

# Radiation Oncology

Provider Orientation Session for WPS Health Insurance and WPS Health Plan.



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# Program Overview

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# WPS Prior Authorization Services

eviCore healthcare (eviCore) will begin accepting prior authorization requests for **Radiation Oncology services** on January 30th 2023, for dates of service February 1, 2023 for commercial membership effective February 1, 2023.

## Applicable Membership:

- Commercial – Fully Insured
- Commercial – Self Insured

## Prior authorization applies to the following services:

- Outpatient

## Prior authorization does **NOT** apply to services performed in:

- Emergency Rooms
- Observation Services
- Inpatient Stays



It is the responsibility of the ordering provider to request prior authorization approval for services.

# Radiation Oncology Treatment Review

Pre-Service Authorization is required for all Radiation Oncology treatment techniques, included but not limited to the following:

- Brachytherapy
- Intensity Modulated Radiation Therapy
- 3D Conformal Therapy
- Image Guided Radiation Therapy
- Stereotactic Radiosurgery
- Stereotactic Body Radiation Therapy
- Proton Beam Therapy
- Hyperthermia

To find a list of CPT and HCPCS\* codes that require Pre-Service Authorization through eviCore, please visit:

<https://www.evicore.com/resources/healthplan/wps-health-insurance-and-wps-health-plan>

\* CPT = Current Procedural Terminology

HCPCS = Healthcare Common Procedure Coding System

# Radiation Oncology – Continuity of Care

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**If a patient is undergoing treatment before the start of the program on 2/01/2023, will the treatment need authorization?**

- For treatments already underway, and that are expected to either end on, or go through 2/01/2023, please contact WPS to determine if you already have an authorization on file through WPS. WPS will honor all existing authorizations submitted prior to eviCore's management effective on 2/1/23. Such authorizations do not require resubmission through eviCore. Route modifications, including extensions, to these existing authorizations through WPS. If the provider did not obtain an authorization for radiation oncology services prior to eviCore's effective date on 2/1/23 then please submit a request for authorization to eviCore for medical necessity review. Please contact your eviCore provider engagement representative if you have questions or encounter issues related to existing authorizations.



# Radiation Oncology - Holistic Treatment Plan Review



PROVIDERS:  Check Prior

 Resources

CLINICAL GUIDELINES 

Clinical Worksheets

eviCore healthcare relies on information about the patient's unique presentation and physician's intended treatment plan to authorize all services from the initial simulation through the delivery of the last fraction of radiation.

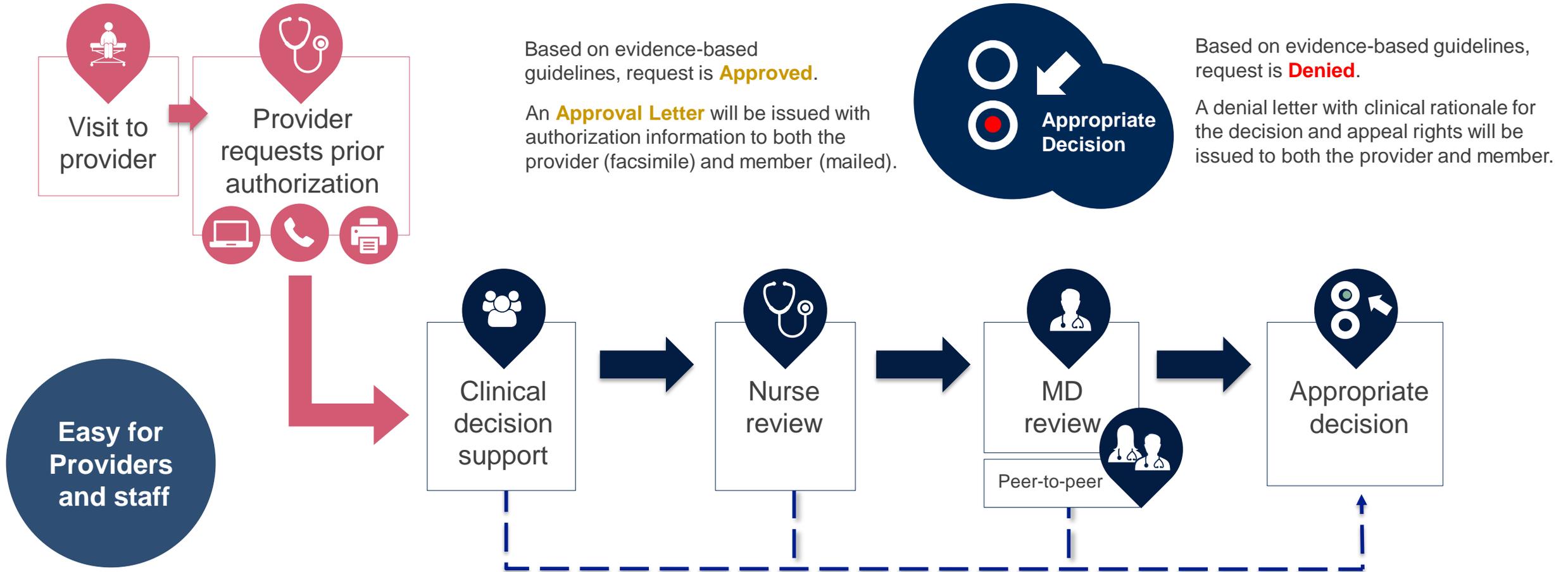
- Providers specify the cancer type or body part being treated rather than requesting individual CPT and HCPCS codes . For example, Breast Cancer, Skin Cancer etc. A non-cancerous and 'other' cancer type can be requested if the diagnosis does not fit into a pre-defined cancer type category.
- The intended treatment plan for the cancer type is compared to the evidence-based guidelines developed by our Medical Advisory Board. The requested/approved and/or denied treatment technique and number of fractions will be provided and also included on the notifications that are sent to the provider and the member.
- If Image Guidance Radiation Therapy (IGRT) is requested it may or may not be approved, separate from the primary treatment technique. This will be communicated in the case notifications. The eviCore IGRT Policy is included in our guidelines on [www.eviCore.com](http://www.eviCore.com)
- For questions about specific CPT and HCPCS codes generally included with each episode of care, please reference the eviCore Radiation Oncology Coding Guidelines located online at [www.eviCore.com](http://www.eviCore.com), in the Clinical Guidelines section of the Resource tab.

