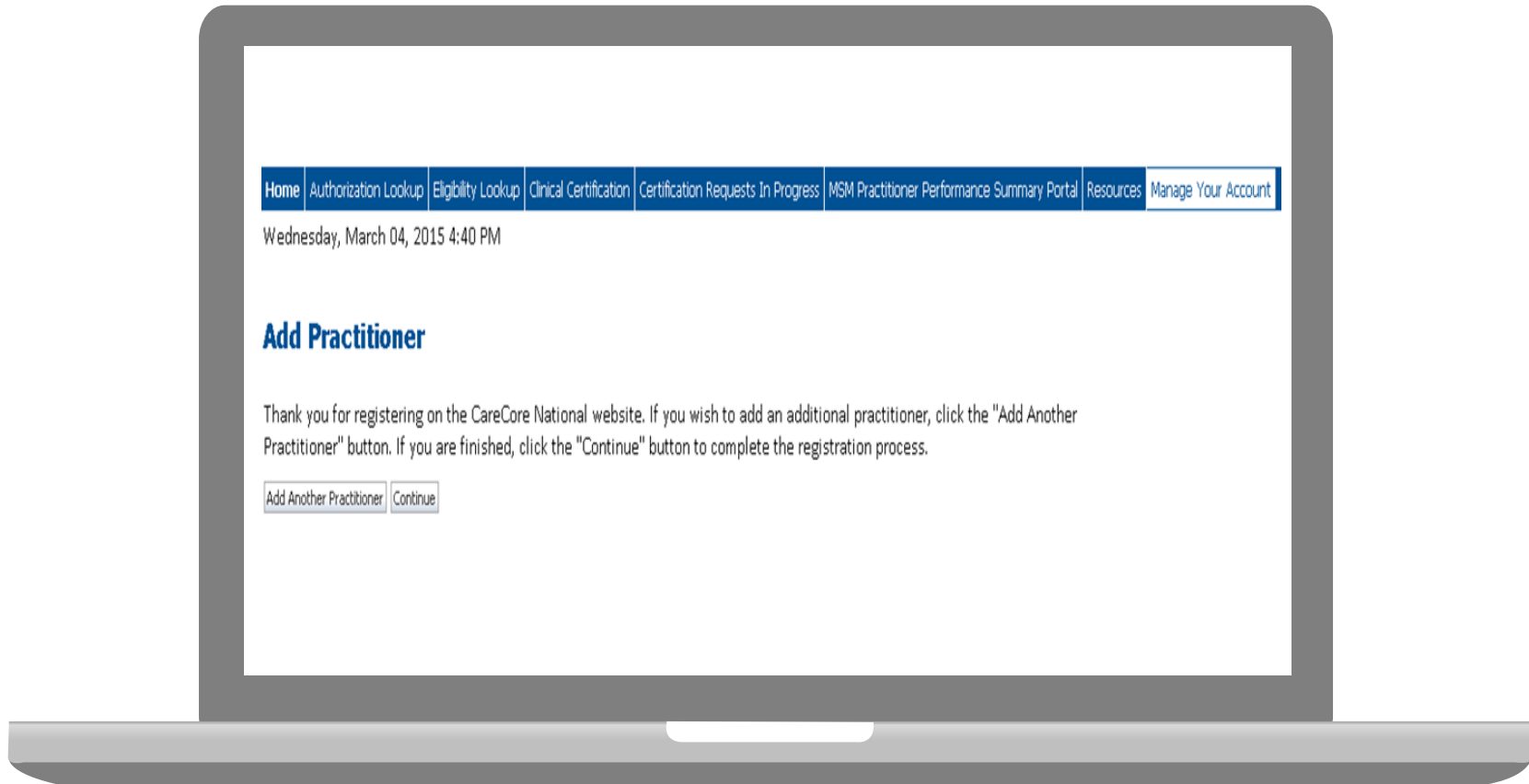
# Adding Practitioners



Select the matching record based upon your search criteria



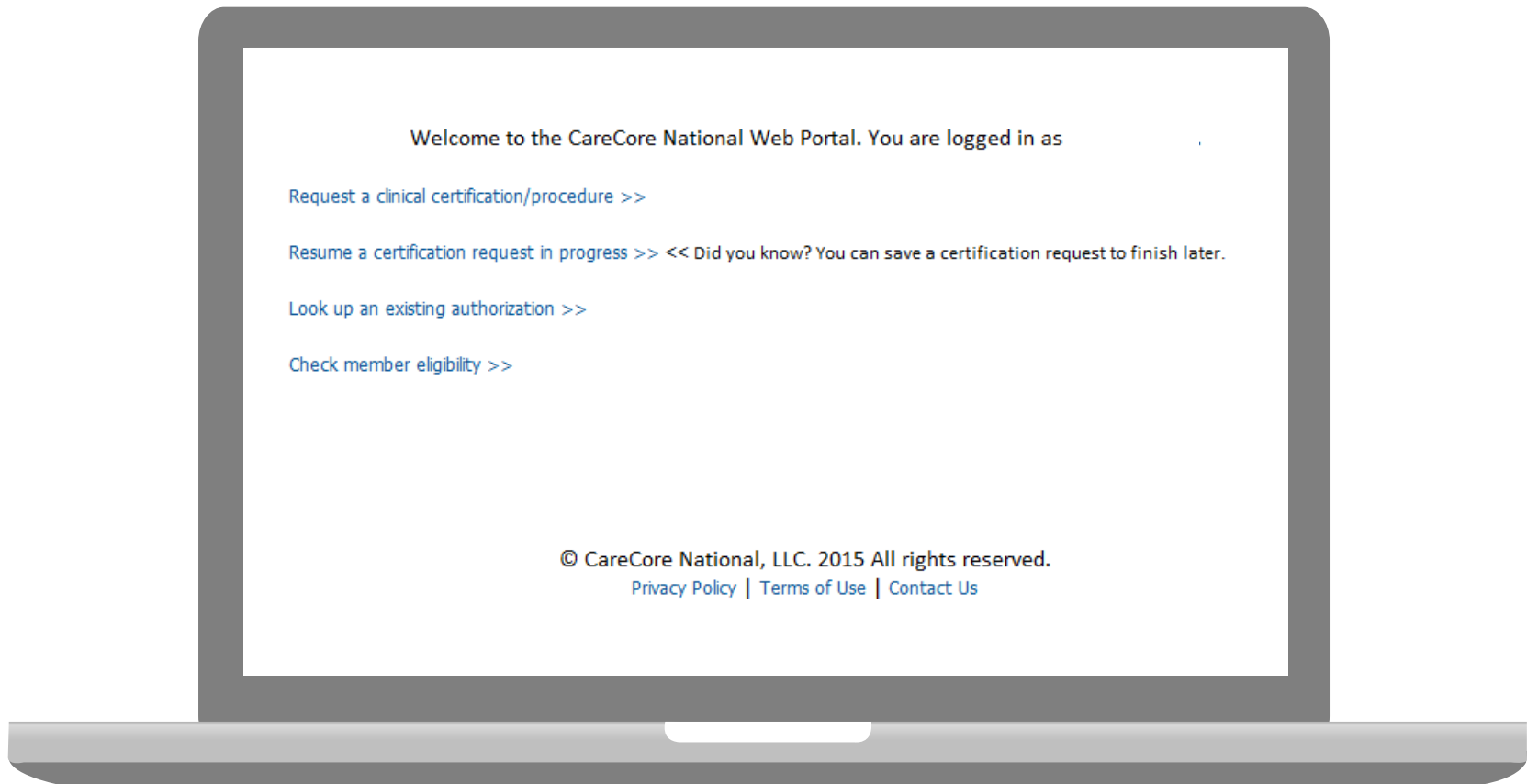
# Manage Your Account



- Once you have selected a practitioner, your registration will be completed. You can then access the **“Manage Your Account”** tab to make any necessary updates or changes.
- You can also click **“Add Another Practitioner”** to add another provider to your account.

