Laboratory Management

Provider Orientation Sessions for Oscar

Laboratory Solution

19M Lives

Commercial, Medicaid, and Medicare

Local and national programs

Covered Services

- Hereditary Cancer Syndromes

- Carrier Screening Tests

- Tumor Marker / Molecular profiling

- Hereditary Cardiac Disorders

- Cardiovascular Disease and Thrombosis Risk Variant Testing

- Pharmacogenomics Testing

- Neurologic Disorders

- Mitochondrial Disease Testing

- Intellectual Disability / Developmental Disorders

Our Clinical Approach

Organic Evidence-Based Guidelines

The foundation of our solutions:

Dedicated Molecular Genomic Guidelines

Contributions from a panel of community physicians

Experts associated with academic institutions

Current clinical literature

Aligned with National Societies

- **National Comprehensive Cancer Network**
- **National Society of Genetic Counselors**
- **American College of Obstetrics and Gynecology**
- **American College of Medical Genetics and Genomics**
- **American Society of Human Genetics**
- **American Society of Clinical Oncology**
- **College of American Pathologists**
- **American Gastroenterological Association**
- **Society for Maternal Fetal Medicine**
- **Association for Molecular Pathology**

- **American College of Cardiology**
- **American College of Chest Physicians**
- **American Academy of Neurology**
- **American Society of Colon and Rectal Surgeons**
- **American Heart Association**
- **American Academy of Pediatrics**
- **American Society for Reproductive Medicine**
- **American College of Gastroenterology**
- **American College of Cardiology Foundation**
- **National Institutes of Health**

Laboratory Management
Prior Authorization Process

Program Overview

eviCore healthcare will begin accepting requests on 12/15/2020 for dates of service 1/1/2021 and beyond for the expanded membership network

Prior authorization applies to services that are:

- Outpatient
- Elective / Non-emergent
- Diagnostic

Prior authorization 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 prior authorization approval for services.

** Inpatient requests will continue to be handled by Oscar in the current manner

The expanded membership network.

- **As a part of the 2021 expansion, Oscar will offer Individual and Family Plans for the <u>first time </u>in:**

  - **North Carolina (Asheville)**

  - **Oklahoma (Oklahoma City)**

  - **4 markets in Iowa, including Des Moines and Sioux City**

- **Existing <u>state footprints will be expanded </u>to**

  - **Boulder, Colorado**

  - **3 markets in Northeast Pennsylvania,**

  - **multiple markets across Florida, including Jacksonville, Sarasota, and Tallahassee**

  - **across new counties in Phoenix, AZ, and Columbus, OH**

Applicable Membership

Authorization is required for Oscar members enrolled in Commercial (fully insured) plans in the following states/cities:

State	City
Arizona	Phoenix
Colorado	Boulder & Denver
Florida	Daytona, Homosasss Springs, Jacksonville, Miami, Ocala, Orlando, Sarasota, Tallahassee, Tampa, Port St. Luci, & Punta Gorda
Georgia	Atlanta
Iowa	Des Moines, Sioux City, Waterloo, & Dubuque
Kansas & Missouri	Kansas City
New Jersey	
New York	
North Carolina	Asheville
Ohio	Cleveland & Columbus
Oklahoma	Oklahoma City
Pennsylvania	Philadelphia, Allentown, Scranton & East Stroudsburg
Tennessee	Memphis & Nashville
Texas	Austin, Dallas - Fort Worth, El Paso, Houston, & San Antonio
Virginia	Richmond

Needed Information

Member
Member ID
Member name
Date of birth (DOB)

Referring Physician
Physician name
National provider identifier (NPI)
Tax identification number (TIN)
Fax number

Necessary Information

Rendering Facility
Facility name
National provider identifier (NPI)
Tax identification number (TIN)
Street address

Supporting Clinical
Patient's clinical presentation.
Diagnosis Codes.
Disease-Specific Clinical Information.
Patient's intended treatment plan

If clinical information is needed, please be able to supply:

- Prior tests, lab work, and/or imaging studies performed related to this diagnosis