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# Submitting Requests

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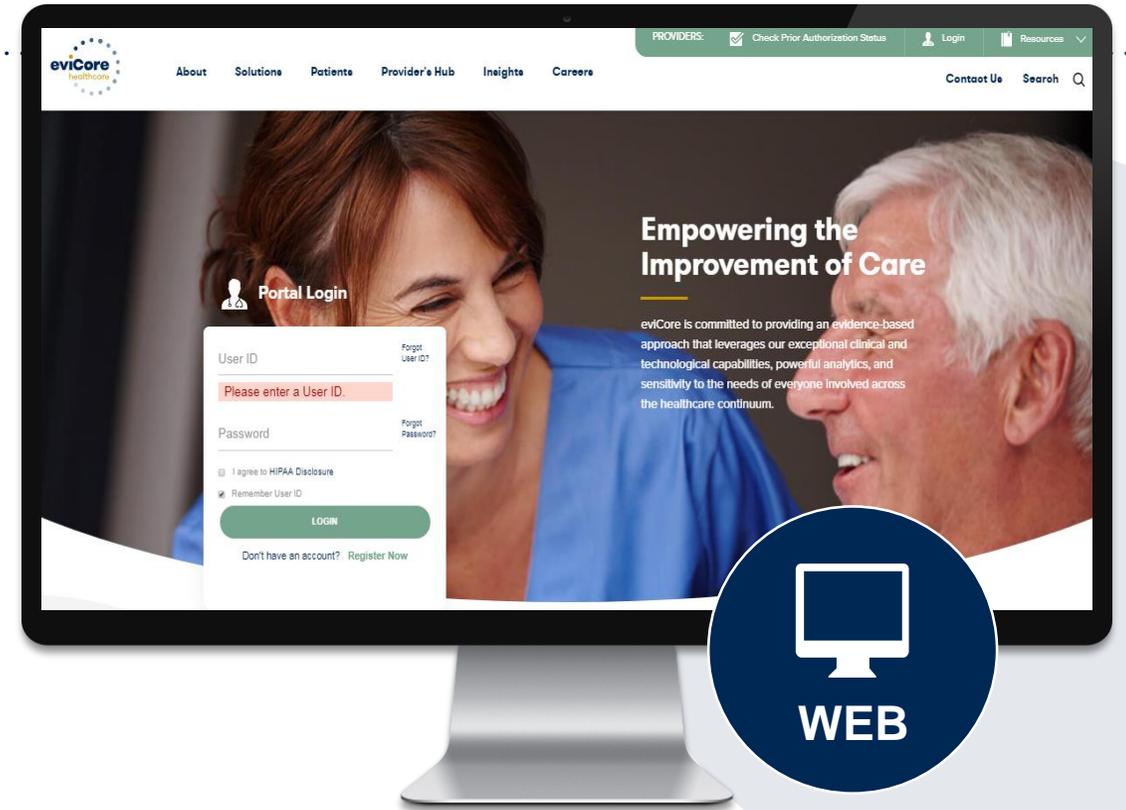
# Utilization Management – the Prior Authorization Process



# Methods to Submit Prior Authorization Requests

## eviCore Provider Portal [www.eviCore.com](http://www.eviCore.com) (preferred)

- **Saves time:** Quicker process than phone authorization requests
- **Available 24/7:** You can access the portal any time and any day
- **Save your progress:** If you need to step away, you can save your progress and resume later
- **Upload additional clinical information:** No need to fax in supporting clinical documentation, it can be uploaded on the portal to support a new request or when additional information is requested
- **View and print determination information:** Check case status in real-time
- **Dashboard:** View all recently submitted cases
- **Duplication feature:** If you are submitting more than one prior authorization request, you can duplicate information to expedite submittals

