

WEB PORTAL OVERVIEW

**Registration & Web Portal Navigation
Reference Guide
eviCore portal SSO to OnePA**



Announcement

As of February 1, 2023, requests for authorization(s) of select specialty medical drugs managed under the medical benefit will be reviewed by **Care Continuum**. Requests can be submitted by using one of the following methods:

For medical specialty drugs: Log onto the provider portal: www.eviCore.com
Phone: 800-475-1954 Fax: 833-933-2367

FYI:
Medical oncology and radiation oncology requests for authorization(s) will be reviewed by **eviCore healthcare**. To request authorization(s):
Log onto www.evicore.com (preferred)
Phone: 800-475-1954 Fax: 800-540-2406

Portal Compatibility

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

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



Account Registration

eviCore healthcare website

- Point web browser to evicore.com



- Login or Register

A screenshot of the 'Portal Login' form on the eviCore healthcare website. The form is white with a green 'LOGIN' button. It includes fields for 'User ID' and 'Password', each with a 'Forgot' link. There are two checkboxes: 'I agree to HIPAA Disclosure' and 'Remember User ID'. A link for 'Don't have an account? Register Now' is at the bottom. The background of the form is a blurred image of a person's face.

Portal Login

User ID [Forgot User ID?](#)

Password [Forgot Password?](#)

I agree to HIPAA Disclosure

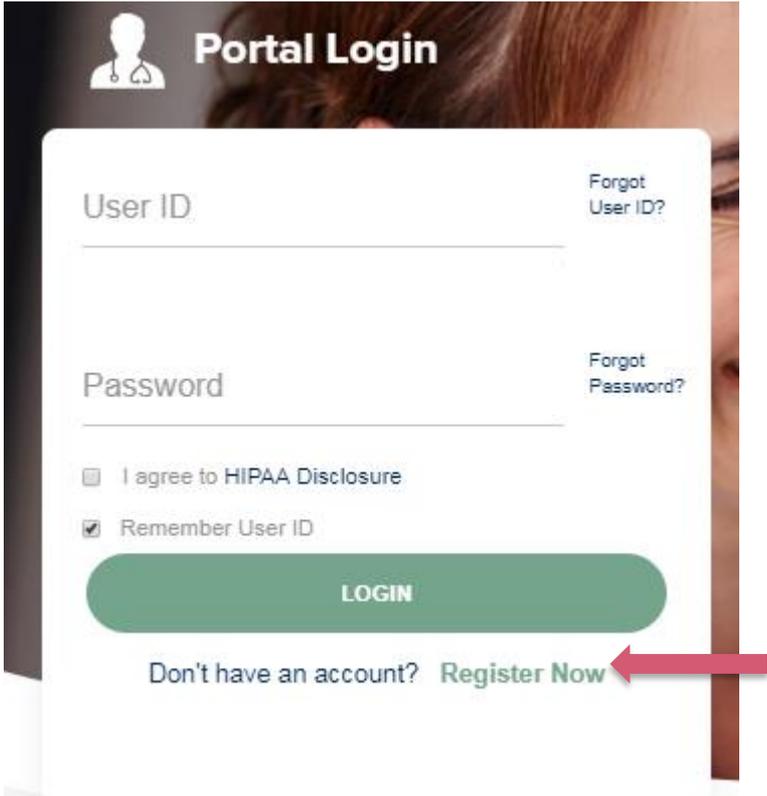
Remember User ID

LOGIN

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



Creating An Account



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



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*: | <input type="text"/> | Address*: | <input type="text"/> |
| Email*: | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Confirm Email*: | <input type="text"/> | City*: | <input type="text"/> |
| First Name*: | <input type="text"/> | State*: | Select <input type="text"/> |
| Last Name*: | <input type="text"/> | Zip*: | <input type="text"/> |
| | | Office Name: | <input type="text"/> |

➤ Select CareCore National and complete the user registration form.

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 LastN**
State: TN **Tax ID:**

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

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)). This electronic access to applications of eviCore's web-based applications is subject

Accept Terms and Conditions

Submit Cancel



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

User Registration-Continued



Registration Successful

Your Registration has been accepted. An email has been sent to your registered email account allowing you to set your password. Please close the browser.



