

# Prior Authorization of Advanced Diagnostic Imaging, Cardiology & Pain Management for Aetna Better Health Florida

## Provider Orientation



# Company Highlights

**4K employees**  
**including 1K clinicians**

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

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

**SHARING**  
**A VISION**  
**AT THE CORE OF CHANGE.**

**100M members**  
**managed nationwide**



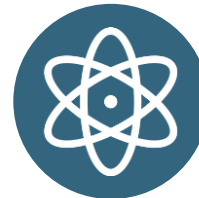
**12M claims**  
**processed annually**

# Integrated Solutions

LAB MANAGEMENT  
19M lives



MEDICAL ONCOLOGY  
14M lives



RADIATION THERAPY  
22M lives

SPECIALTY DRUG  
100k lives



MUSCULOSKELETAL  
35M lives

RADIOLOGY  
65M lives



CARDIOLOGY  
46M lives

SLEEP  
13M lives



POST-ACUTE CARE  
320k lives



## Radiology Solution Experience

- 22 years' experience - since 1994
- 30+ regional and national clients
- 65M total members
  - 51M Commercial membership
  - 6.8M Medicare membership
  - 7.2M Medicaid membership



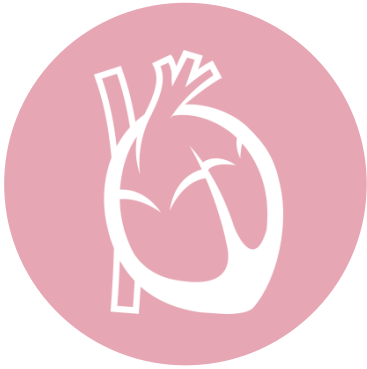


## Radiology Solution

### Covered Services

#### Advanced imaging services

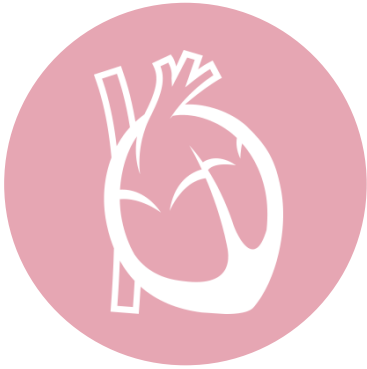
- CT, CTA
- MRI, MRA
- PET, PET/CT



## Cardiology Solution Experience

- 10 years' experience - since 2006
- 20+ regional and national clients
- 46M total membership
  - 37.7M Commercial membership
  - 2.3M Medicare membership
  - 5.98M Medicaid membership





## **Cardiology Solution**

### **Covered Services**

#### **Advanced imaging and diagnostic services**

- Stress Testing
  - Myocardial Perfusion Imaging (SPECT & PET)
  - Stress Echocardiography
  - Cardiac PET, CT & MRI
- Echocardiography; Transthoracic, Transesophageal
- Diagnostic Heart Catheterization



## Musculoskeletal Solution Experience

- 8 years' experience - since 2008
- 30+ regional and national clients
- 35M total membership
  - 26M Commercial membership
  - 7M Medicaid membership
  - 2M Medicare membership
- 4,300 average cases built per day







## **Musculoskeletal Solution Covered Services**

### **Interventional Pain**

- Spinal injections
- Spinal denervations
- Stimulators/pain pumps

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# Our Clinical Approach

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# Clinical Platform

## Multi-Specialty Expertise

Family Medicine	Oncology/Hematology
Internal Medicine	Surgery
Pediatrics	<ul style="list-style-type: none"><li>• General</li><li>• Orthopedic</li><li>• Thoracic</li><li>• Cardiac</li><li>• Neurological</li><li>• Otolaryngology</li><li>• Spine</li></ul>
Sports Medicine	
OB/GYN	
Cardiology	
Nuclear Medicine	
Anesthesiology	Radiology
Radiation Oncology	<ul style="list-style-type: none"><li>• Nuclear Medicine</li><li>• Musculoskeletal</li><li>• Neuroradiology</li></ul>
Sleep Medicine	

- **190+ board-certified medical directors**
- **Diverse representation of medical specialties**
- **450 nurses with diverse specialties and experience**
- **Dedicated nursing and physician teams by specialty for Cardiology, Oncology, OB-GYN, Spine/Orthopedics, Neurology, and Medical/Surgical**