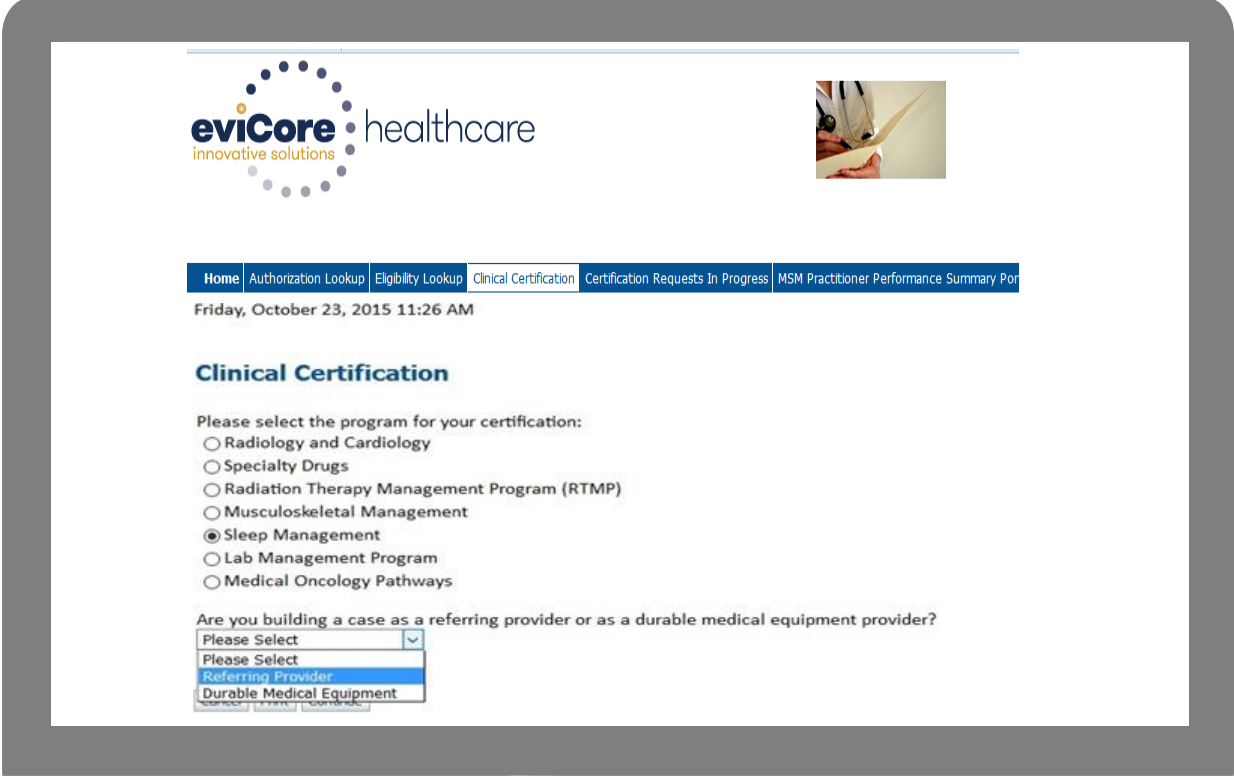
# Case Initiation

# Initiating a Case



- Choose **“request a clinical certification/procedure”** to begin a new case request.

# Select Program



The screenshot shows the eviCore healthcare website interface. At the top left is the eviCore logo with the tagline 'innovative solutions'. To the right is a small image of a stethoscope. Below the logo is a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, and MSM Practitioner Performance Summary Port. Below the navigation bar is the date and time: Friday, October 23, 2015 11:26 AM. The main heading is 'Clinical Certification'. Below this is the instruction 'Please select the program for your certification:' followed by a list of radio button options: Radiology and Cardiology, Specialty Drugs, Radiation Therapy Management Program (RTMP), Musculoskeletal Management, Sleep Management (selected), Lab Management Program, and Medical Oncology Pathways. Below the list is the question 'Are you building a case as a referring provider or as a durable medical equipment provider?' followed by a dropdown menu. The dropdown menu is open, showing 'Please Select' at the top, 'Please Select' below it, 'Referring Provider' (highlighted), and 'Durable Medical Equipment' at the bottom.

eviCore healthcare  
innovative solutions

Home Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Performance Summary Port

Friday, October 23, 2015 11:26 AM

### Clinical Certification

Please select the program for your certification:

- ☐ Radiology and Cardiology
- ☐ Specialty Drugs
- ☐ Radiation Therapy Management Program (RTMP)
- ☐ Musculoskeletal Management
- ☒ Sleep Management
- ☐ Lab Management Program
- ☐ Medical Oncology Pathways

Are you building a case as a referring provider or as a durable medical equipment provider?