- The notes from the patient's last visit related to the diagnosis

- Type and duration of treatment performed to date for the diagnosis

Clinical Review Process – Easy for Providers and Staff

Methods of Intake

START

Proprietary Decision Algorithms / Clinical Decision Support

Real-Time Decision with Web

Nurse Review

MD Review

Peer-to-peer

Appropriate Decision
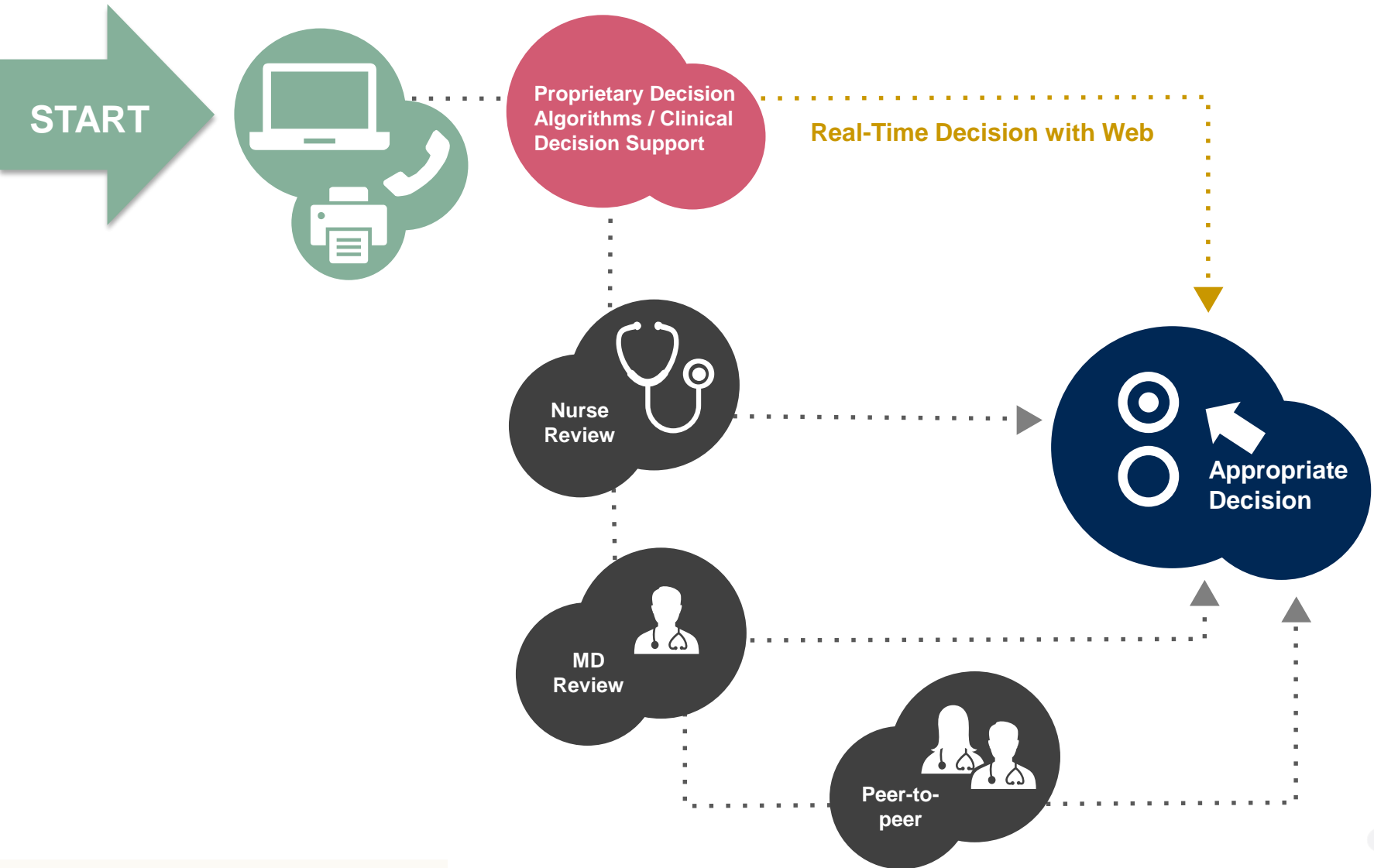
Prior Authorization Outcomes

Approved Requests:

- All requests are processed within **2** business days after receipt of all clinical information.

Delivery:

- **Faxed** to ordering provider and rendering facility.
- **Mailed** to the member.
- Information can be printed on demand by logging. into eviCore healthcare portal.

Denied Requests:

- Communication of denial determination.
- Communication of the rationale for the denial.
- How to request a Clinical Consultation.