➔ 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., ! ? *)



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*

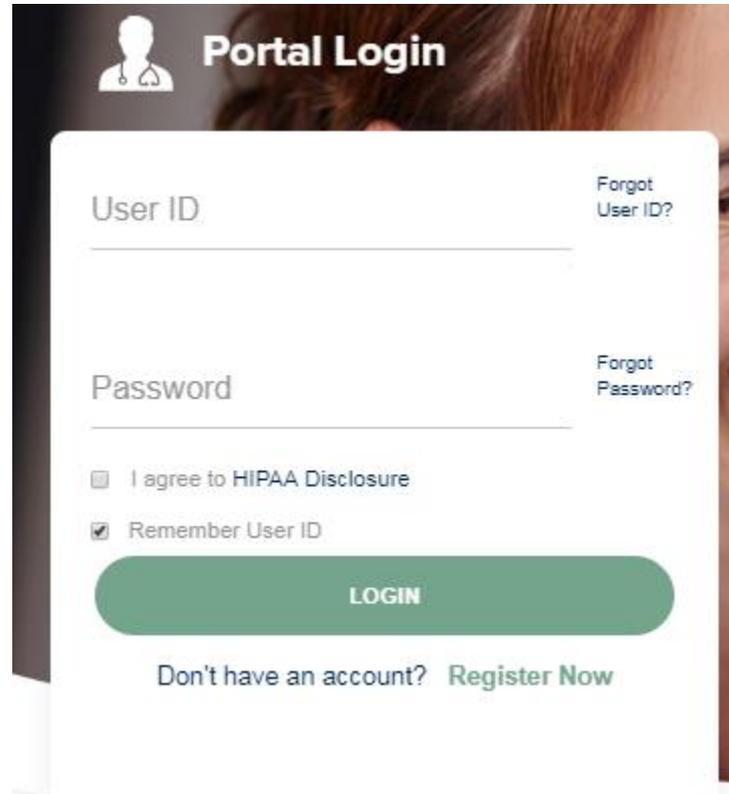
New Password*

Confirm New Password*

Continue

Cancel

Account Log-In



The image shows 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 form with rounded corners. It contains 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' (unchecked), and the second is 'Remember User ID' (checked). Below the checkboxes is a green rounded button with the text 'LOGIN'. 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**.”

Web Portal Overview

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 |
|------|-----------------------|----------------------|--------------------|------------------------|------------------------------------|---------------------------------------|-----------|---------------------|-------------------|

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

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 9:26 AM

Manage Your Account

Office Name: test

CHANGE PASSWORD

EDIT ACCOUNT

Address: 730 Cool Springs Blvd
Franklin, TN 37067

Primary Contact: Amy Oliphant

Email Address: amy.oliphant@evicore.com

ADD PROVIDER

Click Column Headings to Sort

No providers on file

CANCEL

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Click the “Add Provider” button.

Adding Providers



| | | | | | | | | | |
|------|-----------------------|----------------------|--------------------|------------------------|------------------------------------|---------------------------------------|-----------|---------------------|-------------------|
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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



| | | | | | | | | | |
|------|-----------------------|----------------------|--------------------|------------------------|------------------------------------|---------------------------------------|-----------|---------------------|-------------------|
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|------|-----------------------|----------------------|--------------------|------------------------|------------------------------------|---------------------------------------|-----------|---------------------|-------------------|

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 | 37067 | (999)999-9999 | (999)999-9999 |

ADD THIS PRACTITIONER

CANCEL

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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 Perf. Summary Portal | Resources | Manage Your Account | Help / Contact Us |
|------|-----------------------|----------------------|--------------------|------------------------|------------------------------------|---------------------------------------|-----------|---------------------|-------------------|

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.

Initiating A Case



| | | | | | | | | | |
|------|-----------------------|----------------------|--------------------|------------------------|------------------------------------|---------------------------------------|-----------|---------------------|-------------------|
| 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 9:41 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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Choose **“request an auth”** to begin a new case request.

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 |
|------|-----------------------|----------------------|--------------------|------------------------|------------------------------------|---------------------------------------|-----------|---------------------|-------------------|

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 which is **Specialty Drugs**.