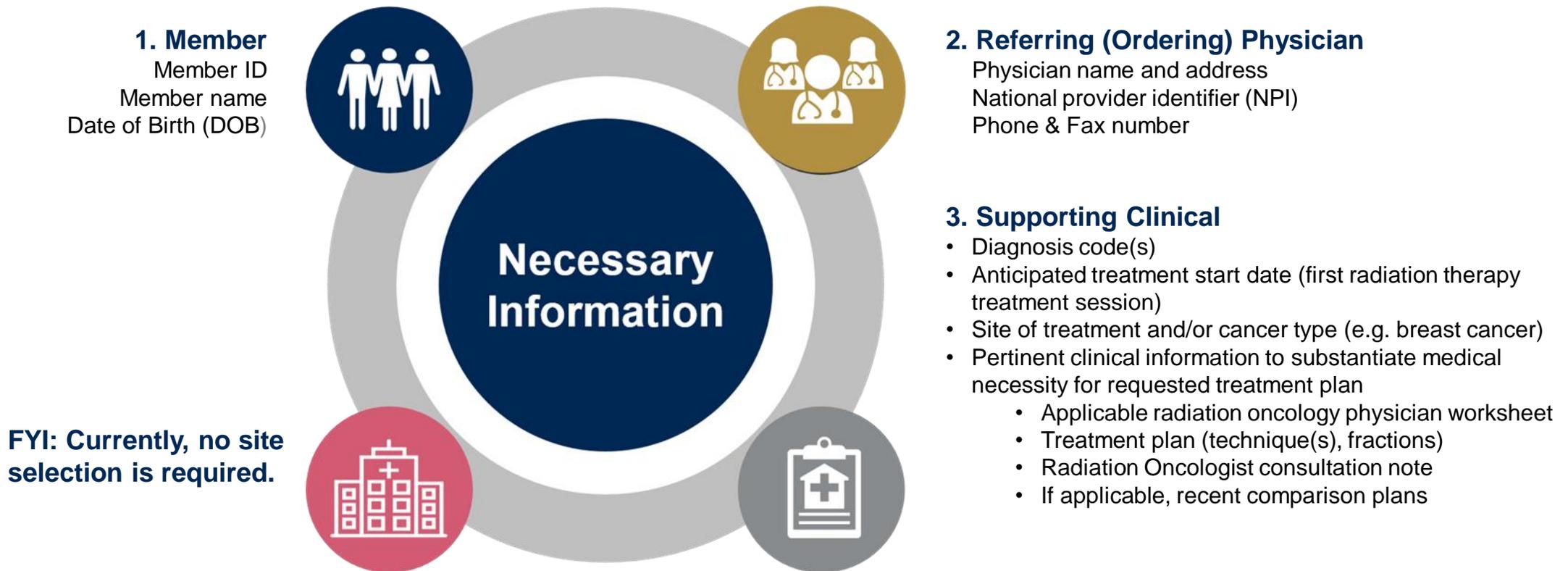


**Phone Number:**  
**800-475-1954**  
Monday through Friday  
7am – 7pm local time

**Fax Number:**  
**800-540-2406**  
Additional clinical information  
only

# Keys to Successful Prior Authorizations

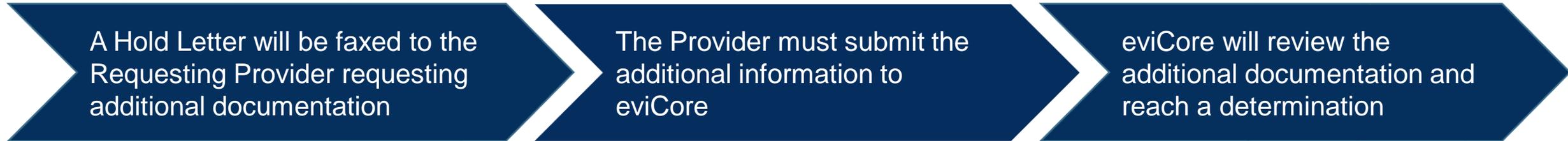
To obtain prior authorization on the very **first submission**, the provider submitting the request will need to gather 4 categories of information:



# Insufficient Clinical – Additional Documentation Needed

## Additional Documentation to Support Medical Necessity

If during case build all required pieces of documentation are not received, or are insufficient for eviCore to reach a determination, the following will occur:



A Hold Letter will be faxed to the Requesting Provider requesting additional documentation

The Provider must submit the additional information to eviCore

eviCore will review the additional documentation and reach a determination

The Hold notification will inform the provider about what clinical information is needed as well as the date by which it is needed.

Requested information must be received within the timeframe as specified in the Hold Letter, or eviCore will render a determination based on the original submission.

Determination notifications will be sent



# Prior Authorization Outcomes

## Determination Outcomes:

- **Approved Requests:** Authorizations vary from 45-240 days, depending on cancer type/treatment technique, and will be communicated on the authorization letter.
- **Denied Requests:** Based on evidence-based guidelines, if a request is determined as inappropriate, a notification with the rationale for the decision and post decision/appeal rights will be issued

## Notifications:

- Authorization letters will be faxed to the ordering physician
- Web initiated cases will receive e-notifications when a user opts in to receive
- Members will receive a letter by mail
- Determination information can be printed on demand from the eviCore portal: [www.eviCore.com](http://www.eviCore.com)



# Radiation Oncology - Special Circumstances

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## Alternative Recommendations

- An alternate treatment plan recommendation may be offered based on eviCore's evidence-based clinical guidelines
- The ordering provider can either accept the alternative recommendation by building a new case, or by requesting a reconsideration of the original request
- Providers must contact eviCore to accept the alternative recommendation before the start of treatment

## Authorization Updates

- If updates are needed to an existing authorization, you can contact eviCore by phone.
- Changes in treatment type or technique will require another Medical Necessity review on a new authorization. If approved, the original case will be withdrawn.
- If there is a change in technique(s) or number of fractions and this update is not communicated then it may impact claims payment. The billed services should align with the requested and approved treatment plan.
- If it is known the authorization time span will not cover the entirety of the Radiation Oncology treatment plan then eviCore should be notified before the services are billed by the provider.



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# Additional Provider Portal Features

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# Portal Features

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## Certification & Summary

- You can begin an authorization request
- Allows you to track recently submitted cases

## Authorization Lookup

- You can look-up authorization status on the portal and print any correspondence
- Search by member information OR by authorization number with ordering NPI
- Review post-decision options, submit appeal and schedule a peer-to-peer

## Eligibility Lookup

- Confirm if member requires prior authorization

## eNotification Alerts

- You can opt in to case status email alerts



# Duplication Feature

## Success

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 (Radiation Therapy Management Program)
- Provider ( [REDACTED] )
- Program and Provider (Radiation Therapy Management Program and [REDACTED] )
- Program and Health Plan (Radiation Therapy Management Program and CIGNA)

GO

- Duplicate feature allows you to start a new request using same information
- Eliminates entering duplicate information
- Time saver!