Delivery:

- **Faxed** to the ordering provider and rendering facility.
- **Mailed** to the member.

Special Circumstances

Appeals:

- eviCore healthcare will be delegated for first level member and provider appeals.
- Requests for appeals must be submitted in writing to eviCore **within 180 days** of the initial determination.
- A written notice of the appeal decision will be **mailed** to the member and **faxed** to the provider.

Outpatient Urgent Studies:

- **Medically urgent requests are defined as conditions that are a risk to the patient's life, health, ability to regain maximum function, or the patient is having severe pain that required a medically urgent procedure.**
- Contact eviCore by phone or use our online portal to request an expedited prior authorization review and provide clinical information.
- Urgent Cases will be reviewed within **72 hours** of the request.
- **Verbal** outreach is made to the ordering provider.

eviCore Web Portal

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 providers can spend their time where it matters most — with their patients!
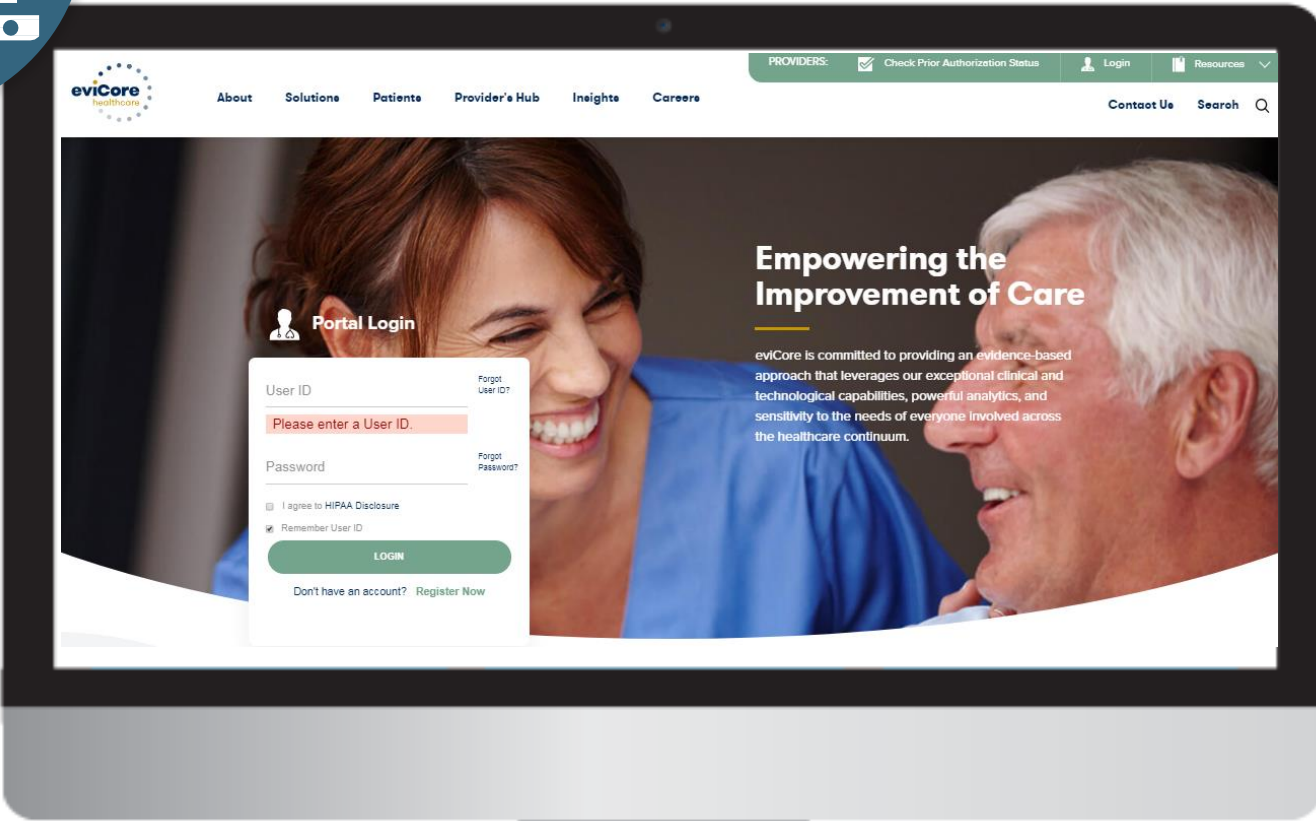
Or by phone:
Phone Number:
855-252-1118
7:00 a.m. to 7:00p.m.
Monday - Friday

eviCore healthcare website

- Point web browser to evicore.com

www.evicore.com

- Login or Register

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

Creating An Account

To create an account for Oscar, select <u>CareCore National</u> as the Default Portal, and complete the user registration form.