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

10% Complete

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 | 12312312 - Provider Name |

- BACK
- CONTINUE

[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 |
|------|-----------------------|----------------------|--------------------|------------------------|------------------------------------|---------------------------------------|-----------|---------------------|-------------------|

Tuesday, January 21, 2020 9:46 AM

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

Choose Your Insurer

Requesting Provider: [GILBERT, LINDA, NP 028320222](#)

Please select the insurer for this authorization request.

← **WPS**

[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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20% Complete

Choose the appropriate **Health Plan** for the case request (**WPS**). 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.

Launching OnePA

The screenshot shows a web browser window with the URL <https://carriers-intg2.carecorenational.com/PreAuthorization/screens/CreateCase.aspx>. The page header includes the CareCore National logo and navigation links: Home, Authorization Lookup, MedSolutions Portal, CareCore National Portal, and Help / Contact Us. The date and time are Monday, August 23, 2021 12:11 PM, and there is a 'Log Off (ANURAO)' link.

The main content area is titled 'Choose Your Insurer'. It displays the 'Requesting Provider: FABIAN, THOMAS, NPI 1235101320' and asks the user to 'Please select the insurer for this authorization request.' There are two dropdown menus: the first is set to 'HEALTH NOW' and the second is set to '330 ORCHARD ST'. Below the dropdowns are 'BACK' and 'CONTINUE' buttons.

A 'Message from webpage' dialog box is overlaid on the page, containing the text: 'You are now being transferred to Express Scripts OnePA to complete your request.' The dialog has 'OK' and 'CANCEL' buttons.

At the bottom of the page, there is a link for 'Click here for help', a section for 'Urgent Request?' with a 'Learn More' link, and a note: '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.' The footer contains the copyright notice '© CareCore National, LLC. 2021 All rights reserved.' and links for 'Privacy Policy', 'Terms of Use', and 'Contact Us'.

Verify you are requesting to start request and moving to OnePA.

One PA case create

Land in OnePA Case Create

The screenshot displays the OnePA (OPA-14270) case creation interface. The header includes the OnePA logo and 'EXPRESS SCRIPTS'. The page title is 'OnePA (OPA-14270)' with an 'Actions' dropdown menu. The main content area is divided into two steps: '1 General Information' (active) and '2 Coverage Engine Decision'. The 'Contact Information' section includes fields for Medium of Interaction (ePA), First Name (vishwesh), Last Name (bhabal), Caller Phone No, Caller (Doctors Office), and Comments (This case is created with request from Evicore Portal). It also features 'Request Received' (calendar icon), 'Misdirected Receipt' (toggle), and 'Case Urgency' (radio buttons for Urgent and Not Urgent). The 'Member Information' section has 'Member Search By' (Member ID dropdown) and 'Member ID' (input field with Search button). The 'Date Of Service' section has a 'Date of Service' field (3/31/2020 with calendar icon). A 'Live UI' icon is in the bottom left, and a 'Continue' button is in the bottom right.

Enter contact information, Member information and Date of Service.
For member information: search by Member ID, Member Name and state or Member name and DOB.

OnePA Case Processing

Land in OnePA Case Create

The screenshot shows the OnePA (OPA-88717) case creation interface. The top navigation bar includes the OnePA logo, 'EXPRESS SCRIPTS', and a 'Log Off' button. The main content area is divided into three sections:

- PATIENT CONTACT DETAILS***: A dropdown menu currently shows 'Number not provided/verified'.
- Date Of Service**: A 'Date of Service*' field with a calendar icon, showing '8/23/2021'.
- Drug Information**: A 'Drug Search By' dropdown set to 'HCPCS'. Below it, a search input field contains 'J1230'. There are checkboxes for 'One Drug Per GCN' (checked) and 'Drug is Compound Ingredient' (unchecked), and a 'Search' button.

A 'Selected Drug' table is displayed below the search results:

| HCPCS | NDC | GCN | Drug Strength | Dosage form | Drug Type |
|-------|-------------|-------|---------------|-------------|-----------|
| J1230 | 17478038020 | 16390 | 10 MG/ML | VIAL | Generic |

Below the table, the 'Drug Name' is 'Methadone HCl' and the 'HCPCS Description' is 'Injection, methadone HCl, up to 10 mg (Code Price is per 10 mg)'. A 'Continue' button is located at the bottom right of the form.