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# Provider Resources

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# Dedicated eviCore Teams

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## Call Center

- Phone: 800-475-1954
- Representatives available 7 a.m. to 7 p.m. (local time)

## Web Support

- Live chat
- Email: [portal.support@evicore.com](mailto:portal.support@evicore.com)
- Phone: (800) 646-0418 (Option #2)

## Client & Provider Operations Team

- Email: [clientservices@eviCore.com](mailto:clientservices@eviCore.com)
- Eligibility issues (member or provider not found in system)
- Transactional authorization related issues requiring research

## Provider Engagement

- Lisa Mikkelsen - WI
  - [Lisa.Mekkelson@evicore.com](mailto:Lisa.Mekkelson@evicore.com)
  - 843-949-0022
- Patricia Allen - IL
  - [Pallen@evicore.com](mailto:Pallen@evicore.com)
  - 800-918-8924 EXT 24176
- Chris Plante
  - [cplante@evicore.com](mailto:cplante@evicore.com)
  - 912-312-2007
- Regional team that works directly with the provider community

# Provider Resource Website

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## Provider Resource Pages

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

- Frequently Asked Questions
- Quick Reference Guides
- Provider Training
- CPT code list

To access these helpful resources, please visit

<https://www.evicore.com/resources/healthplan/wps-health-insurance-and-wps-health-plan>

**WPS Provider Contact Center: 888-711-1444**



# Provider Newsletter

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## Stay Updated With Our Free Provider Newsletter

eviCore's provider newsletter is sent out to the provider community with important updates and tips. If you are interested in staying current, feel free to subscribe:

- Go to [eviCore.com](https://www.eviCore.com)
- Scroll down and add a valid email to subscribe
- You will begin receiving email provider newsletters with updates



# Provider Resource Review Forums

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The eviCore website contains multiple tools and resources to assist providers and their staff during the prior authorization process.

We invite you to attend a Provider Resource Review Forum, to navigate [www.eviCore.com](http://www.eviCore.com) and understand all the resources available on the Provider's Hub. Learn how to access:

- eviCore's evidence-based clinical guidelines
- Clinical worksheets
- Check-status function of existing prior authorization
- Search for contact information
- Podcasts & Insights
- Training resources

## How to register for a Provider Resource Review Forum?

You can find a list of scheduled **Provider Resource Review Forums** on [www.eviCore.com](http://www.eviCore.com) → Provider's Hub → Scroll down to eviCore Provider Orientation Session Registrations → Upcoming



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# Appendix

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# Provider Portal Overview

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# Portal Compatibility

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

- Google Chrome
- Mozilla Firefox
- Microsoft Edge (preferred)

Solutions Patients **Provider's Hub**

## Provider's Hub

### 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](#)

# eviCore healthcare Website

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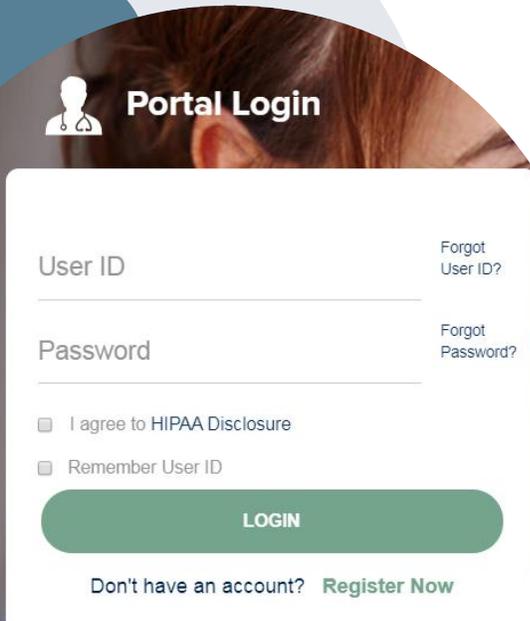
Visit [www.evicore.com](http://www.evicore.com)

## Already a user?

If you already have access to eviCore's online portal, simply log-in with your User ID and Password and begin submitting requests in real-time!

## Don't have an account?

Click "Register Now" and provide the necessary information to receive access today!



**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

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\*:

--Select--  
--Select--  
CareCore National  
Medsolutions

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\*:

Email\*:

Confirm Email\*:

First Name\*:

Last Name\*:

Address\*:

City\*:

State\*:

Zip\*:

Office Name:

- Select **CareCore National** as the Default Portal, complete the User Information section in full and **Submit Registration**.
- You will immediately be sent an email with a link to create a password. Once you have created a password, you will be redirected to the log in page.

# Welcome Screen



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
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Tuesday, January 21, 2020 9:24 AM

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

REQUEST AN AUTH

RESUME IN-PROGRESS REQUEST

SUMMARY OF AUTH

AUTH LOOKUP

MEMBER ELIGIBILITY

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

- 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.

# Manage Your Account



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
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Tuesday, January 21, 2020 9:38 AM

## Add Practitioner

Thank you for registering on the CareCore National website. If you wish to add an additional practitioner, click the "Add Another Practitioner" button. If you are finished, click the "Continue" button to complete the registration process.

ADD ANOTHER PRACTITIONER

CONTINUE

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- 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.

# Adding Providers



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
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Tuesday, January 21, 2020 9:26 AM

## 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

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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 Providers



- 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

Tuesday, January 21, 2020 9:29 AM

## Add Practitioner

This following practitioner record(s) were found to match the requested NPI. Is this the practitioner you would like to register?

Practitioner Name	NPI	Address	City	State	Zip	Phone	Fax
Last. First	12312312	1 MD Address	Franklin	TN	37087	(999)999-9999	(999)999-9999

- ADD THIS PRACTITIONER
- CANCEL

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Select the matching record based upon your search criteria



# Select Program



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
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Tuesday, January 21, 2020 9:42 AM

## Request an Authorization

To begin, please select a program below:

- Durable Medical Equipment(DME)
- Gastroenterology
- Lab Management Program
- Medical Oncology Pathways
- Musculoskeletal Management
- Radiation Therapy Management Program (RTMP)
- Radiology and Cardiology
- Sleep Management
- Specialty Drugs

**CONTINUE**

[Click here for help](#)

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Select the **Program** for your certification.