Please Select

Please Select

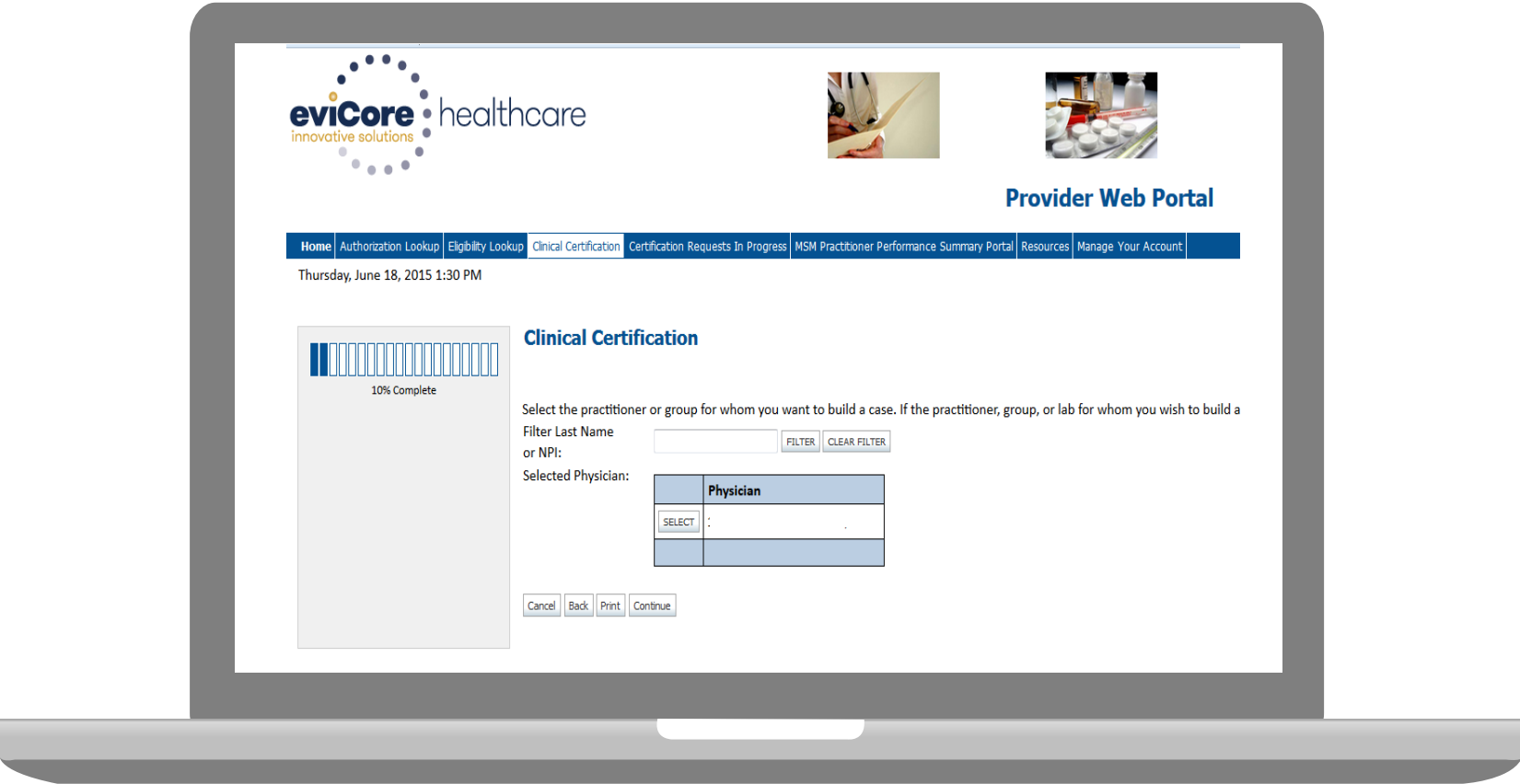
Referring Provider

Durable Medical Equipment



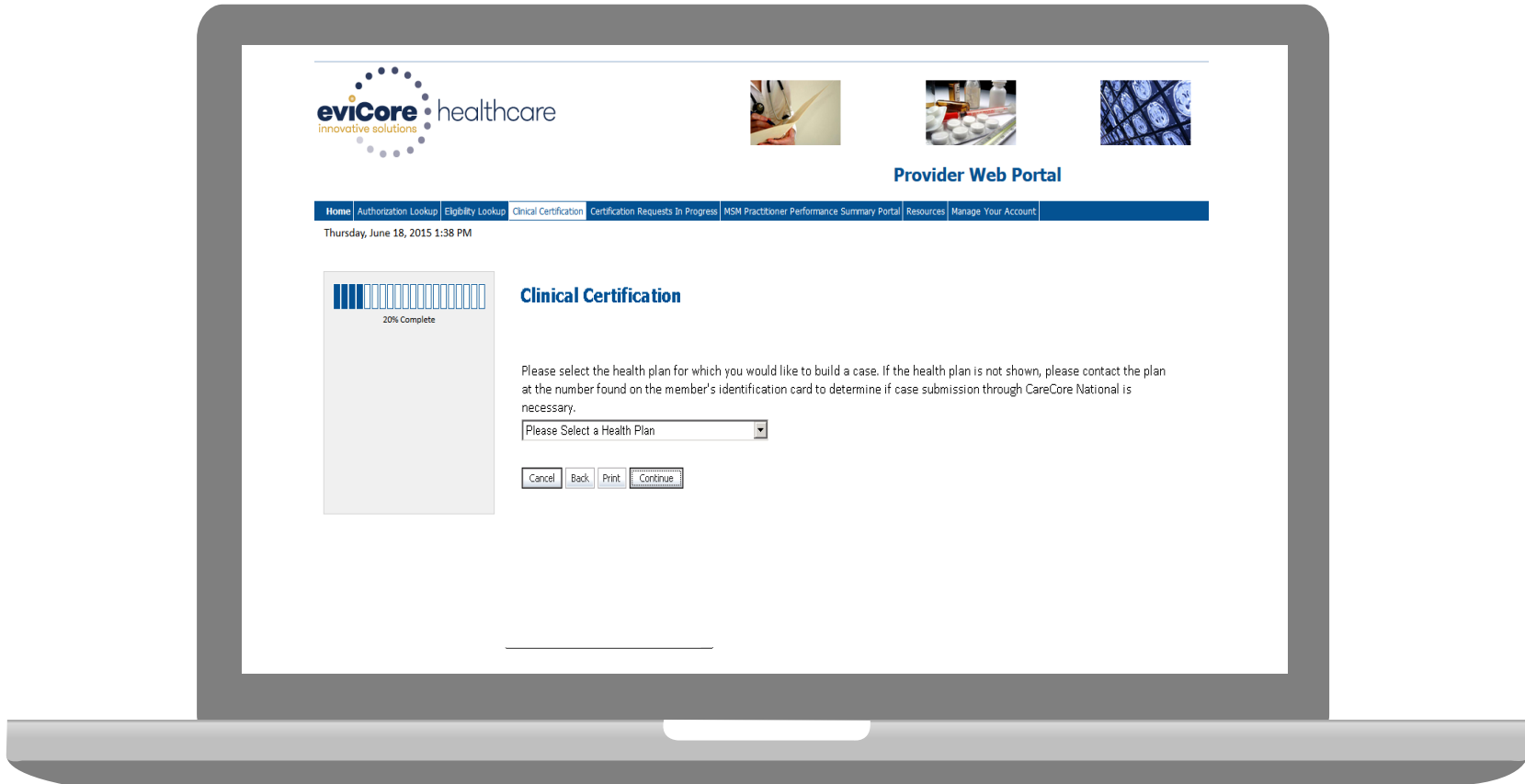
Select **Sleep Management** then **Referring Provider**.

# Select Referring Physician



➔ Select the **Practitioner/Group** for whom you want to build a case.

# Select Health Plan



The screenshot displays the eviCore healthcare Provider Web Portal. The header includes the eviCore logo with the tagline 'innovative solutions', three small images (a stethoscope, a pill bottle, and a DNA helix), and the title 'Provider Web Portal'. A navigation bar contains links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, and Manage Your Account. The date and time 'Thursday, June 18, 2015 1:38 PM' are shown. The main content area is titled 'Clinical Certification' and features a progress bar indicating '20% Complete'. Below the progress bar, a text block instructs the user to select a health plan for a case request. A dropdown menu labeled 'Please Select a Health Plan' is present, along with 'Cancel', 'Back', 'Print', and 'Continue' buttons.

eviCore healthcare  
innovative solutions

Provider Web Portal

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | MSM Practitioner Performance Summary Portal | Resources | Manage Your Account

Thursday, June 18, 2015 1:38 PM

**Clinical Certification**

20% Complete

Please select the health plan for which you would like to build a case. If the health plan is not shown, please contact the plan at the number found on the member's identification card to determine if case submission through CareCore National is necessary.

Please Select a Health Plan

Cancel Back Print Continue

Choose the appropriate **Health Plan** for the case request.

# Contact Information

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | Physician Criteria | Manage Your Account

Tuesday, April 15, 2014 3:48 PM

10% Complete

Physician EDIT

**Clinical Certification**

Physician's Name  [?]

Who to Contact  [?]

Fax  [?]

Phone  [?]

Ext.  [?]

Cell Phone

Email

s reserved.  
:Us



Enter the **Physician's name** and appropriate information for the point of contact individual.

# Member Information

**Patient Information**

30% Complete

**Physician**  
DOE, JOHN [EDIT](#)

**Clinical Certification**

Patient ID:

Date Of Birth:  MM/DD/YYYY

Patient Last Name Only:  [?]

DO NOT INCLUDE ALPHA PREFIX. ENTER NUMERIC DIGITS ONLY.



Enter the **member information** including the Patient ID number, date of birth, and patient's last name. Click **“Eligibility Lookup.”**



# Clinical Details

Clinical Certification Physician Criteria Manage Your Account Practitioner Performance Summary Portal Educational Materials for t Log C

## Clinical Certification

This procedure will be performed on 10/30/2015. [CHANGE](#)

### Sleep Management Procedures

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

95805  
95810  
95811  
E0470  
E0471  
E0601  
G0399  
RSPLY

Diagnosis Code (Lookup by Code or Description)

[LOOKUP](#)

diagnosis code? Please follow [these steps](#)

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



Enter the appropriate **CPT Code**.

# Clinical Details

Clinical Certification Physician Criteria Manage Your Account Practitioner Performance Summary Portal Educational Materials for t Log C

## Clinical Certification

This procedure will be performed on 10/30/2015. [CHANGE](#)

### Sleep Management Procedures

Select a Procedure by CPT Code [?] or Description [?]  
95810 POLYSOM >6 YRS >=4 ADD PARAM

### Diagnosis

Select a Diagnosis Code (Lookup by Code or Description)  
 [LOOKUP](#)

Diagnosis Code	Description
<a href="#">SELECT</a> G47.00	Insomnia, unspecified
<a href="#">SELECT</a> G47.01	Insomnia due to medical condition
<a href="#">SELECT</a> G47.09	Other insomnia
<a href="#">SELECT</a> G47.10	Hypersomnia, unspecified
<a href="#">SELECT</a> G47.11	Idiopathic hypersomnia with long sleep time

### Clinical Certification

This procedure has not been performed. [CHANGE](#)

### Sleep Management Procedures

Select a Procedure by CPT Code [?] or Description [?]  
95810 POLYSOM >6 YRS >=4 ADD PARAM