Patient Contact Details: Patient phone number if applicable. (Select number not provided if do not have).

Enter Date of service for request. Drug information can be searched by HCPC, NDC or Drug name - Select **Continue** to proceed.

OnePA Case Processing

Land in OnePA Case Create

OnePA (OPA-88717) Actions

Medical Case Information N Nedunur,anurag

▼ Duplicate Cases

Duplicate Cases Verified ?

| Case ID | Member ID | HCPCS ID | Drug Name | Modifier | Start Date | End Date |
|---------|-----------|----------|---------------|----------|------------|------------|
| 21927 | 527729897 | J1230 | Methadone HCl | | 08/23/2021 | 08/22/2022 |
| 21926 | 527729897 | J1230 | Methadone HCl | | 08/23/2021 | 08/22/2022 |

▼ Diagnosis information

Code Type: Secondary
Diagnosis Code:
Diagnosis Description:

Diagnosis Details

| Type | Code | Description |
|---------|------|-------------|
| Primary | R12 | Heartburn |

Review Duplicate case information if applicable.
Enter Diagnosis information by code or diagnosis description
Must have primary can add up to 4 secondary codes if needed

OnePA Case Processing

Land in OnePA Case Create

The screenshot displays the OnePA Express Scripts interface. At the top, there are browser tabs for 'CareCore National - Clinical Cert...', 'OnePA OPA-88717', and 'Client Website'. The OnePA logo and 'EXPRESS SCRIPTS' are on the left, and a 'Log Off' button is on the right. The main content area is titled 'Order Information' and contains a message: 'The quantity cannot be determined. Please enter the quantity manually.' Below this, the form is organized into several sections:

- Start Date:** 8/23/2021
- End Date:** 8/22/2022
- Duration in Days:** 365
- Dosage:** 1.000
- Frequency:** 1
- Administrations:** 365
- NDC Quantity (in Units):** (empty)
- HCPCS Quantity (in Units):** (empty)
- HCPCS Modifier:** (empty)
- Route Description:** Injection
- Review Type:** Select...
- Direction:** (empty)
- Weight (Lbs/Kg):** 0
- Height (Feet/cm):** 0

The **Drug Information** panel on the right provides the following details:

| Drug Name | NDC | NDC Strength |
|------------------|---|---------------------|
| Methadone HCl | 17478038020 | --- |
| 10 MG/ML VIAL | | |
| Strength Measure | Package Quantity | Package Description |
| 10.000 | 1 | VIAL |
| Volume Measure | HCPCS Description | |
| 1.000 ML | Injection, methadone HCl, up to 10 mg (Code Price is per 10 mg) | |

Order Information: Enter Start Date, End Date, Dosage, Frequency, Administrations, NDC/ HCPC QTY units, HCPC Modifier (if applicable), Route Description, Review Type (Prospective, retrospective, concurrent) and Directions

Enter height and weight especially for drugs that are weight based dosing.

OnePA Case Processing

Land in OnePA Case Create

▼ Prescriber Information

Search By NPI

▼ Provider Information

Provider and Prescriber are same Site Of Care★ Physician Requestor★ Prescriber Provider

Search By NPI

Build a Partial Case ?

Prescriber information: Must match prescriber information registered via eviCore portal during the case request. Search by NPI, Name and state or zip or phone number to locate

OnePA Case Processing

Land in OnePA Case Create

The screenshot displays the 'Provider Information' section of the OnePA Case Create form. It includes a toggle for 'Provider and Prescriber are same', a 'Site Of Care' dropdown menu, and radio buttons for 'Physician Requestor' (Prescriber or Provider). A search section is visible with a dropdown menu for 'Search By' (NPI, Facility Name, Last + First + State, Last + First + Zip, Phone #) and a 'Search' button. A 'Build a Partial Case?' toggle is also present. At the bottom, there are 'Cancel', 'Back', 'Save', and 'Create' buttons.

Provider Information: If same as prescriber select radio button.
If not the same search by NPI, Facility Name, Name and State or Zip or phone.