You will have access to both portals with one login. Just toggle to the MedSolutions portal (and back to CareCoreNational). You will <u>not</u> have to register for a separate account

Creating An Account

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*: [Medsolutions ▾]

User Registration

UserName:	MYoder	Address:	731 Cool Springs Blvd		Phone:	800-575-4517
Email:	evicorejedi1234@gmail.com	City:	Franklin		Ext:	
Account Type:	Physician	State:	TN	Zip: 37067	Fax:	615-468-4408
First Name:	Mallory	Office Name:	eviCore			
Last Name:	Yoder					

Provider Information

Physician FirstName:	TEST	Physician LastName:	DOCTOR	Street Address:	730 COOL SPRINGS BLVD
State:	TN	Tax ID:	*****6789	NPI:	7417417410

Please read below to sign up as an appropriate user.
Physician: An Individual Practitioner, A Medical Group Practice or an assistant of a Physician who would create and check status of a Pre-authorization.
Facility: Diagnostic Imaging Center, In-Office Provider (IOP), Hospital or Facility who would create and check status of a Pre-Authorization.
Billing Office: A billing Office who can check the status of Pre-Authorization, claims and payments. If you represent multiple Tax IDs, please register with your Primary Tax ID. You can tie additional preferred Tax Ids after your initial login.
Health Plan: A Health Plan representative who can check the status of Pre-Authorization and Claims.

[Back] [Submit Registration]

Review information provided, and click "**Submit Registration.**"
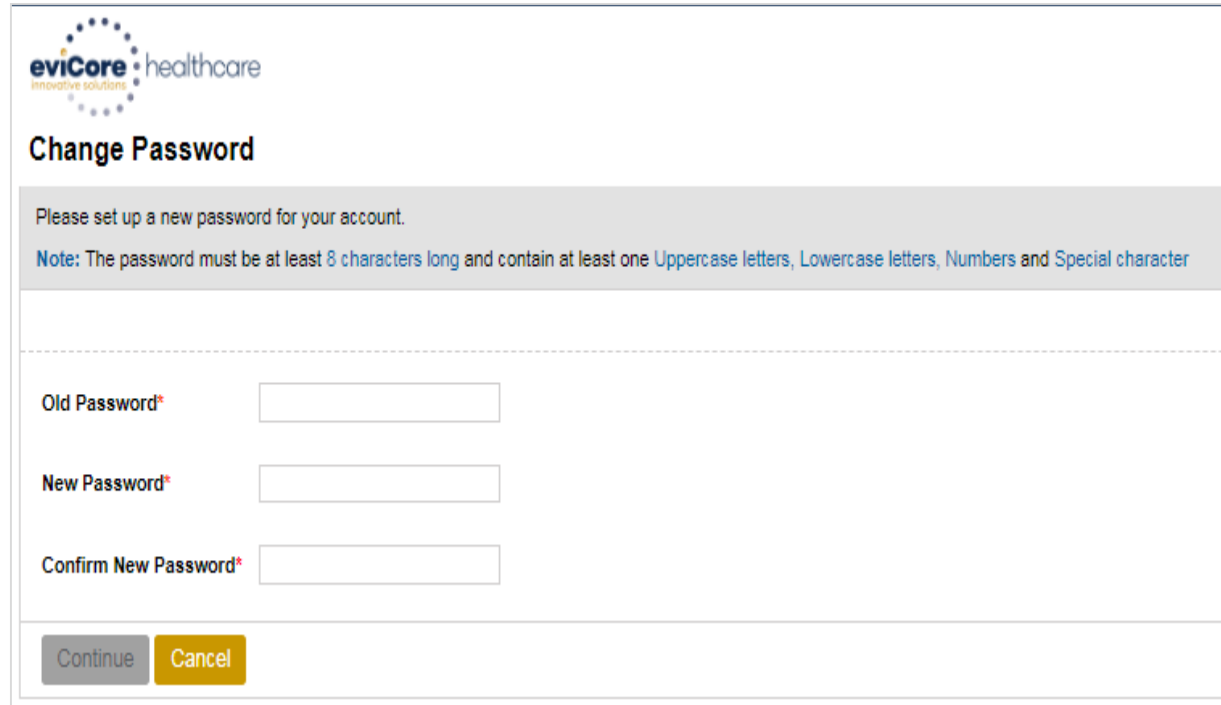
User Registration-Continued

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

Create a Password

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

✓ Uppercase letters

✓ Lowercase letters

✓ Numbers

✓ Characters (e.g., ! ? *)

eviCore healthcare

Change Password

Please set up a new password for your account.