# Select Provider

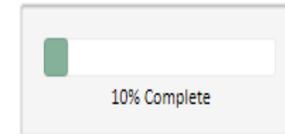


- Home
- Certification Summary
- Authorization Lookup
- Eligibility Lookup
- Clinical Certification**
- Certification Requests In Progress
- MSM Practitioner Perf. Summary Portal
- Resources
- Manage Your Account
- Help / Contact Us

Tuesday, January 21, 2020 9:43 AM

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

## 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:

Provider	
<input type="button" value="SELECT"/>	12312312 - Provider Name

- 
- 

[Click here for help](#)

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



# Select Health Plan



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
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Tuesday, January 21, 2020 9:46 AM

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

## Choose Your Insurer

Requesting Provider: [GALINDA, LINDA, NP 328282828](#)

Please select the insurer for this authorization request.

Please Select an Address

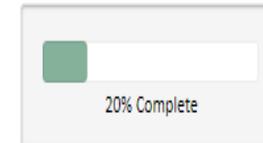
[Click here for help](#)

**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 if an authorization through eviCore is required.

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Choose the appropriate **Health Plan** for the case request. If the health plan does not populate, please contact the plan at the number found on the member's identification card. Once the plan is chosen, please select the provider address in the next drop down box.

# Contact Information



Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Help / Contact Us
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Monday, October 18, 2021 4:12 PM

[Log Off \(AMYNLIBBY2\)](#)

## Add Your Contact Info

Provider's Name:\*  [?]

Who to Contact:\*  [?]

Fax:\*  [?]

Phone:\*  [?]

Ext.:  [?]

Cell Phone:

Email:

Receive notification of case status changes

[BACK](#) [CONTINUE](#)

New feature! This option allows you to receive e-notification updates for case status updates/changes.

[Click here for help](#)

30% Complete

**Provider and NPI**  
BI, SUCAI  
3679363794  
(AETNA)

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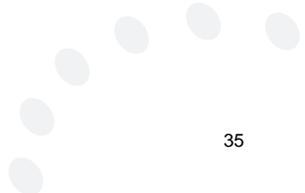
# Member/Procedure Information

**Attention!**

Time: 1/21/2020 9:53 AM

Has this procedure been performed?

Verify if the procedure has already been performed.



# Member Information



- 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

Tuesday, January 21, 2020 9:53 AM

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

## Patient Eligibility Lookup

Patient ID:\*

Date Of Birth:\*  MM/DD/YYYY

Patient Last Name Only:\*  [?]

**ELIGIBILITY LOOKUP**

**BACK**

[Click here for help](#)

40% Complete

**Provider and NPI**  
GRUPSA, UNIKIT  
UNIVERSITY  
(MEDICARE)

## Search Results

	Patient ID	Member Code	Name	DOB	Gender	Address
<b>SELECT</b>	00000000000000000000000000000000		WATSON, JONATHAN	01/01/1980	M	100 UNIVERSITY RD SPRINGVILLE, FL 32089

**BACK**

[Click here for help](#)

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

Confirm your patient's information and click select to continue.

# Radiation Oncology - Member & Request Information

**Attention!**

Time: 7/1/2020 1:54 PM

What is the expected treatment start date?  MM/DD/20YY

**SUBMIT**

**Patient Eligibility Lookup**

Patient ID:\*

Date Of Birth:\*  MM/DD/YYYY

Patient Last Name Only:\*  [?]

**ELIGIBILITY LOOKUP**

**BACK**

**Requested Service + Diagnosis**

This procedure will be performed on 7/2/2020. **CHANGE**

**Radiation Therapy Procedures**

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

procedure code or type of service? [Click here](#)

**D**

Primary Diagnosis Code (Lookup by Code or Description)

**LOOKUP**

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

Secondary Diagnosis Code (Lookup by Code or Description)

Diagnosis is optional for Radiation Therapy

**LOOKUP**

**d**

RCADRE  
RCANAL  
RCBILE  
RCBLAD  
RCBONE  
RCBRAI  
RCBREA  
RCCERV  
RCCNSL  
RCCNSN  
RCENDO  
RCESOP  
RCGACA  
RCGALL  
RCHDKL  
RCHENE  
RCHEPA  
RCKIDN  
RCLIVE  
RCMETS  
RCMUMY  
RCNHDL  
RCNONC  
RCNSCL  
RCOLIG  
RCOTHE  
RCPANC

- You will be asked the **expected treatment start date**, the date of the member's initial Radiation Oncology treatment. The case will be backdated to cover simulation and treatment planning.
- You will then be asked to enter the **member information** (patient ID number, date of birth and last name), click **Eligibility Lookup** and verify the member
- Next, you will select the cancer type/body part being treated (RC Code) & diagnosis code associated with the member's cancer type

# Radiation Oncology - Verify Service Selection

## Requested Service + Diagnosis

Confirm your service selection.

**Treatment Start:** 7/2/2020  
**CPT Code:** RCADRE  
**Description:** ADRENAL CANCER  
**Primary Diagnosis Code:** C17.2  
**Primary Diagnosis:** Malignant neoplasm of ileum  
**Secondary Diagnosis Code:**  
**Secondary Diagnosis:**

[Change Procedure or Primary Diagnosis](#)

[Change Secondary Diagnosis](#)

BACK

CONTINUE

[Click here for help](#)

- Confirm that the correct cancer type and diagnoses have been selected
- Edit any information if needed by selecting change procedure or primary diagnosis
- Click **continue** to confirm your selection

# Radiation Oncology - Clinical Certification

- Then, verify all information entered and make any changes needed
- You will not have the opportunity to make changes after this point

## Proceed to Clinical Information

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 Provider, 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 eviCore.**

BACK

CONTINUE

# Standard or Urgent Request?

- If your request is **urgent** select **No**
- When a request is submitted as urgent you will be **required** to upload relevant clinical information
- If the case is **standard** select **Yes**
- You can upload up to **FIVE documents** in .doc, .docx, or .pdf format
- Your case will only be considered Urgent if there is a successful upload

## Proceed to Clinical Information

Is this case Routine/Standard?