# Evidence-Based Guidelines

## The foundation of our solutions:



Dedicated  
pediatric  
guidelines



Contributions  
from a panel  
of community  
physicians



Experts  
associated  
with academic  
institutions



Current  
clinical  
literature

## Aligned with National Societies

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

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

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# Service Model

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# Client Provider Operations

The Client Provider Operations team is responsible for high-level service delivery to our health plan clients as well as ordering and rendering providers nationwide

## Client Provider Representatives



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

## Client Service Managers



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

## Regional Provider Engagement Managers



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

# Why Our Service Delivery Model Works



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



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



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

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# **Radiology/Cardiology/Pain Management Prior Authorization Program for Aetna Better Health FL**

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**aetna<sup>®</sup>**

AETNA BETTER HEALTH<sup>®</sup>



## Program Overview

eviCore will begin accepting requests on February 27, 2017 for dates of service February 27, 2017 and beyond

### 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.

## Prior Authorization Required:

- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)
- NCM/MPI (Nuclear Cardiac Imaging)
- Echocardiography (TTE, TEE and SE)
- Diagnostic Heart Catheterizations
- OB/NON-OB Ultrasounds

## Pain Management – (previously Triad)

- Spinal injections
- Spinal implants
  - Spinal cord stimulators
  - Pain pumps

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

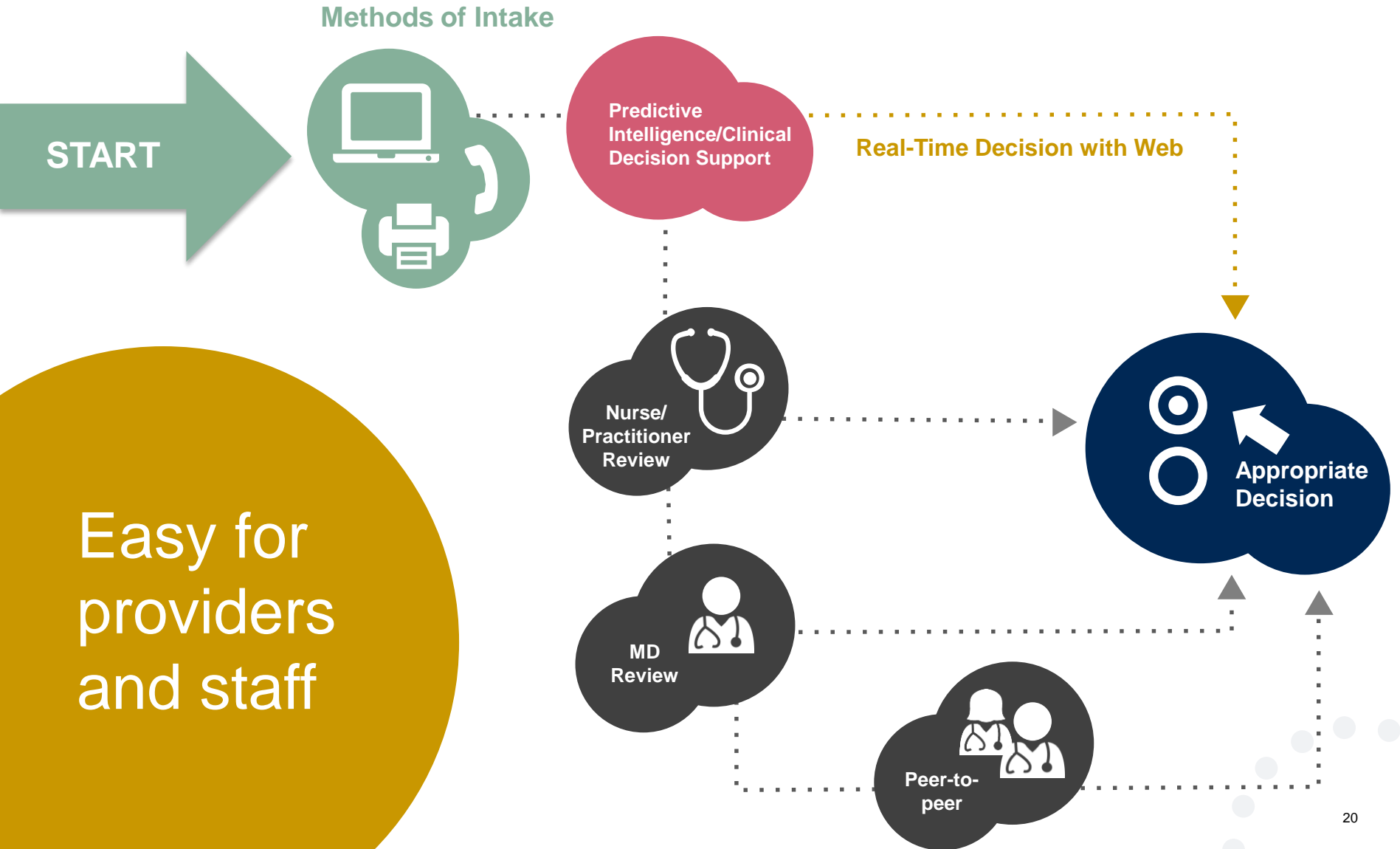
[https://www.evicore.com/healthplan/ABH\\_FL](https://www.evicore.com/healthplan/ABH_FL)