Note: The password must be at least 8 characters long and contain at least one Uppercase letters, Lowercase letters, Numbers and Special character

Old Password*

New Password*

Confirm New Password*

Continue   Cancel

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

Welcome Screen

- 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 without having to provide additional log-in information. Click the MedSolutions Portal button on the top right corner to seamlessly toggle back and forth between the two portals.*

Add Practitioners

Wednesday, January 16, 2019 10:48 AM

Log Off

Manage Your Account

Office Name:

Address:　730 Cool Springs Blvd
　　　　　　Franklin, TN 37067

**Primary
Contact:**　User Account
Email Address:　Test@email.com

| Change Password | Edit Account |

Add Provider

Click Column Headings to Sort

No providers on file

Cancel

Click the "Add Provider" button.

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Add Practitioners

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

Find Matches   Cancel

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

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

Wednesday, January 16, 2019 10:48 AM

Log Off

Add Practitioner

If you wish to add an additional practitioner, click the "Add Another Practitioner" button. If you are finished, click the "Continue" button to return to your account.

[Add Another Practitioner] [Continue]

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.

Certification Summary

- **CareCore National Portal now includes a Certification Summary tab, to better track your recently submitted cases.**
- **The work list can also be filtered - as seen above.**

Initiating A Case

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

Wednesday, January 16, 2019 10:50 AM

Log Off

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

Review a summary of recent certifications >>

Request a clinical certification/procedure >>

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 >>

Horizon Pilot Designation Program >>

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Privacy Policy | Terms of Use | Contact Us

Choose "request a clinical certification/procedure" to begin a new case request.

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Select Program

Wednesday, January 16, 2019 11:05 AM

Log Off

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
- ◯ Durable Medical Equipment(DME)
- ◯ Medical Oncology Pathways

Are you building a case as a referring provider or as a rendering lab?

Please Select ▼

Cancel | Print | Continue

Click here for help or technical support

Select the Program for your certification.

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Select Referring Provider

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

Requesting Provider Information

Select the provider for whom you want to submit an authorization request. If you don't see them listed, click Manage Your Account to add them.

Filter Last Name or NPI:

[   ] SEARCH   CLEAR SEARCH

	Provider
SELECT	1
SELECT	

BACK   CONTINUE

Click here for help

Choose Your Insurer

Requesting Provider:

Please select the insurer for this authorization request.

Please Select a Health Plan ▾

BACK   CONTINUE

Click here for help

Urgent Request? You will be required to upload relevant clinical info at the end of this process. Learn More.

Don't see the insurer you're looking for? Please call the number on the back of the member's card to determine

Add Your Contact Info

Provider's Name:* [   ] [?]
Who to Contact:* [   ] [?]
Fax:* [   ] [?]
Phone:* [   ] [?]
Ext.: [   ] [?]
Cell Phone: [   ]
Email: [   ]

BACK   CONTINUE

Click here for help

- **Select the ordering Practitioner or Group for the requested service**
- **Choose the appropriate Health Plan for the case request**

Select Rendering Lab

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources

Requesting Provider Information

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 ▾

SUBMIT

Requesting Provider Information

ⓘ Do you have the ordering physician's NPI Number?

◯ Yes ◯ No

ⓘ Enter NPI Number

SUBMIT

Add Your Contact Info

Provider's Name:*	[blurred]	[?]
Who to Contact:*		[?]
Fax:*		[?]
Phone:*	[blurred]	[?]
Ext.:		[?]
Cell Phone:		
Email:	[blurred]	

BACK **CONTINUE**

Click here for help

This window will populate with the ordering physician's name and contact information, and will be based on the NPI number you entered.

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Member & Request Information

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [?]