YES

NO

# Radiation Oncology - Proceed to Clinical Information – Example of Questions

## Proceed to Clinical Information

Does the patient have distant metastases (stage M1) (i.e. to brain, lung, liver, bone)?  
 Yes  No

Where will treatment be directed?  
 Bilateral breast (treated concurrently)  
 Left breast  
 Right breast

SUBMIT

What is the treatment intent?

Pre-operative (neo-adjuvant)  
 Definitive (No surgery planned)  
 Post-operative (adjuvant)  
 Palliative (for relief of symptoms)

SUBMIT

## Proceed to Clinical Information

What is the T stage?

What is the N stage?

SUBMIT

## Proceed to Clinical Information

Will the patient receive concurrent chemotherapy?  
 Yes  No

Will daily image-guided radiation therapy (IGRT) be used for phase I?  
 Yes  No

SUBMIT

Finish Later

### Did you know?

You can save a certification request to finish later.

- **Clinical Certification** questions may populate based upon the information provided in previous questions
- Clinical worksheets located on [www.eviCore.com](http://www.eviCore.com) can be used as a guide and will help prepare the requestor for the questions that are presented
- You can save your request and finish later if needed  
**Note:** 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
- Once the clinical questions have been answered, click the attestation and **Submit the Case**

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.

SUBMIT CASE

# Radiation Oncology – Clinical Decision Support Model

As of July 2020, certain cancer type pathway questions look different! eviCore is rolling out a faster way to create a Radiation Oncology case and receive an approval.

- The provider web portal login and demographic question/answer process is not changed
- There will be far fewer clinical questions during the prior authorization process
- After the clinical questions, you will receive a list of regimen options from which to select

## Why is eviCore transitioning Radiation Oncology to CDS?

- Getting to Yes! -faster
  - Improve the prior authorization process for providers
  - Reduce clinical questions by up to 92%!
- Guide providers to a list of approvable treatment regimens
- Reduce Clinical Review and Peer-to-Peer rates
- Align Radiation Oncology with the Medical Oncology program design

**Note: Once the clinical pathway questions are answered, a list of approvable treatment Regimens will be presented. The ‘Other’ selection can be selected if a custom treatment will be requested, which will be sent for Medical Review. (see example)**

**Example of Approvable Treatment Options:**

- A. Up to 5 fractions of Stereotactic Body Radiation Therapy (SBRT) (using 3D planning)
- B. Up to 5 fractions of Stereotactic Body Radiation Therapy (SBRT) (using IMRT planning)
- C. Up to 10 fractions of 3D Conformal with IGRT (hypofractionation)
- D. 30 to 35 fractions of 3D Conformal with IGRT (conventional fractionation)
- E. Other



If “Other” is selected, you will be prompted to build a custom treatment regimen request.  
If “A”, “B”, “C”, or “D” is selected, a follow-up question regarding the specific number of fractions will be asked.

# Radiation Oncology – Criteria met, Summary of APPROVED Request

**REQUESTED**  
 Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions)

**APPROVED**  
 Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions) As Medically Necessary: Special radiation dosimetry (8 x 77331)

**DENIED**

**DENIAL RATIONALE**

<b>Provider Name:</b>	[REDACTED]	<b>Contact:</b>	[REDACTED]
<b>Provider Address:</b>	[REDACTED]	<b>Phone Number:</b>	[REDACTED]
		<b>Fax Number:</b>	[REDACTED]
<b>Patient Name:</b>	[REDACTED]	<b>Patient Id:</b>	[REDACTED]
<b>Insurance Carrier:</b>	[REDACTED]		
<b>Site Name:</b>	[REDACTED]	<b>Site ID:</b>	[REDACTED]
<b>Site Address:</b>	[REDACTED]		
<b>Primary Diagnosis Code:</b>	R68.89	<b>Description:</b>	Other general symptoms and signs
<b>Secondary Diagnosis Code:</b>		<b>Description:</b>	
<b>Date of Service:</b>	6/1/2020	<b>Description:</b>	Breast Cancer
<b>CPT Code:</b>	RCBREA		
<b>Authorization Number:</b>	[REDACTED]		
<b>Review Date:</b>	5/20/2020 10:41:09 AM		
<b>Expiration Date:</b>	11/16/2020		
<b>Status:</b>	REQUESTED Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions)		
	APPROVED Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions) As Medically Necessary: Special radiation dosimetry (8 x 77331)		
	DENIED		
	DENIAL RATIONALE		

**REQUESTED**  
 Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions)

**APPROVED**  
 Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions) As Medically Necessary: Special radiation dosimetry (8 x 77331)

**DENIED**

**DENIAL RATIONALE**

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

Review the details of the request and select **Continue**

**CANCEL** **PRINT** **CONTINUE**

# Radiation Oncology - Criteria not met, Summary of PENDED request

## Summary of Your Request

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

Your case has been sent to clinical review. You will be notified via fax within 2 business days if additional clinical information is needed. If you wish to speak with CareCore at anytime, please call 1-855-252-1

Provider Name:		Contact:	
Provider Address:		Phone Number:	
		Fax Number:	
<hr/>			
Patient Name:		Patient Id:	
Insurance Carrier:			
<hr/>			
Site Name:		Site ID:	007BHO
Site Address:			
<hr/>			
Primary Diagnosis Code:	C14.0	Description:	Malignant neoplasm of pharynx, unspecified
Secondary Diagnosis Code:		Description:	
Date of Service:	7/3/2020	Description:	Bone Metastases
CPT Code:	RCBONE		
Case Number:			
Review Date:	7/1/2020 3:40:12 PM		
Expiration Date:	N/A		
Status:	Your case has been sent to clinical review. You will be notified via fax within 2 business days if additional clinical information is needed. If you wish to speak with CareCore		

CANCEL

PRINT

CONTINUE

If your request is cannot be *immediately* approved during the initial submission, you will get a summary stating that the case has been sent to clinical review, where any free text notes and/or uploaded clinical information will be reviewed for medical necessity.