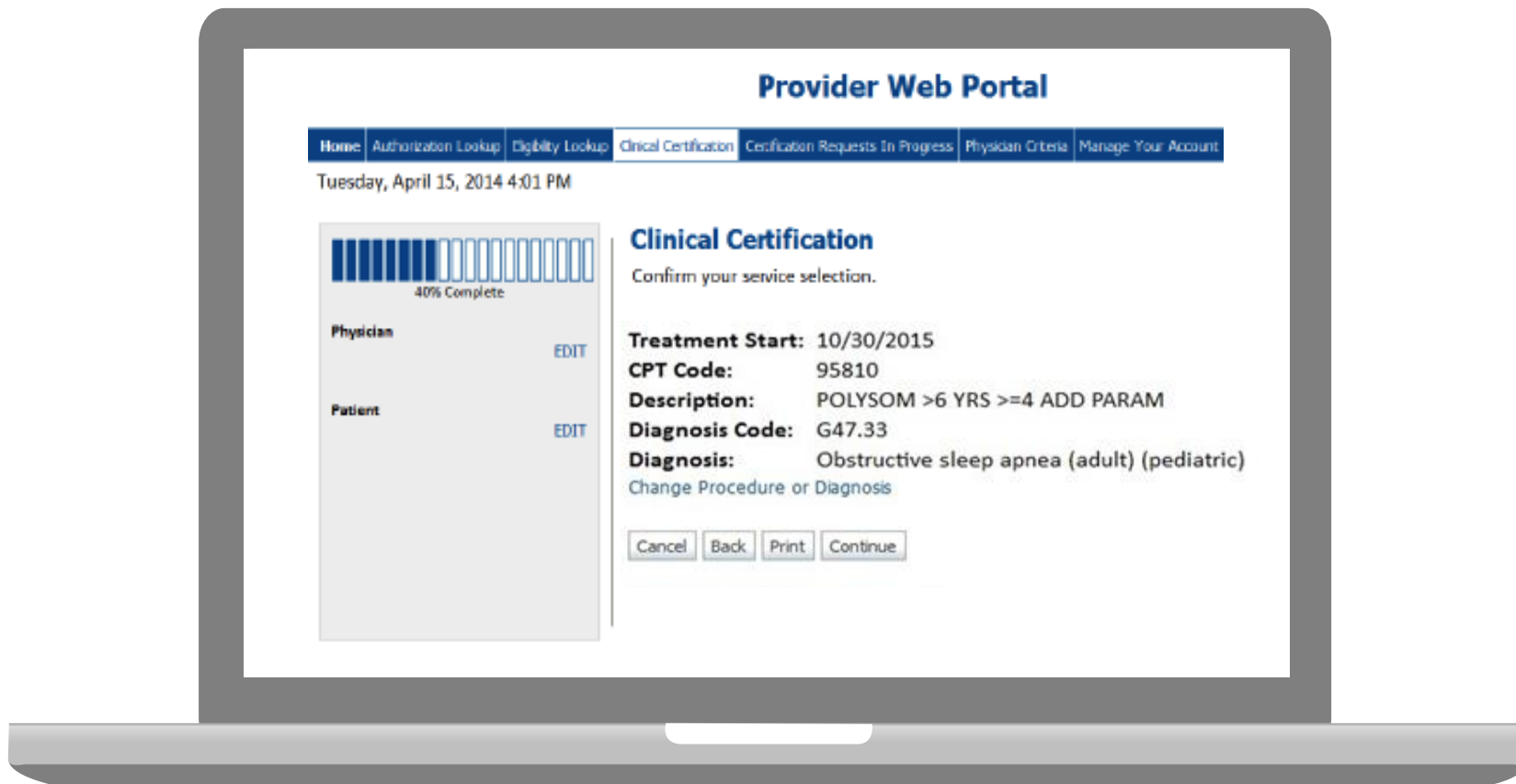
### Diagnosis

Diagnosis Code: **G47.10**  
Description: **Hypersomnia, unspecified**  
[Change Diagnosis](#)

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

Enter the appropriate **ICD-10 Diagnosis Code**.

# Verify Service Selection



The screenshot shows a web portal interface for a provider. At the top, there's a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (which is highlighted), Certification Requests In Progress, Physician Criteria, and Manage Your Account. Below the navigation bar, the date and time are displayed: Tuesday, April 15, 2014 4:01 PM. The main content area is titled "Clinical Certification" and includes the instruction "Confirm your service selection." On the left side, there's a progress bar showing 40% completion (4 out of 10 bars are filled). Below the progress bar, there are two sections: "Physician" and "Patient", each with an "EDIT" link. The right side of the page displays the following information: "Treatment Start: 10/30/2015", "CPT Code: 95810", "Description: POLYSOM >6 YRS >=4 ADD PARAM", "Diagnosis Code: G47.33", and "Diagnosis: Obstructive sleep apnea (adult) (pediatric)". There is a link "Change Procedure or Diagnosis" below the diagnosis. At the bottom, there are four buttons: Cancel, Back, Print, and Continue.

**Provider Web Portal**

Home Authorization Lookup Eligibility Lookup **Clinical Certification** Certification Requests In Progress Physician Criteria Manage Your Account

Tuesday, April 15, 2014 4:01 PM

**Clinical Certification**  
Confirm your service selection.

40% Complete

Physician [EDIT](#)

Patient [EDIT](#)

**Treatment Start:** 10/30/2015  
**CPT Code:** 95810  
**Description:** POLYSOM >6 YRS >=4 ADD PARAM  
**Diagnosis Code:** G47.33  
**Diagnosis:** Obstructive sleep apnea (adult) (pediatric)  
[Change Procedure or Diagnosis](#)

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

➤ Confirm selected procedure and ICD-10 diagnosis code.

# Site Selection

**Provider Web Portal**

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | Physician Closure | Manage Your Account | Cardiology Approval Report

Tuesday, April 15, 2014 4:03 PM Log Off (KCSHA)

**60% Complete**

**Physician** [EDIT](#)

**Patient** [EDIT](#)

**Service** [EDIT](#)  
4/15/2014  
76817 US PREGNANT UTERUS  
TRANSVAGINA  
66D30 MEMORR EARLY PREG-UNSPEC

### Clinical Certification

The locations listed below are within 25 miles from the member's zip code and are listed in a random order. If the location you would like to send your patient to is not on this list, you can search for that location using the Specific Site Search parameters below.

#### Specific Site Search

Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI:  Zip Code:  Site Name:   
TIN:  City:

☐ Exact match  
☒ Starts with [LOOKUP SITE](#)

	Name	Address
<a href="#">SELECT</a>		
<a href="#">SELECT</a>		
<a href="#">SELECT</a>		
<a href="#">SELECT</a>		

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



Select the site. Verify all information entered and make any needed changes prior to moving into the clinical collection phase of the preauthorization process.

You will not have the opportunity to make changes after that point.

# Clinical Collection

[Home](#) [Authorization Lookup](#) [Eligibility Lookup](#) [Clinical Certification](#) [Certification Requests In Progress](#) [Physician Criteria](#) [Manage Your Account](#)

Friday, April 25, 2014 9:57 AM

## Clinical Certification

You are about to enter the clinical information collection phase of the authorization process.

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.**

[Click here for help or technical support](#)

# Clinical Collection

[Home](#) [Authorization Lookup](#) [Eligibility Lookup](#) [Clinical Certification](#) [Certification Requests In Progress](#) [Physician Criteria](#) [Manage Your Account](#)

Friday, April 25, 2014 9:57 AM

## Clinical Certification

④ What are the patient's complaints?

☐ excessive daytime sleepiness (EDS) ☐ non-restorative sleep  
☐ disturbed or restless sleep ☐ no complaints

Other (specify)

④ What symptoms do you have documented evidence of?

<input type="checkbox"/> choking during sleep	<input type="checkbox"/> decreased concentration during the daytime
<input type="checkbox"/> witnessed apneas during sleep	<input type="checkbox"/> memory loss
<input type="checkbox"/> gasping during sleep	<input type="checkbox"/> decreased libido
<input type="checkbox"/> retrognathia, tonsillar hypertrophy or other physiologic abnormalities compromising respiration	<input type="checkbox"/> irritability
<input type="checkbox"/> disruptive snoring	<input type="checkbox"/> nocturia
<input type="checkbox"/> hypertension	<input type="checkbox"/> none of these symptoms
<input type="checkbox"/> morning headaches	

④ How many weeks has the patient experienced these symptoms (if there are no symptoms enter "0")?