ELIGIBILITY LOOKUP

BACK

Requested Service + Diagnosis

Lab Management Program Procedures

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

LABTST ▾ | MOLECULAR GENETIC TEST ▾

Don't see your procedure code or type of service? Click here

Diagnosis

Select a Primary Diagnosis Code (Lookup by Code or Description)

LOOKUP

Trouble selecting diagnosis code? Please follow these steps

Select a Secondary Diagnosis Code (Lookup by Code or Description)
Secondary diagnosis is optional for Lab Management Program

LOOKUP

- Enter the **member information** including the patient ID number, date of birth and last name. Click **Eligibility Lookup**
- Next screen you can enter **LABST**

Verify Service Selection

Requested Service + Diagnosis

Confirm your service selection.

CPT Code:	LABTST
Description:	MOLECULAR GENETIC TEST
Primary Diagnosis Code:	R97.1
Primary Diagnosis:	Elevated cancer antigen 125 [CA 125]
Secondary Diagnosis Code:	
Secondary Diagnosis:	

Change Procedure or Primary Diagnosis
Change Secondary Diagnosis

BACK   **CONTINUE**

Click here for help

- **Verify requested service & diagnosis**
- **Edit any information if needed by selecting change procedure or primary diagnosis**
- **Click continue to confirm your selection**

Site Selection

Select the specific site where the testing/treatment will be performed

Proceed to Clinical Information – Example of Questions

Proceed to Clinical Information

Some tests can be automatically authorized by responding to a set of specific clinical questions. In order to determine the right clinical questions to ask, we need to know exactly which test(s) and procedure code(s) are being considered. The next several questions will guide test and procedure code selection.

ⓘ To the best of your knowledge, has a previous prior authorization request been made for this member and this test?
○ Yes ○ No ○ Unknown

ⓘ Has the specimen been collected?
○ Yes ○ No ○ Unknown

SUBMIT

Proceed to Clinical Information

ⓘ What is the specimen collection or retrieval from storage date? If the date is unknown, please use today's date.

[   ] 📅

SUBMIT

Proceed to Clinical Information

ⓘ What kind of testing is being done?
☐ Testing related to cancer
○ Testing related to pregnancy
○ Other
○ Unknown

ⓘ What test is being requested? Please provide the test name or a short description.
[   ]

ⓘ Do you know the procedure codes that will be billed for this test?
○ Yes ○ No

SUBMIT

☐ Finish Later

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

- **Clinical Certification** questions will populate based upon the information provided

- You can save your request and **finish later** if needed
  - You will have 2 business days to complete the case
  - When logged in, you can resume a saved request by going to Certification Requests in Progress

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Proceed to Clinical Information – More Examples

Proceed to Clinical Information

What is the name of the test you are requesting? A selection from the list below is REQUIRED in order to proceed with this request.

This is a list of commonly requested tests from the lab you selected. They are in alphabetic order by the lab's actual test name, which can usually be found on the test requisition.

ⓘ Submitting your request will be much faster if the test name can be found.

	Test Brand Name	Test Category
○	None Of These	
○	ATM Analysis	ATM Sequencing and Deletion/Duplication Analysis
○	BRACAnalysis {Integrated BRACAnalysis; CPT 81162}	BRCA1/2 Sequencing and Deletion/Duplication Analysis
○	BRACAnalysis {Integrated BRACAnalysis; CPT 81163, 81164)}	BRCA1/2 Sequencing and Deletion/Duplication Analysis
○	BRACAnalysis and myRisk {Integrated BRACAnalysis and myRisk; CPT 81162, 81479}	Hereditary Breast and Ovarian Cancer Panel Tests
○	BRACAnalysis and myRisk {Integrated BRACAnalysis and myRisk; CPT 81163, 81164, 81479}	Hereditary Breast and Ovarian Cancer Panel Tests
○	BRACAnalysis and PALB2 {2019 codes; Integrated BRACAnalysis and PALB2; 81162, 81406}	Hereditary Breast and Ovarian Cancer Panel Tests
○	BRACAnalysis and PALB2 {2019 codes; Integrated BRACAnalysis and PALB2; 81163, 81164, 81406}	Hereditary Breast and Ovarian Cancer Panel Tests
○	BRACAnalysis and PALB2 {2019 codes; Integrated BRACAnalysis and PALB2; 81163, 81164, 81406}	Hereditary Breast and Ovarian Cancer Panel Tests
○	BRACAnalysis and PALB2 {2020 codes; Integrated BRACAnalysis and PALB2; 81162, 81307}	Hereditary Breast and Ovarian Cancer Panel Tests

1 2 3 4 5 6 7

All | A | B | C | E | G | M | N | P | S | T

** NOTE: If you know the name of the test, choose the first letter of the test name above. Otherwise, you can scroll through all tests using the page numbers. If you cannot find the test, please return to page 1 of the "All" tab and select "None of These".