You can print out the summary of the request for your records, then select 'Continue'

# Radiation Oncology - Criteria not met, submitting additional clinical

## Proceed to Clinical Information

The clinical information provided may not be sufficient to establish medical necessity for the requested procedure. Please choose from the following options to provide additional support for the requested procedure.

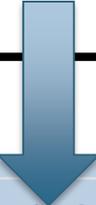
Do you have any additional clinical information that you would like to add to the case? (Max 1000 characters).\*



- If the pathway questions do not lead to immediate approval, you will be asked if additional clinical information can be included
- Enter additional notes in the free text space provided only when necessary
- You may also upload larger clinical documents, up to five

You may also attach a PDF or Word file with additional information no larger than 1MB. Click the browse button to select the file to attach.

Browse...



### 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
- Clinical cannot be uploaded for cases that have reached a **final status** (Approved, Denied, Partially Approved Withdrawn, or Expired).

## Proceed to Clinical Information

### Clinical Upload

Please upload any additional clinical information that justifies the medical necessity of this request.

Browse for file to upload (max size 5MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

	Browse...

UPLOAD

SKIP UPLOAD

## Proceed to Clinical Information

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.

SUBMIT CASE

- When finished, submit for review

# Radiation Oncology – Case Submission Success!

After clicking continue on the case summary screen, you will see a ‘Success’ screen. From here you may start a new request, return to the main menu, or resume an in-progress request.

## Success

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 (Radiation Therapy Management Program)
- Provider
- Program and Provider (Radiation Therapy Management Program and
- Program and Health Plan (Radiation Therapy Management Program and

GO

CANCEL

PRINT

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# Online P2P Scheduling Tool

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# How to schedule a Peer to Peer Request

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- Log into your account at [www.evicore.com](http://www.evicore.com)
- Perform Authorization Lookup to determine the status of your request.
- Click on the “P2P Availability” button to determine if your case is eligible for a Peer to Peer conversation:
- If your case is eligible for a Peer to Peer conversation, a link will display allowing you to proceed to scheduling without any additional messaging.



## Authorization Lookup

Authorization Number:	NA
Case Number:	
Status:	Denied
P2P Status:	



# How to schedule a Peer to Peer Request

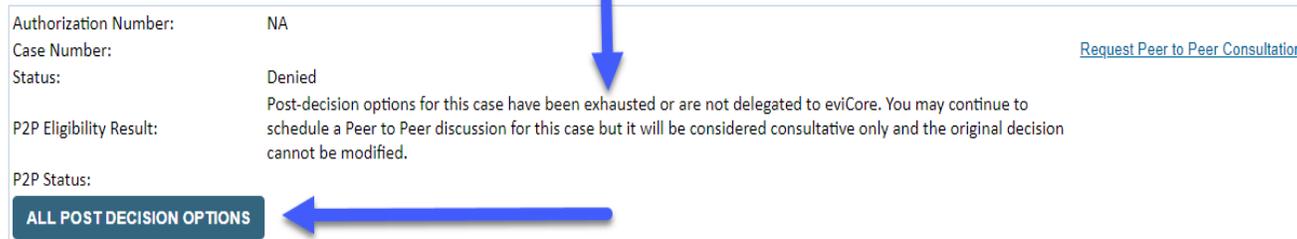
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Pay attention to any messaging that displays. In some instances, a Peer to Peer conversation is allowed, but the case decision cannot be changed. When this happens, you can still request a Consultative Only Peer to Peer. You may also click on the “All Post Decision Options” button to learn what other action may be taken.

## Authorization Lookup

Authorization Number:	NA	
Case Number:		<a href="#">Request Peer to Peer Consultation</a>
Status:	Denied	
P2P Eligibility Result:	Post-decision options for this case have been exhausted or are not delegated to eviCore. You may continue to schedule a Peer to Peer discussion for this case but it will be considered consultative only and the original decision cannot be modified.	
P2P Status:		

**ALL POST DECISION OPTIONS**



Once the “Request Peer to Peer Consultation” link is selected, you will be transferred to our scheduling software via a new browser window.

# How to Schedule a Peer to Peer Request

Case Info Questions Schedule Confirmation

## New P2P Request

eviCore healthcare P2P Portal

Case Reference Number

Member Date of Birth

+ Add Another Case

Lookup Cases >

Upon first login, you will be asked to confirm your default time zone.

You will be presented with the Case Number and Member Date of Birth (DOB) for the case you just looked up.

You can add another case for the same Peer to Peer appointment request by selecting “Add Another Case”

To proceed, select “Lookup Cases”

You will receive a confirmation screen with member and case information, including the Level of Review for the case in question. Click Continue to proceed.

## New P2P Request

eviCore healthcare P2P Portal

Case Ref #: Remove ✔ P2P Eligible

! Reconsideration allowed through eviCore until 11/11/2020 12:00:00 AM.