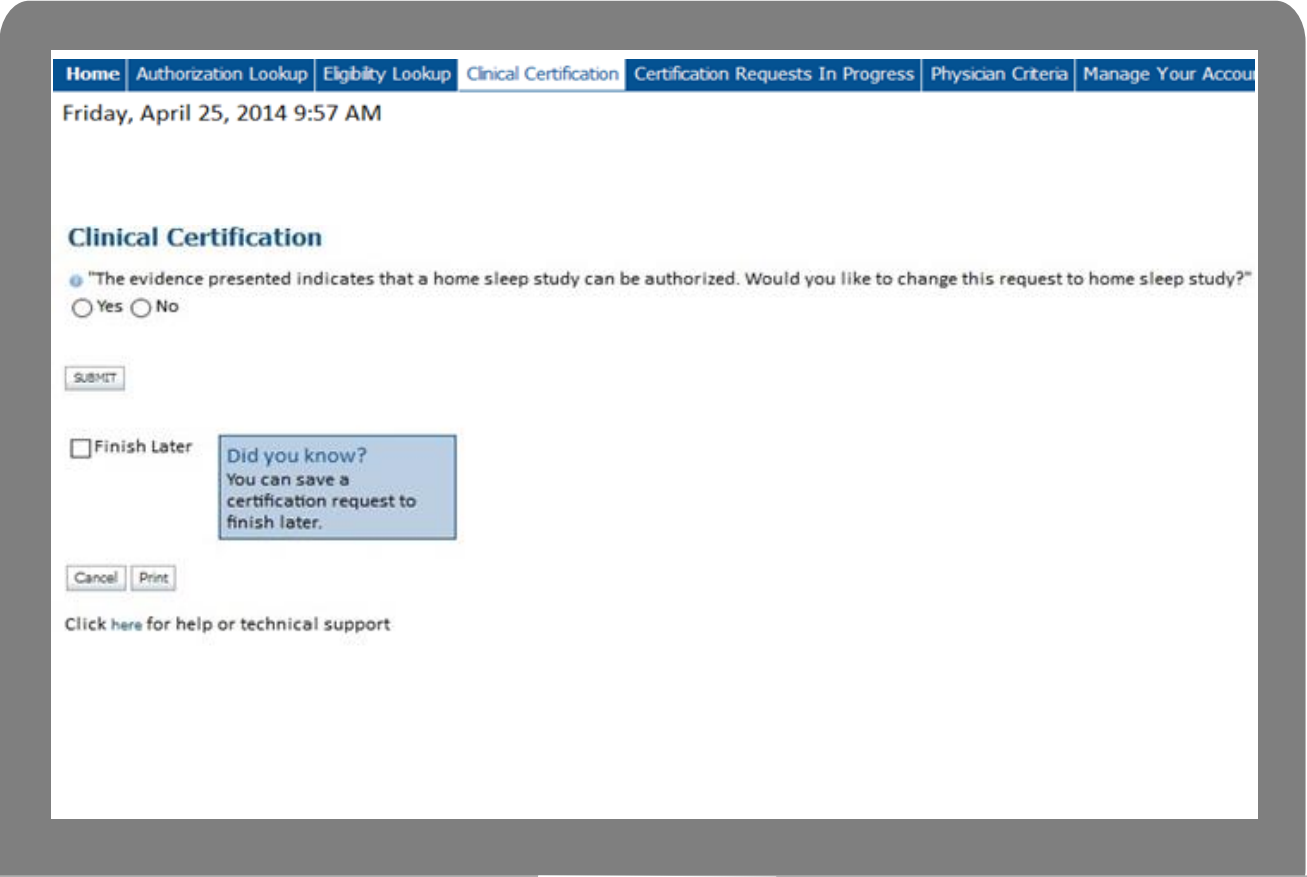
④ What medications is the patient currently taking? (Please write "none" if the patient is not taking any medication)

④ What is the patient's BMI?

④ Do you know the patient's Epworth Sleepiness Score (ESS)?

☐ Yes ☐ No

# Clinical Collection



The screenshot shows a web application interface for Clinical Certification. At the top, there is a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, Physician Criteria, and Manage Your Account. Below the navigation bar, the date and time are displayed: Friday, April 25, 2014 9:57 AM. The main content area is titled "Clinical Certification". It contains a question: "The evidence presented indicates that a home sleep study can be authorized. Would you like to change this request to home sleep study?" with radio buttons for Yes and No. Below the question is a SUBMIT button. There is also a checkbox for Finish Later. A blue box contains the text: "Did you know? You can save a certification request to finish later." Below this are Cancel and Print buttons. At the bottom, there is a link: Click here for help or technical support.

Home Authorization Lookup Eligibility Lookup **Clinical Certification** Certification Requests In Progress Physician Criteria Manage Your Account

Friday, April 25, 2014 9:57 AM

**Clinical Certification**

☒ "The evidence presented indicates that a home sleep study can be authorized. Would you like to change this request to home sleep study?"  
☐ Yes ☐ No

☐ Finish Later

Did you know?  
You can save a  
certification request to  
finish later.

[Click here for help or technical support](#)



Offer of **HST redirection** is made on the web.

# Medical Review

## Clinical Certification

- ☒ I acknowledge that this request IS NOT clinically urgent regardless of documentation attached or additional information/notes provided during the clinical collection section of this web case initiation process. Additionally, I acknowledge to being informed of the appropriate method for submission of clinically urgent requests. Clinical urgency is defined by the following:
1. A delay in care could seriously jeopardize the life or health of the patient or the patient's ability to regain maximum function.
  2. In the opinion of a provider, with knowledge of the member's medical condition, indicates a delay in care would subject the member to severe pain that cannot be adequately managed without the care or treatment requested in the prior authorization.
- ☒ I also further 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

Acknowledge the Clinical Certification statements, and hit “**Submit Case.**”



# Approval

## Clinical Certification

Your case has been Approved.

Provider Name:

Provider Address:

Contact:

Phone  
Number:

Fax Number:

Patient Name:

Insurance Carrier:

Patient Id:

Site Name:

Site ID:

Site Address:

Primary Diagnosis Code:

Secondary Diagnosis  
Code:

CPT Code:

Description:

Description:

Description:

Modifier:

Authorization Number:

Review Date:

Expiration Date:

Status: Your case has been Approved.

Print

Continue

Determination at the end of the pathway is given to the provider.

A case number and next steps will be listed.

# Medical Review

**Clinical Certification**

① Is there any additional information specific to the member's condition you would like to provide?

- ☐ I would like to upload a document
- ☐ I would like to enter additional notes in the space provided
- ☐ I would like to upload a document and enter additional notes
- ☐ I have no additional information to provide at this time

Enter text in the space provided below or both.

① Additional Information - Notes:

You may upload a document from your computer (PDF or Word less than 5MB)

① Additional Upload Document:

Browse...

SUBMIT

☐ Finish Later

**Did you know?**  
You can save a certification request to finish later.

➤ If **additional information** is required, you will have the option to either upload documentation, enter information into the text field, or contact us via phone.

# Building Additional Cases

The screenshot shows a web application interface for Clinical Certification. At the top is a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, and Manage Your Account. Below the navigation bar, the date and time are displayed: Thursday, March 05, 2015 10:15 AM. The main heading is "Clinical Certification". A message reads: "Thank you for submitting a request for clinical certification. Would you like to:". Below this is a bulleted list of options: "Return to the main menu", "Start a new request", and "Resume an in-progress request". A section titled "You can also start a new request using some of the same information." contains a sub-section "Start a new request using the same:" with four radio button options: "Program", "Provider", "Program and Provider", and "Program and Health Plan" (which is selected). Below this, a section titled "Is this request also for the same:" contains four checkbox options: "Provider" (checked), "Member", "Procedure", and "Same Program and Health Plan only (new provider, member, and procedure)".

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | MSM Practitioner Performance Summary Portal | Resources | Manage Your Account

Thursday, March 05, 2015 10:15 AM

## Clinical Certification

Thank you for submitting a request for clinical certification. Would you like to:

- [Return to the main menu](#)
- [Start a new request](#)
- [Resume an in-progress request](#)

You can also start a new request using some of the same information.

Start a new request using the same:

☐ Program

☐ Provider

☐ Program and Provider

☒ Program and Health Plan

Is this request also for the same:

☒ Provider    ☐ Member    ☐ Procedure    ☐ Same Program and Health Plan only (new provider, member, and procedure)

Once a case has been submitted for clinical certification, you can return to the **Main Menu**, **resume an in-progress request**, or **start a new request**. You can indicate if any of the previous case information will be needed for the new request.

# Authorization Look Up



Home **Authorization Lookup** Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Performance Summary Portal Resources Manage Your Account

Tuesday, November 22, 2016 2:30 PM

## Authorization Lookup

### New Security Features Implemented

#### ☒ Search by Member Information

##### REQUIRED FIELDS

Healthplan:

Provider NPI:

Patient ID:

Patient Date of Birth:   
MM/DD/YYYY

##### OPTIONAL FIELDS

Case Number:

or

Authorization Number:

#### ☒ Search by Authorization Number/ NPI

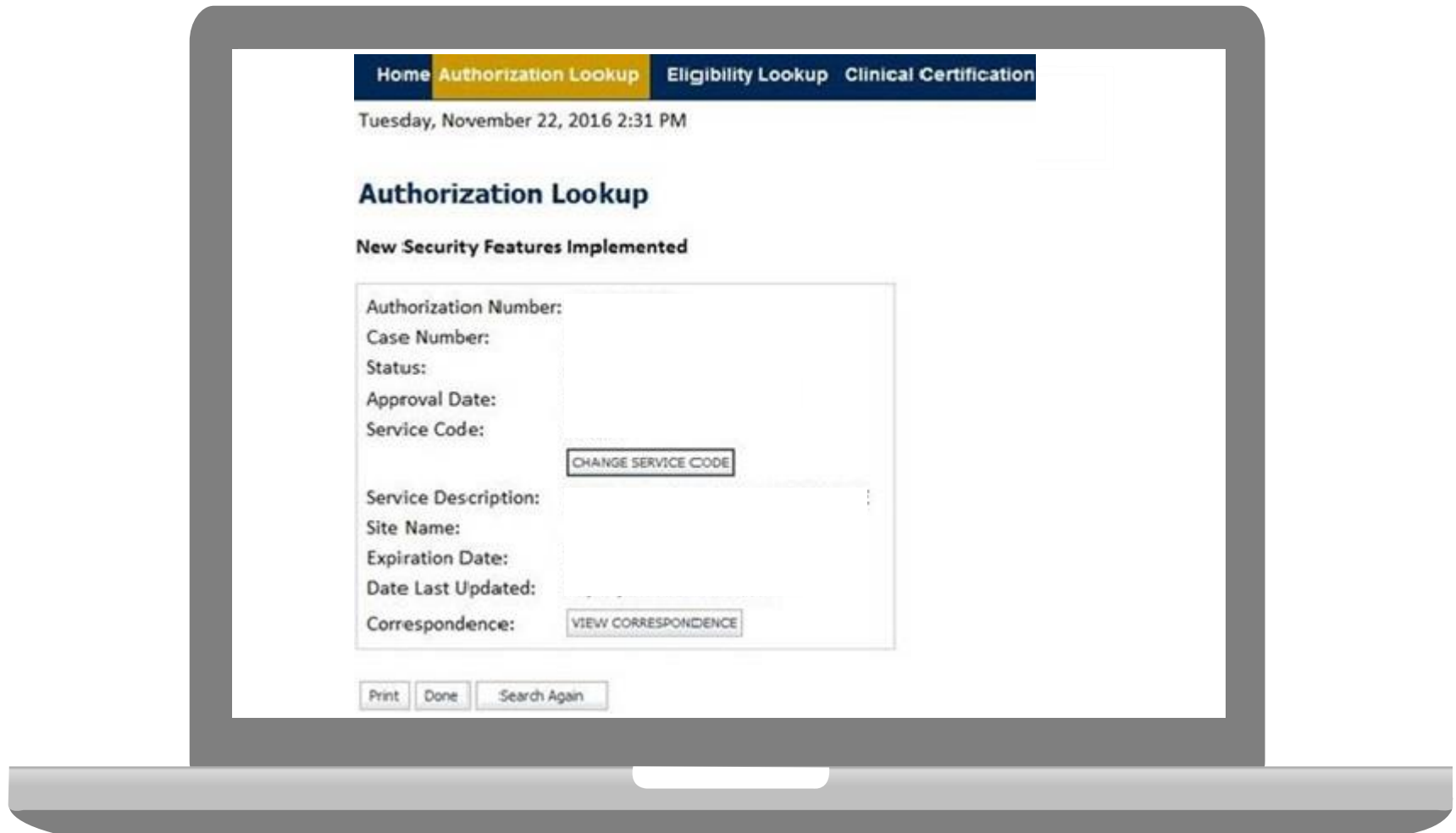
##### REQUIRED FIELDS

Provider NPI:

Auth/Case Number:

- Select Search by **Authorization Number/NPI**. Enter the provider's NPI and authorization or case number. Select **Search**.
- You can also search for an authorization by **Member Information**, and enter the health plan, Provider NPI, patient's ID number, and patient's date of birth.

# Authorization Status



The screenshot shows a web application interface for 'Authorization Lookup'. At the top, there is a navigation bar with links: 'Home', 'Authorization Lookup' (highlighted in yellow), 'Eligibility Lookup', and 'Clinical Certification'. Below the navigation bar, the date and time 'Tuesday, November 22, 2016 2:31 PM' are displayed. The main heading is 'Authorization Lookup'. Below this, a section titled 'New Security Features Implemented' is shown. The main content area contains a form with the following fields: 'Authorization Number:', 'Case Number:', 'Status:', 'Approval Date:', 'Service Code:', 'Service Description:', 'Site Name:', 'Expiration Date:', 'Date Last Updated:', and 'Correspondence:'. There are two buttons: 'CHANGE SERVICE CODE' next to the 'Service Code' field and 'VIEW CORRESPONDENCE' next to the 'Correspondence' field. At the bottom of the form, there are three buttons: 'Print', 'Done', and 'Search Again'.

Home Authorization Lookup Eligibility Lookup Clinical Certification

Tuesday, November 22, 2016 2:31 PM

## Authorization Lookup

New Security Features Implemented

Authorization Number:  
Case Number:  
Status:  
Approval Date:  
Service Code:  
Service Description:  
Site Name:  
Expiration Date:  
Date Last Updated:  
Correspondence:

CHANGE SERVICE CODE

VIEW CORRESPONDENCE

Print Done Search Again

The authorization will then be accessible to review. To print authorization correspondence, select **View Correspondence**.