***FOR LAB REPRESENTATIVES: If you would like to correct or add to this list, please email labmanagement@evicore.com.

Clinical Certification questions will populate based upon the information provided

Proceed to Clinical Information – Free Text Questions

Proceed to Clinical Information

Answer the following questions in clinical detail:

ⓘ Why is this test being requested and how will the results be used to change management?

ⓘ Describe any applicable current or past medical history, lab testing, or procedure results.

ⓘ If relevant to the testing, describe the family history, including the applicable clinical findings, diagnoses, and/or test results.

Free text answers allow for further explanation that may be needed.

Next Step: Criteria not met

If criteria is not met based on clinical questions, you will receive a similar request for additional info:

Tips:
- Upload clinical notes on the portal to avoid any delays by faxing
- Additional information uploaded to the case will be sent for clinical review
- Print out summary of request that includes the case # and indicates 'Your case has been sent to clinical review'

Criteria Met

If your request is authorized during the initial submission you can print out the summary of the request for your records.

Summary of Your Request

Please review the details of your request below and if everything looks correct click CONTINUE

The following testing is approved: BRCA1 and/or 2 Gene Testing. Procedure code(s) approved: 81162.
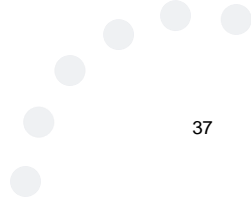
Provider Name:		**Contact:**
Provider Address:		**Phone Number:**
		Fax Number:

Patient Name:		**Patient Id:**
Insurance Carrier:		

Site Name:		**Site ID:**
Site Address:		

Primary Diagnosis Code:	Z01.419	**Description:**	Encounter for gynecological examination (general) (routine) without abnormal findings
Secondary Diagnosis Code:		**Description:**	
Date of Service:	Not provided		
CPT Code:	LABTST	**Description:**	MOLECULAR GENETIC TEST
Authorization Number:			
Review Date:	7/15/2020 5:21:21 PM		
Expiration Date:	1/9/2021		
Status:	The following testing is approved: BRCA1 and/or 2 Gene Testing. Procedure code(s) approved: 81162.		

[CANCEL] [PRINT] [CONTINUE]

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Building Additional Cases

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.

Eligibility Look Up

eviCore · healthcare

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

Thursday, March 15, 2018 4:43 PM

Log Off (INTGTEST)

Eligibility Lookup

New Security Features Implemented

Health Plan:
Patient ID:
Member Code:
Cardiology Eligibility: **Medical necessity determination required.**
Radiology Eligibility: **Precertification is Required**
Radiation Therapy Eligibility: **Medical necessity determination required.**
MSM Pain Mgt Eligibility: **Precertification is Required**
Sleep Management Eligibility: **Medical necessity determination required.**

Print Done Search Again

Click here for help or technical support

CONFIDENTIALITY NOTICE: Certain portions of this website are accessible only by authorized users and unique identifying credentials, and may contain confidential or privileged information. If you are not an authorized recipient of the information, you are hereby notified that any access, disclosure, copying, distribution, or use of any of the information contained in the code-accessed portions is STRICTLY PROHIBITED.

You may also confirm the patient's eligibility by selecting the Eligibility Lookup tab.

Authorization Lookup example

Authorization Lookup

Authorization Number:	NA
Case Number:	[redacted]
Status:	Pending eviCore Review
P2P Status:	
Approval Date:	
Service Code:	LABTST
Service Description:	MOLECULAR GENETIC TEST
Site Name:	MOUNT SINAI GENOMICS
Expiration Date:	
Date Last Updated:	7/15/2020 5:30:44 PM
Correspondence:	**UPLOADS & FAXES**
Clinical Upload:	Upload Additional Clinical

P2P AVAILABILITY

The option to attach clinical information is not available for this case at this time:
Please fax clinical information to 800-540-2406