Selection of requestor is required when Provider and prescriber are NOT the same.

OnePA Case Processing

Land in OnePA Case Create

The screenshot displays the 'Provider Information' section of the OnePA Case Create form. The 'Site Of Care' dropdown menu is open, showing three options: 'Home Health', 'Hospital Outpatient Facility', and 'Providers Office/ Ambulatory Center'. The 'Physician Requestor' section has radio buttons for 'Prescriber' and 'Provider'. The 'Provider Information' table includes fields for NPI, Facility Name, First Name, Last Name, Suffix, Specialty, and Network Status (UNKNOWN). The 'Provider Address' table includes fields for Address, City Dsc, State Desc, Zipcode, Phone Number, and Fax Number. At the bottom, there are buttons for 'Cancel', 'Back', 'Save', and 'Create'.

| Provider Information | | |
|----------------------|----------------|--------|
| NPI | [Redacted] | |
| Facility Name | [Redacted] | |
| First Name | Last Name | Suffix |
| _____ | _____ | _____ |
| Specialty | Network Status | |
| _____ | UNKNOWN | |

| Provider Address | | | |
|------------------|------------|------------|------------|
| Address | City Dsc | State Desc | Zipcode |
| [Redacted] | [Redacted] | [Redacted] | [Redacted] |
| Phone Number | Fax Number | | |
| [Redacted] | [Redacted] | | |

Site of Care Selection: Home Health, Hospital Outpatient Facility and Providers Office/Ambulatory Center is required.

Fields with * are required and system will alert if information is needed.

Select **Create** to proceed.

OnePA Case Processing

Land in OnePA Case Create

The screenshot displays the OnePA Express Scripts interface. At the top, there is a blue header with the OnePA logo and 'EXPRESS SCRIPTS' text, and a 'Log Off' button. Below the header is a 'Case Information' section containing a table with the following data:

| Member ID | Patient Name | Date Of Birth | Case Urgency | LOB | Drug Name and Strength | Prescriber Name | Provider Name |
|-------------|-------------------|---------------|--------------|-------------------|------------------------|-------------------|-------------------|
| 00110000100 | LORENZO MARCUS | 00111980 | Non-urgent | Medication/Prescr | Medication/Prescr | LORENZO MARCUS | LORENZO MARCUS |

Below the table is a 'Complete Criteria' section. It contains the text 'Please answer the below criteria to finalize case.' followed by a note: 'PLEASE NOTE: This is a Medigap plan. No review required'. There are two radio buttons, both labeled 'Yes', with the first one selected. A blue cursor is positioned over the second radio button. To the right of the radio buttons is a text input field. At the bottom left of this section is a 'Save Answers' button. At the bottom right of the main form area is a 'Submit' button. At the very bottom of the page, there is a navigation bar with tabs for 'Coverage Criteria', 'Decision', 'Authorization', and 'Finalize'. Below the navigation bar are three buttons: 'Add Documents', 'Update Case', and 'Informational Letters'.

Case is created and displays criteria for completion.
Please answer criteria questions to completion and **Submit**

If criteria cannot be completed click on **Save Answers**.

User can come back at later time to complete.

OnePA case Processing

Land in OnePA Case Create

The screenshot displays the OnePA web application interface. At the top, there are browser tabs for 'CareCore National - Certifica...', 'Medical Coverage Review MC...', and 'Client Website'. The OnePA logo and 'EXPRESS SCRIPTS' are visible on the left, and a 'Log Off' button is on the right. Below the header, the page title is 'Medical - Make Determination' followed by a Case ID (21930) and status indicators 'Primary' and 'SOC-Eligible (No)'. A 'Case Information' section contains a table with fields: Member ID, Patient Name, Date Of Birth, Case Urgency, LOB, Drug Name and Strength, Prescriber Name, and Provider Name. A green notification bar states: 'Your request has been submitted. Please reference Case ID [redacted]'. Below this, a message says: 'Thank you! The next step in this case has been routed to Make Determination Work Basket.' A progress bar shows steps: Coverage Criteria (checked), Decision (active), Authorization, and Finalize. There are buttons for 'Add Documents' and 'Informational Letters'. The 'Case 360 View' section has tabs for 'Case Summary' and 'Case Documents'. The 'Case Summary' tab displays a table with the following data:

| Case ID | Case Activity ID | Start Date | Last Updated |
|------------------|------------------|---------------------|------------------|
| [redacted] | [redacted] | 8/23/21 12:17 PM | 8/23/21 12:23 PM |
| Activity Type | Status | Outcome | Case Urgency |
| Primary | Open | No Decision | Not Urgent |
| Request Received | Date of Service | Physician Requestor | Initial Caller |
| 8/23/21 12:23 PM | 8/23/21 | Provider | Doctors Office |