# Prior Authorization Requests

How to request prior authorization:



# Clinical Review Process



# Needed Information

**Member**  
Member ID  
Member name  
Date of birth (DOB)



**Rendering Facility**

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



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



**Requests**

CPT code(s) for requested imaging



The appropriate diagnosis code for the working of differential diagnosis



## 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

# Prior Authorization Outcomes

## ➤ Approved Requests:

- All requests are processed within 7 calendar days for FL Medicaid and 14 calendar days for FL Healthy Kids (CHIP) after receipt of all necessary clinical information.
- Authorizations are typically good for 60 calendar days from the date of request.

## ➤ Delivery:

- Faxed to ordering provider
- Mailed to the member
- Information can be printed on demand from the eviCore healthcare Web Portal

## ➤ Denied Requests:

- Communication of denial determination
- Communication of the rationale for the denial
- How to request a Peer Review
- Appeals are handled directly by Aetna Better Health

## ➤ Delivery:

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

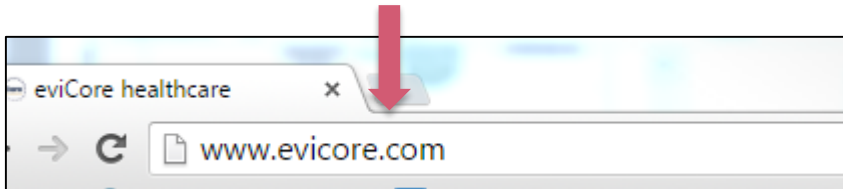
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# Web Portal Services

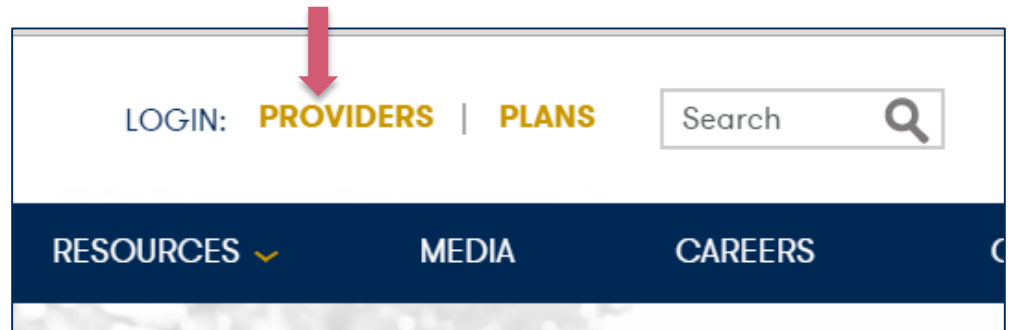
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# eviCore healthcare website

- Point web browser to evicore.com



- Click on the "Providers" link



- Login or Register

## Providers Delivering Medical Solutions That Benefit Everyone.

Remember User ID

For log in problems: please try the email address that you registered with as your user name. If you do not remember your password, please click "Password?".

I Agree to [HIPAA Disclosure!](#)

LOGIN

[Forgot UserName](#) | [Password?](#) | [Register](#)

This website is compatible with Internet Explorer 9, 10, 11, Mozilla Firefox and Google Chrome



# Creating An Account

**Providers** Delivering Medical  
Solutions That Benefit **Everyone.**

 Remember User ID

For log in problems: please try the email address that you registered with as your user name. If you do not remember your password, please click "Password?".