Authorization Number:	[redacted]
Case Number:	[redacted]
Status:	Approved
P2P Status:	
Approval Date:	7/13/2020 12:00:00 AM
Service Code:	LABTST
Service Description:	MOLECULAR GENETIC TEST
Site Name:	MOUNT SINAI GENOMICS
Expiration Date:	1/9/2021
Date Last Updated:	7/15/2020 5:25:14 PM
Correspondence:	**UPLOADS & FAXES**

P2P AVAILABILITY

A final decision has not yet been rendered on this case OR it requires special handling. If you have received a request for additional clinical information, please respond to our notice per the instructions received.
If you would like to understand additional options available,
please contact our Physician Support Unit at 1-800-792-8744, option 1

Uploads & Faxes

Attached Faxes | Sent Letters & Faxes | Document Uploads

3 documents sent.

| Episode ID	Date Sent	Time Sent	Document Name	Recipient	View
[redacted]	07/15/2020	17:25:44	OSC0101 - Approval Standard PHYS	Physician	**VIEW**
[redacted]	07/15/2020	17:25:44	OSC0104 - Approval Standard SITE	Site	**VIEW**
[redacted]	07/15/2020	17:25:45	OSC0100 - Approval Standard MBR	Patient	**VIEW**

CLOSE

Provider Resources

Clinical Guidelines

How to access our Guidelines

1. Go to www.evicore.com and select the 'Resources' drop down menu on the far right hand side of your browser.

2. Then select the 'Clinical Guidelines' button to be directed to the main clinical guidelines page.

3. Scroll down and select the 'Laboratory Management' solution.

4. Type in desired health plan in the 'Search Health Plan' search bar and press enter.

5. Select the appropriate guideline specific to the requested test(s).

   Examples:
   - Specific genetic testing
   - Molecular and genomic testing
   - Huntington Disease testing

Resources

CLINICAL GUIDELINES

Laboratory Management
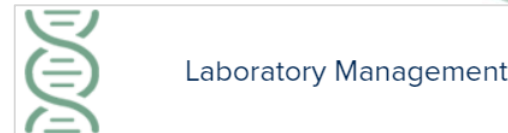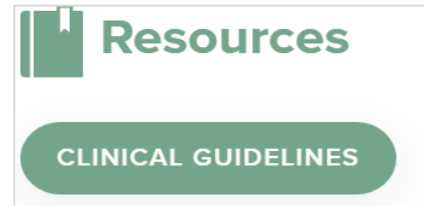
Laboratory Management

Instructions for accessing the guidelines:
1. Search by health plan name to view clinical guidelines.
2. Locate the **reason for denial** section found in your letter. Identify the guideline title and then search by the provided guideline title. Select appropriate guideline document.
Example for **4Kscore for Prostate Cancer Risk Assessment**: *We based this decision on the guidelines listed below: **4Kscore for Prostate Cancer Risk Assessment** (MOL. TS. 120).*

Search Health Plan …

Clinical Guidelines

Health Plan specific Guidelines

1. Current, Future, and Archived lists and Guidelines are found here.

2. You can select the entire Code List or the health plan specific Policy Book.

3. Shown here is an example of the Administrative Guidelines you will find on our resource site.

4. There are also Lab Guidelines for Clinical Use and Test Specific Guidelines on our resource site. (not shown on this screen)

Provider Resources: Pre-Certification Call Center

7:00 AM - 7:00 PM (Eastern Time): (855) 252-1118

- Clinically urgent requests
- 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: Web-Based Services

Pre-Certification Call Center

Web-Based Services

Client Provider Operations

Documents

www.eviCore.com

To speak with a Web Specialist, call (800) 646-0418 (Option #2) or email 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: Client Provider Operations

To reach eviCore Client Services, call (800) 646 - 0418 (Option #4) or email 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 resent to the health plan

Provider Resources: Implementation Website

Web-Based Services

Client Provider Operations

Documents

Provider Enrollment Questions – Contact Oscar Provider Services at 855-672-2755

Oscar website:
https://www.hioscar.com/providers

eviCore / Oscar Provider Resources Page
https://www.evicore.com/resources/healthplan/oscar

- **Provider Orientation Presentation**
- **CPT code lists of the procedures that require prior authorization**
- **eviCore clinical guidelines**
- **FAQ documents and announcements**

You can obtain a copy of this presentation on the Provider Resource page listed above.

Thank You!