# Eligibility Look Up



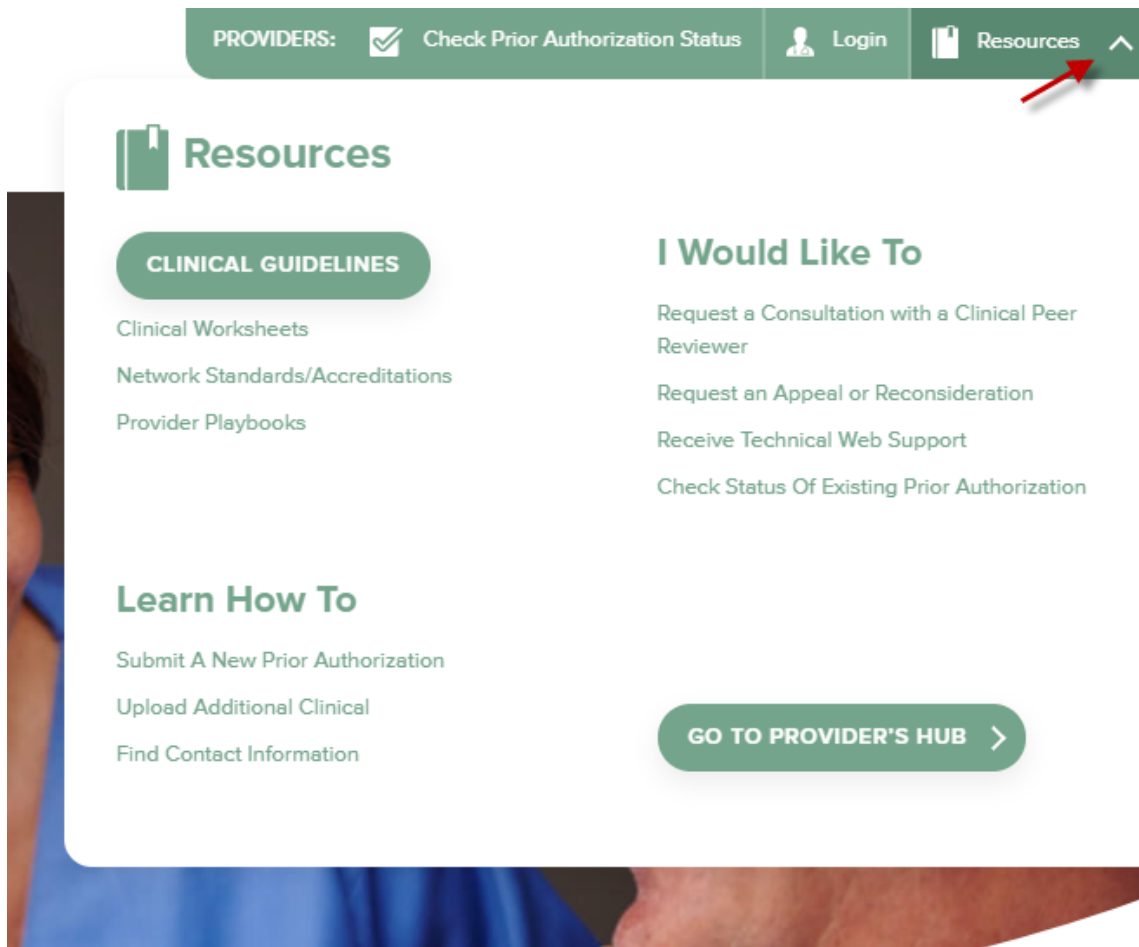
---

# Provider Resources



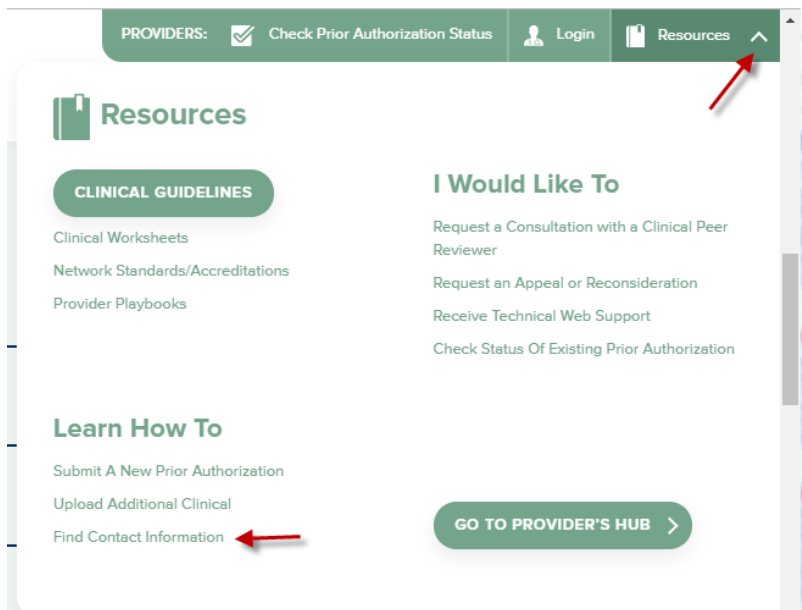
# Online Resources

- You can access important tools and resources at [www.evicore.com](http://www.evicore.com).
- Select the Resources to view **FAQs**, **Clinical Guidelines**, **Online Forms**, and more.





# Quick Reference Tool



## I want to learn how to...

Learn how to...

Find Contact Information ▼

---

Health Plan

Select a Health Plan...\* ▼

---

Solution

Select a Solution...\* ▼

---

**START**

Access health plan specific contact information at [www.evicore.com](http://www.evicore.com) by clicking the resources tab then select **Find Contact Information**, under the Learn How to section. Simply select Health Plan and Solution to populate the contact phone and fax numbers as well as the appropriate legacy portal to utilize for case requests.

# Sleep Management Program Worksheets



## Sleep Study Worksheet

PH#: 888-511-0401

Website: [www.eviCore.com](http://www.eviCore.com)

(The following form must be filled out completely for all sleep testing)

Patient	Patient Name:		
	DOB:		
	Insurance Plan:	Member ID:	
	Epworth Sleepiness Score (ESS, see page 4):		
	BMI:	Height:	Weight:
Physician	Ordering Physician Name:		MD NPI #:
	Physician Address:		
	City:	State:	ZIP:
1	a. Study Requested		
	<input type="radio"/> Home Sleep Test (G0399) <input type="radio"/> Split Sleep Study (95811) <input type="radio"/> Polysomnography - Attended (95810) <input type="radio"/> PAP Titration or Re-titration (95811)		
	b. Has the member had a sleep study in the past? If yes, please complete sections (5) and (6) below.		<input type="radio"/> Yes <input type="radio"/> No
	c. If a facility study is checked, but only a Home Sleep Test meets criteria, would you like to order a HST instead?		<input type="radio"/> Yes <input type="radio"/> No
	d. Has the patient had a comprehensive sleep evaluation by the ordering physician?		<input type="radio"/> Yes <input type="radio"/> No
	e. Participating site if a facility based study is authorized.		
	Name:	TIN:	
2	a. Complaints and Symptoms: (Check all that apply)		
	<input type="checkbox"/> Snoring	<input type="checkbox"/> Excessive daytime sleepiness	<input type="checkbox"/> Disturbed or restless sleep
	<input type="checkbox"/> Non-restorative sleep	<input type="checkbox"/> Morning headaches	<input type="checkbox"/> Memory loss
	<input type="checkbox"/> High blood pressure	<input type="checkbox"/> Witnessed pauses in breathing	<input type="checkbox"/> Choking during sleep
	<input type="checkbox"/> Gasping during sleep	<input type="checkbox"/> Frequent unexplained arousals	<input type="checkbox"/> Nocturia
	<input type="checkbox"/> Decreased libido	<input type="checkbox"/> Irritability	<input type="checkbox"/> Non-ambulatory individual
	<input type="checkbox"/> Patient works night shift	<input type="checkbox"/> Patient sleeps <6hrs per night	

Page 1 of 4

- Worksheets for attended sleep studies and MSLT procedures are on the eviCore website.
- The provider should complete this worksheet prior to contacting eviCore for an authorization
- The worksheet is a tool to help providers prepare for authorization request.

**Do NOT fax this sheet to eviCore to build a case.**

# Provider Resources: Web-Based Services



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

[www.evicore.com](http://www.evicore.com)

To speak with a Web Specialist, call (800) 646-0418 (Option #2) or email [portal.support@evicore.com](mailto:portal.support@evicore.com).

- Request authorizations and check case status online – 24/7
- Pause/Start feature to complete initiated cases
- Upload electronic PDF/word clinical documents

# Provider Resources: Preauthorization Call Center



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

**7:00 AM - 7:00 PM (Local Time): 855-252-1117**

- Obtain pre-certification or check the status of an existing case
- Discuss questions regarding authorizations and case decisions
- Change facility or CPT Code(s) on an existing case

# Provider Resources: Client Provider Operations



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

[clientservices@evicore.com](mailto:clientservices@evicore.com)

- Eligibility issues (member, rendering facility, and/or ordering physician)
- Questions regarding accuracy assessment, accreditation, and/or credentialing
- Issues experienced during case creation
- Request for an authorization to be re-sent to the health plan

# Provider Resources: Implementation Website



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

## Provider Enrollment Questions

Contact your Provider Network Consultant for more information

Blue Cross and Blue Shield Implementation site - includes all implementation documents:

<https://www.evicore.com/healthplan/bcbs>

- Provider Orientation Presentation
- CPT code list of the procedures that require preauthorization
- Quick Reference Guide
- eviCore clinical guidelines
- FAQ documents and announcement letters

You can obtain a copy of this presentation on the implementation site listed above. If you are unable to locate a copy of the presentation, please contact the Client Provider Operations team at [ClientServices@evicore.com](mailto:ClientServices@evicore.com).

# eviCore healthcare PAP COMPLIANCE PROGRAM: THERAPYSUPPORT

## HCSC DME PROVIDER Training



## What's Changing?



### **Monitoring PAP Compliance**

- Beginning June 1, 2017, PAP compliance data will be monitored for BCBS Medicare and Medicaid members by eviCore healthcare.
- 90 day PAP compliance will need to be objectively validated to qualify for purchase authorization.
- For at least the first 90 days of usage, PAP machines must be equipped with a modem – can be wireless or wired.
- Data entry at setup will be critical to proper monitoring and payment.



## Current State of Compliance Tracking

Process for tracking patient compliance can be labor-intensive.

Comprehensive online databases from manufacturers are not fully utilized

Process = authorization of PAP → PAP set up → compliance monitoring  
→ PAP purchase authorization → resupply

This workflow can be complicated and time consuming.

DMEs vary in frequency, periodicity, and completeness of checks which results in greater variability in outcomes