Member Information	Case P2P Information
Name	Episode ID
DOB	P2P Valid Until 2020-11-11
State	Modality MSK Spine Surgery
Health Plan	Level of Review Reconsideration P2P
Member ID	System Name ImageOne

Continue

# How to Schedule a Peer to Peer Request

### Case Info

1st Case

Case #

Episode ID

Member Name

Member DOB

Member State

Health Plan

Member ID

Case Type MSK Spine Surgery

Level of Review Reconsideration P2P

### Questions

Please indicate your availability

**Preferred Days**

Mon	Tues	Wed	Thurs	Fri
✓	✓	✓	✓	✗

**Preferred Times**

Morning					Afternoon						
7:00 to 8:00	8:00 to 9:00	9:00 to 10:00	10:00 to 11:00	11:00 to 12:00	12:00 to 1:00	1:00 to 2:00	2:00 to 3:00	3:00 to 4:00	4:00 to 5:00	5:00 to 6:00	6:00 to 7:00
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

**Time Zone**

US/Eastern

[Continue >](#)

You will be prompted with a list of eviCore Physicians/Reviewers and appointment options per your availability. Select any of the listed appointment times to continue.

The list of physicians returned are all trained and prepared to have a Peer to Peer discussion for this case.

← Prev Week      5/18/2020 - 5/24/2020 (Upcoming week)      Next Week →

1st Priority by Skill

Mon 5/18/20	Tue 5/19/20	Wed 5/20/20	Thu 5/21/20	Fri 5/22/20	Sat 5/23/20	Sun 5/24/20
6:15 pm EDT 6:30 pm EDT 6:45 pm EDT	-	-	-	-	-	-

1st Priority by Skill

Mon 5/18/20	Tue 5/19/20	Wed 5/20/20	Thu 5/21/20	Fri 5/22/20	Sat 5/23/20	Sun 5/24/20
3:30 pm EDT 3:45 pm EDT 4:00 pm EDT 4:15 pm EDT Show more...	2:00 pm EDT 2:15 pm EDT 2:30 pm EDT 2:45 pm EDT Show more...	4:15 pm EDT 4:30 pm EDT 4:45 pm EDT 5:00 pm EDT Show more...	3:15 pm EDT 3:30 pm EDT 3:45 pm EDT 4:00 pm EDT Show more...	-	-	-

You will be prompted to identify your preferred Days and Times for a Peer to Peer conversation. All opportunities will automatically present. Click on any green check mark to deselect the option and then click Continue.

# How to Schedule a Peer to Peer

## Confirm Contact Details

- Contact Person Name and Email Address will auto-populate per your user credentials

The screenshot displays a four-step process: Case Info, Questions, Schedule, and Confirmation. The 'Schedule' step is active. The 'P2P Info' section shows the date as Mon 5/18/20 and time as 6:30 pm EDT. The 'Case Info' section lists details for the 1st Case, including Case #, Episode ID, Member Name, Member DOB, Member State, Health Plan, Member ID, Case Type (MSK Spine Surgery), and Level of Review (Reconsideration P2P). The 'P2P Contact Details' section includes fields for Name of Provider Requesting P2P (Dr. Jane Doe), Contact Person Name (Office Manager John Doe), Contact Person Location (Provider Office), Phone Number for P2P ((555) 555-5555), Alternate Phone ((xxx) xxx-xxxx), Requesting Provider Email (droffice@internet.com), and Contact Instructions (Select option 4, ask for Dr. Doe). A 'Submit >' button is at the bottom right.

- Be sure to update the following fields so that we can reach the right person for the Peer to Peer appointment:

- Name of Provider Requesting P2P
- Phone Number for P2P
- Contact Instructions

- Click submit to schedule appointment. You will be presented with a summary page containing the details of your scheduled appointment.

The screenshot shows a 'Scheduling' summary page. It includes a 'Scheduled' section with a calendar icon, a clock icon, and the date and time 'Mon 5/18/20 - 6:30 pm EDT'. A 'SCHEDULED' status is displayed in a red oval on the right.

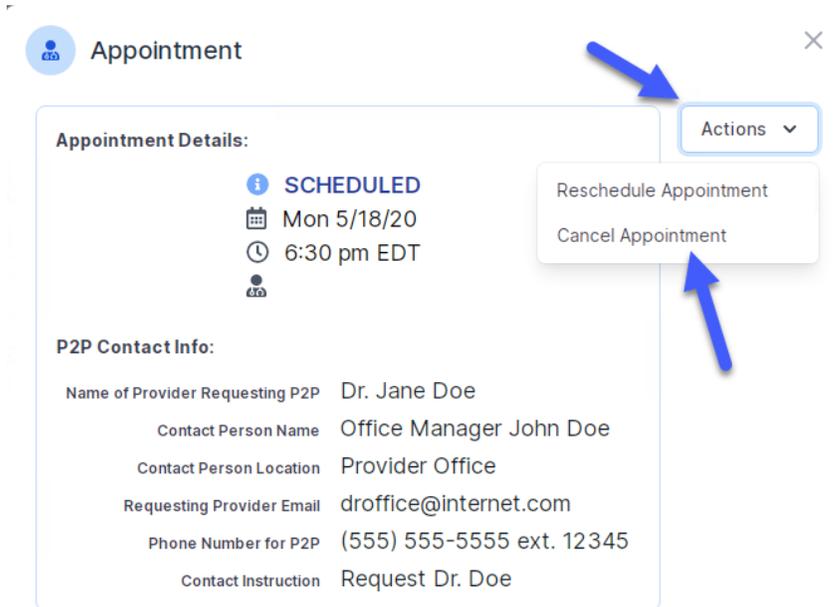
# Canceling or Rescheduling a Peer to Peer Appointment

## To cancel or reschedule an appointment

- Access the scheduling software per the instructions above
- Go to “My P2P Requests” on the left pane navigation.
- Select the request you would like to modify from the list of available appointments
- Once opened, click on the schedule link. An appointment window will open
- Click on the Actions drop-down and choose the appropriate action

If choosing to reschedule, you will have the opportunity to select a new date or time as you did initially.

If choosing to cancel, you will be prompted to input a cancellation reason



- Close browser once done

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# Thank You!

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