Criteria completion: Request is submitted and Case ID referenced;
Documentation can be added or Log Off if completed

OnePA case Processing

Land in OnePA Case Create

The screenshot displays the 'Add Document' modal form overlaid on the 'Case 360 View' page. The modal form contains the following fields and controls:

- Medium:** A dropdown menu with 'Select...' as the current selection.
- Direction:** A dropdown menu with '--Select--' as the current selection.
- Document Type*:** A dropdown menu with 'Select...' as the current selection.
- Source/Recipient*:** A dropdown menu with 'Select...' as the current selection.
- Attach File*:** A button labeled 'Browse...' next to a file input field.
- Documentation Date/Time*:** A text input field containing '9/22/2021 6:54 AM' and a calendar icon.
- Comments:** A large text area for entering comments, with a character count 'Remaining: 2500 characters' below it.
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom of the modal.

The background interface shows the 'Case 360 View' for Case ID 15111, with tabs for 'Case Summary', 'Activity Timers', and 'Case Criteria'. The 'Case Summary' tab is active, showing details like 'Activity Type: Primary' and 'TAT Expiration: 10/7/2021 6:20 AM'.

Select Add Document if needed. Fill out required fields * and browse desktop to attach file. Enter comments if applicable and **Submit**.

Click the Log off button once complete

Additional eviCore Portal Features

eviCore Portal

View work in Progress

The screenshot shows the eviCore Portal interface. The browser address bar displays the URL: <https://carries-intg2.carecorenational.com/PreAuthorization/screens/SavedCertificationRequests.aspx>. The page header includes the eviCore healthcare logo and a navigation menu with the following items: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification, Certification Requests In Progress (highlighted), MSM Practitioner Perf. Summary Portal, Resources, Manage Your Account, MedSolutions Portal, and Help / Contact Us. The current date and time are Monday, August 23, 2021 12:21 PM, and the user is logged off as ANURAG. The main content area is titled 'Certification Requests In Progress' and contains a message: 'No pending cases for user.' To the right, there is a form for 'OnePA' with the following fields: 'Required Fields', 'Healthplan:' (with a dropdown menu), 'Provider:' (with a dropdown menu showing '1402010200 - FABIAN, THOMAS'), and 'NPI:'. A red arrow points to the 'Healthplan:' dropdown menu, which is labeled 'WPS'. A 'SUBMIT' button is located below the form. The footer contains the copyright notice: '© CareCore National, LLC. 2021 All rights reserved.' and links for 'Privacy Policy', 'Terms of Use', and 'Contact Us'.

Select **Certification Requests In Progress**. Under OnePA select Health Plan which will be **WPS**. Click Submit