## TherapySupport<sup>SM</sup> Focus

### PAP Compliance Matters

PAP usage data directly from patient device via SleepLink

Standardizes compliance process across all DME providers

Sleep Educators support behavior change

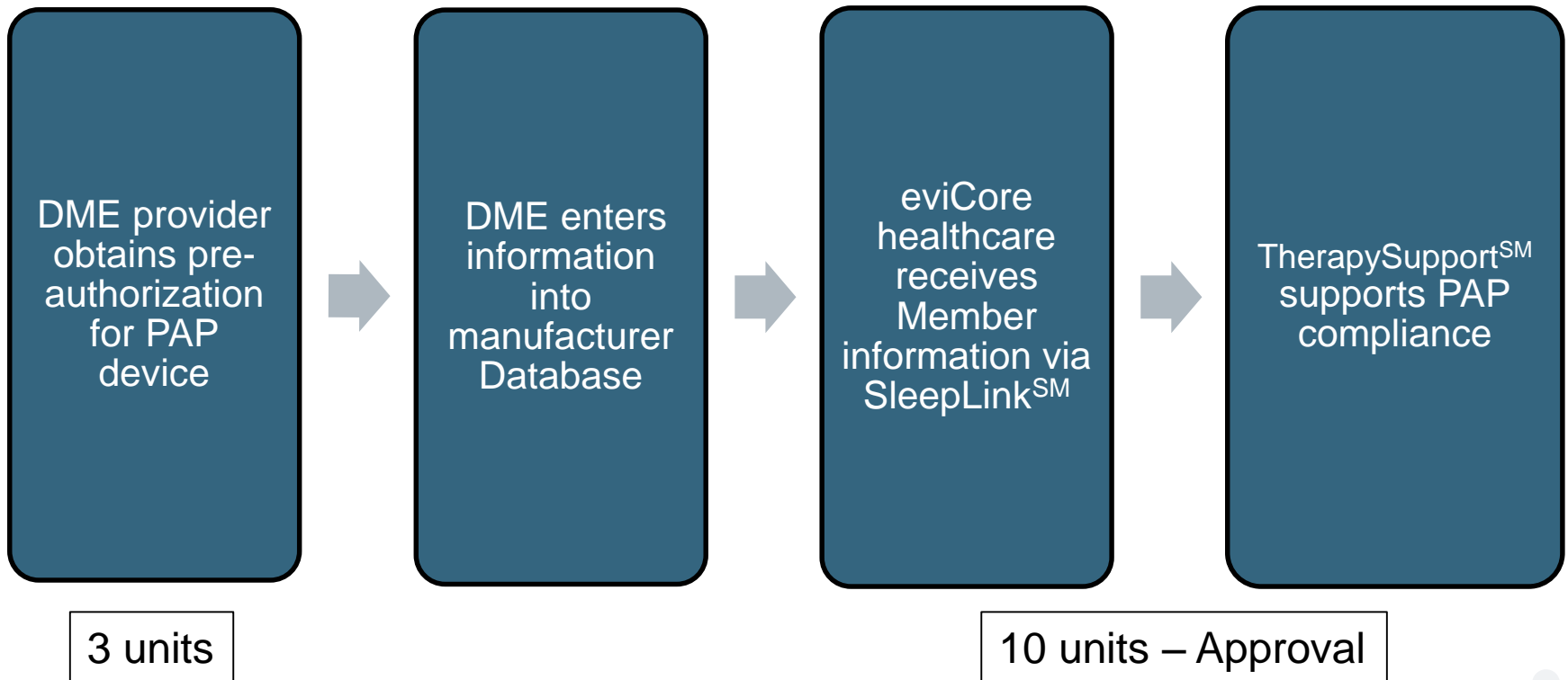
Minimal additional work for DME providers

Enables DME provider reports

Goal: Improve patient outcome and reduce costs

# TherapySupport<sup>SM</sup> Workflow

Process for utilizing compliance data is very straightforward



## What does this mean for the DME Provider?

\*eviCore healthcare will monitor member compliance with PAP machines BUT DME providers still need to work with their patients\*

Non-compliant members: eviCore healthcare will outreach to DME and physician periodically to support compliance

Support for non-compliant members will allow time for member to become comfortable with Therapy and will escalate as needed

Compliant members: eviCore healthcare interaction will be minimal

\*\*Authorization for the remaining rental units of PAP therapy will be sent to DME when member reaches the compliance goal – you will not need to contact eviCore healthcare for the compliance authorization!

**NOTES**: The program supports properly equipped machines from ResMed, Respironics, and Fisher & Paykel.

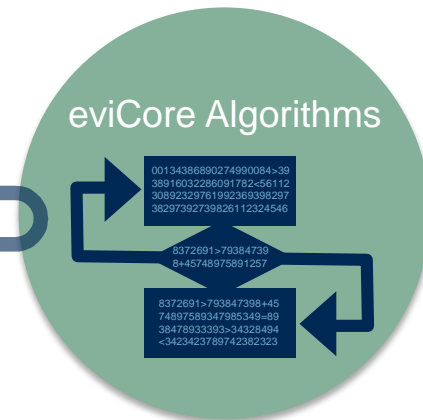
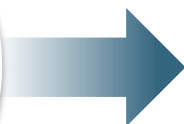
**Respironics users**: complete BAA and return to eviCore healthcare to be set up in system

# The TherapySupport<sup>SM</sup> Process

## The key to PAP compliance

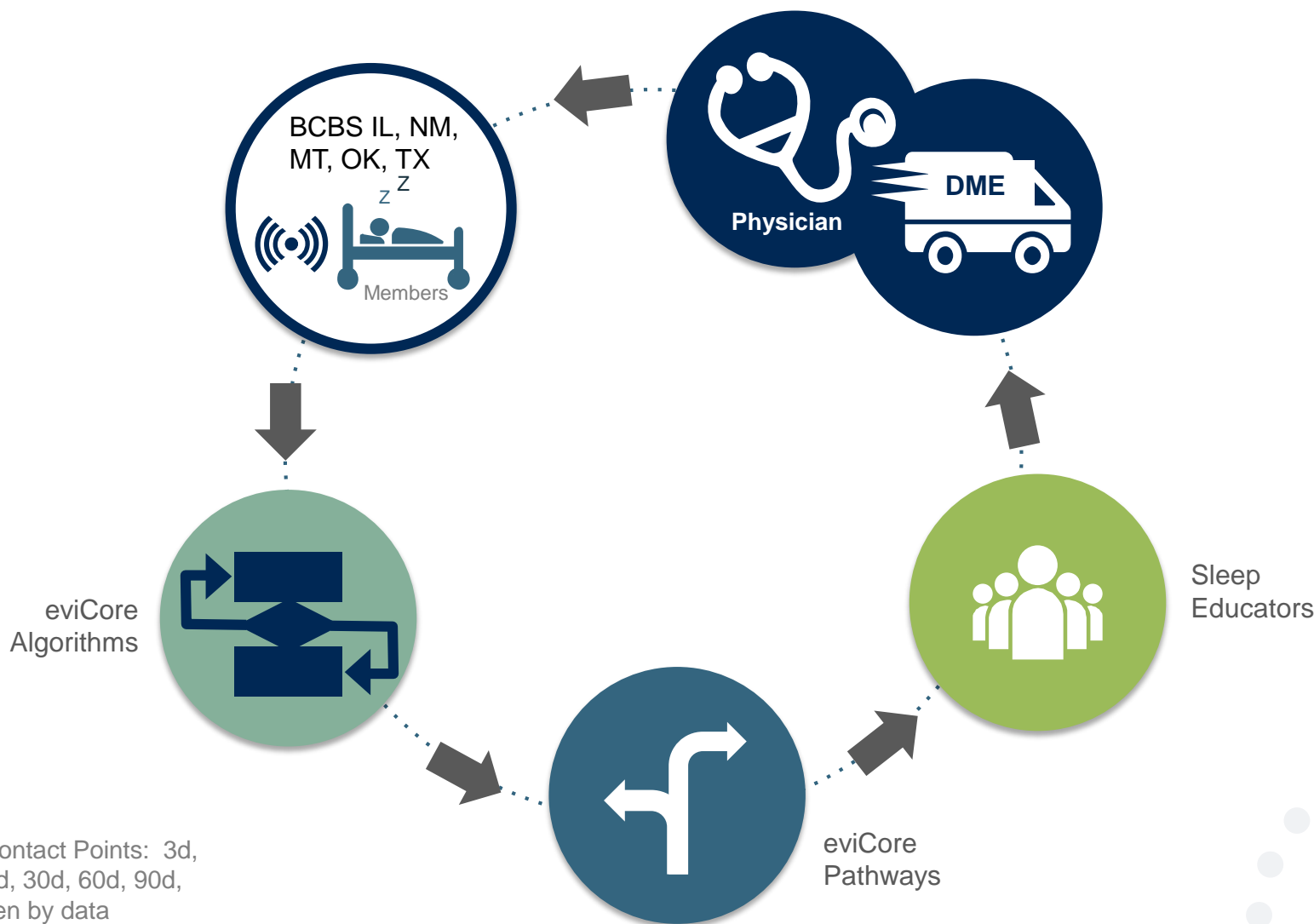
### The key to PAP compliance

SleepLink<sup>SM</sup>  
connects  
eviCore to the  
three largest  
manufacturers  
of PAP devices



# Therapy Compliance

Once usage is detected, eviCore can ensure that members are compliant with their therapy, improving the quality of care for members



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# Demonstrations of Online Systems

---



# MANUFACTURER DEMOS

ResMed – [www.airview.com](http://www.airview.com)

Respironics – [www.encoreanywhere.com](http://www.encoreanywhere.com)

Fisher & Paykel – [www.fpinfosmart.com](http://www.fpinfosmart.com)

---

**Christine Ault, Sleep Educator**  
**Rhonda Anderson, Sleep Educator**  
**Michael Bieker, Senior Program Analyst**

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[randerson3@evicore.com](mailto:randerson3@evicore.com)  
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**eviCore Sleep Team**     [sleeptherapysupport@evicore.com](mailto:sleeptherapysupport@evicore.com)

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# Thank You!

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