OnePA

One PA work in progress

Work List

Refresh list

| Case ID | ▼ Patient's Name | ▼ Patient's DOB | ▼ Prescriber NPI | ▼ Prescriber Name | ▼ Provider NPI | ▼ Provider Name | ▼ |
|---------|------------------|-----------------|------------------|-------------------|----------------|-----------------|---|
| 12345 | JOHN DOE | 12/12/1980 | 123456789 | DR. JOHN DOE | 123456789 | DR. JOHN DOE | |
| 12346 | JOHN DOE | 12/12/1980 | 123456789 | DR. JOHN DOE | 123456789 | DR. JOHN DOE | |
| 12347 | JANE SMITH | 01/01/1985 | 987654321 | DR. JANE SMITH | 987654321 | DR. JANE SMITH | |
| 12348 | JOHN DOE | 12/12/1980 | 123456789 | DR. JOHN DOE | 123456789 | DR. JOHN DOE | |
| 12349 | JOHN DOE | 12/12/1980 | 123456789 | DR. JOHN DOE | 123456789 | DR. JOHN DOE | |
| 12350 | JANE SMITH | 01/01/1985 | 987654321 | DR. JANE SMITH | 987654321 | DR. JANE SMITH | |
| 12351 | JANE SMITH | 01/01/1985 | 987654321 | DR. JANE SMITH | 987654321 | DR. JANE SMITH | |
| 12352 | JANE SMITH | 01/01/1985 | 987654321 | DR. JANE SMITH | 987654321 | DR. JANE SMITH | |
| 12353 | JANE SMITH | 01/01/1985 | 987654321 | DR. JANE SMITH | 987654321 | DR. JANE SMITH | |
| 12354 | JANE SMITH | 01/01/1985 | 987654321 | DR. JANE SMITH | 987654321 | DR. JANE SMITH | |
| 12355 | JANE SMITH | 01/01/1985 | 987654321 | DR. JANE SMITH | 987654321 | DR. JANE SMITH | |

Work List of cases unique to Prescriber will display. Click applicable row for selection

OnePA

One PA work in progress

The screenshot displays the OnePA web application interface. At the top, there are browser tabs for 'CaseCms National', 'Waiting for coverage client q...', and 'Client Website'. The OnePA logo and 'EXPRESS SCRIPTS' are visible in the header, along with a 'Log Off' button. Below the header is a 'Case Information' section with a table of case details:

| Member ID | Patient Name | Date Of Birth | Case Urgency | LOB | Drug Name and Strength | Prescriber Name | Provider Name |
|------------|--------------|---------------|--------------|-------------------|------------------------|-----------------|---------------|
| 0000000000 | 0000000000 | 00/00/00 | Non-urgent | Medicaid/Medicare | Medication ABC | 0000000000 | 0000000000 |

Below the case information is a 'Complete Criteria' section. It contains a text box with the instruction: 'Please answer the below criteria to finalize case.' Below this is a note: 'PLEASE NOTE: This is a Medgap plan. No review required.' There are two radio buttons, both labeled 'Yes', with the first one selected. A text input field is positioned to the right of the radio buttons. At the bottom of this section is a 'Save Answers' button. A 'Submit' button is located at the bottom right of the form area. At the very bottom, there is a navigation bar with tabs for 'Coverage Criteria', 'Decision', 'Authorization', and 'Finalize'. Below the navigation bar are three buttons: 'Add Documents', 'Update Case', and 'International Letters'.

User lands in One PA for completion of criteria

eviCore Portal

Search for Authorization by OnePA case ID

CareCore National - Authoriz... Manage Eligibility

eviCore healthcare

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

Monday, August 23, 2021 12:47 PM

Authorization Lookup

Search by Member Information Search by Authorization Number/ NPI OnePA: Prior Authorization Portal for Plan

Required fields
Healthplan:

PRINT

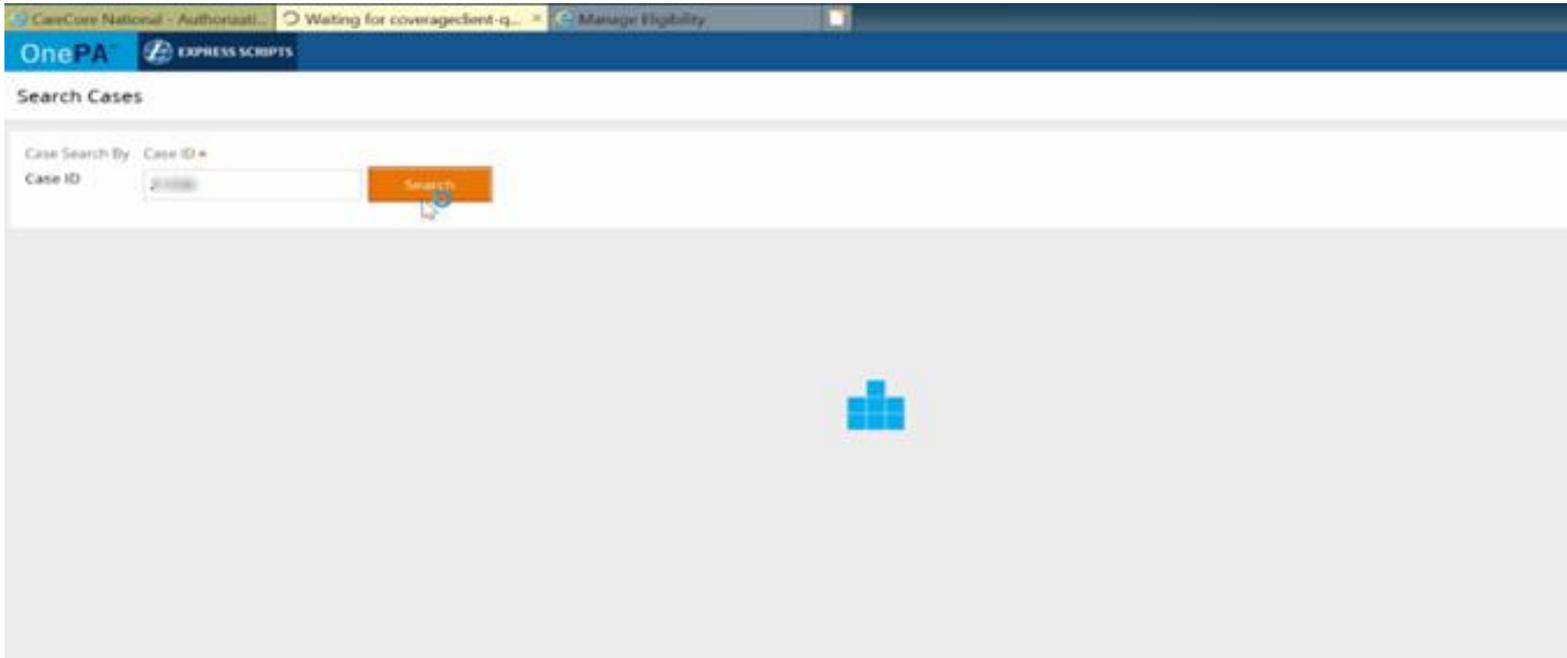
[Click here for help](#)

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Select **Authorization Lookup** to search authorization by OnePA case ID.
Select OnePA Prior Authorization Portal for Plan and select WPS

OnePA

One PA search by Case ID



Case Search by Case ID: Enter OnePA case ID and click **Search**

OnePA

One PA work in progress

The screenshot displays the OnePA Express Scripts web application. At the top, there are browser tabs for 'CaseCare National - Certificate', 'Waiting for coverage/ent q...', and 'Client Website'. The application header includes the 'OnePA EXPRESS SCRIPTS' logo and a 'Log Off' button. Below the header is a 'Case Information' section with a table of patient details:

| Member ID | Patient Name | Date Of Birth | Case Urgency | LOB | Drug Name and Strength | Prescriber Name | Provider Name |
|------------|--------------|---------------|--------------|------------|------------------------|-----------------|---------------|
| XXXXXXXXXX | XXXXXXXXXX | MM/DD/YYYY | Non-Urgent | Medication | XXXXXXXXXX | XXXX | XXXXXXXXXX |

Below the case information is a 'Complete Criteria' section. It contains the instruction: 'Please answer the below criteria to finalize case.' A note states: 'PLEASE NOTE: This is a Medigap plan. No review required.' There are two radio button options, both labeled 'Yes', with the first one selected. A text input field is present to the right of the radio buttons. At the bottom of this section is a 'Submit' button. The bottom navigation bar includes tabs for 'Coverage Criteria', 'Decision', 'Authorization', and 'Finalize', with 'Coverage Criteria' being the active tab. Below the navigation bar are buttons for 'Add Documents', 'Update Case', and 'Informational Letters'.

User lands in One PA for completion of criteria

Provider Resources

Web Portal Services-Assistance

Email portal.support@evicore.com

Call a Web Support Specialist at
(800)646-0418 (Option 2)

Connect with us via Live Chat



Web Portal Services-Available 24/7



Additional Recourses

Health Plan Provider resources

- Go to www.wpshealth.com
 - Click on “Providers”
 - Under ‘Provider Resources’ select “Drug Prior Authorization List”



Thank You!