 I Agree to [HIPAA Disclosure!](#)

LOGIN

[Forgot UserName](#) | [Password?](#) | [Register](#)



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

# Creating An Account

eviCore healthcare

\* Required Field

### Web Portal Preference

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

Default Portal\*: 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\*:  Address\*:  Phone\*:   
Email\*:  City\*:  Ext:   
Confirm Email\*:  State\*: Select  Zip\*:   
First Name\*:  Office Name:   
Last Name\*:

### Provider Information

Account Type: Physician

Please Select the Physician that you represent. A notification will be sent to the organization regarding this registration

Physician First Name:  Physician Last Name\*:   
Tax ID\*:  NPI:

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.

 Select a **Default Portal**. Choose the **Account Type**, and complete the registration form. There are (4) account types: Facility, Physician, Billing Office, and Health Plan

# 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\*:

### User Registration

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

### Provider Information

<b>Physician FirstName:</b>	TEST	<b>Physician LastName:</b>	DOCTOR	<b>Street Address:</b>	730 COOL SPRINGS BLVD
<b>State:</b>	TN	<b>Tax ID:</b>	****6789	<b>NPI:</b>	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.

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

# User Registration-Continued

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

Default Portal\*: Medsolutions

### User Registration

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

### Provider Information

Physician FirstName: TEST      Physician Last Name: Yoder  
State: TN      Tax ID: [Redacted]

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

#### USER REGISTRATION

User Access Agreement \*Required

eviCore  
Provider/Customer Access Agreement for Web-Based Applications

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

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

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

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

Accept Terms and Conditions \*

Submit Cancel

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

# User Registration-Continued

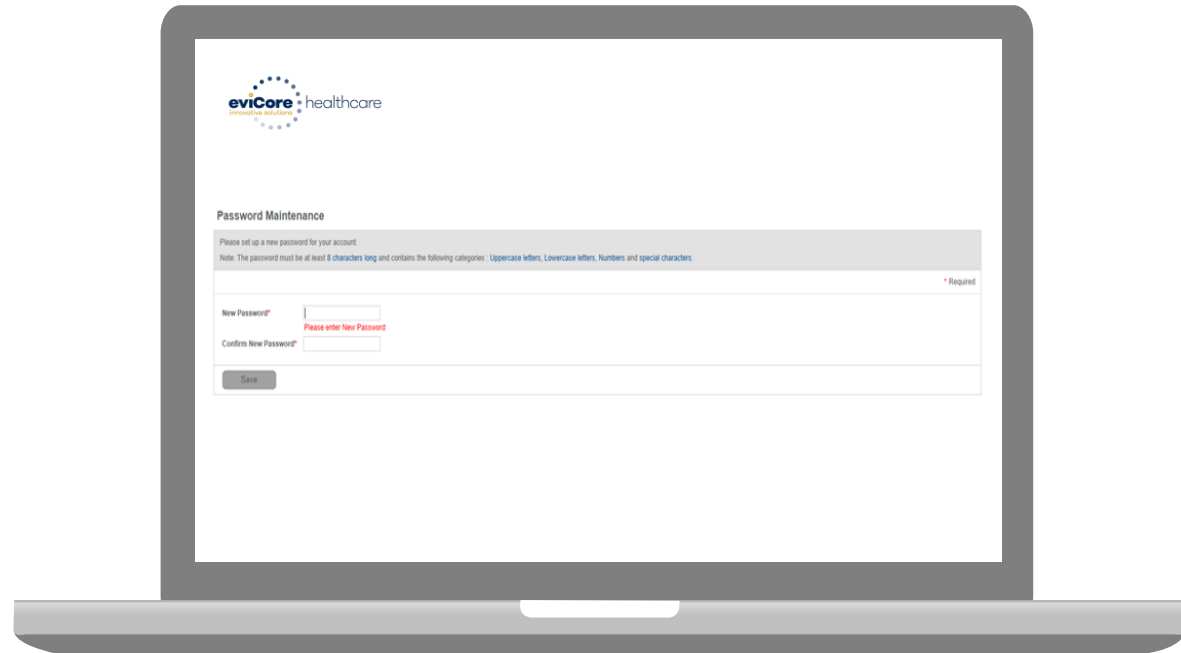


You will receive a message on the screen confirming your registration is successful. You will be sent an email to create your password.

# Create a Password

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

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



# Account Log-In

**Providers** Delivering Medical  
Solutions That Benefit **Everyone.**

Mallory1897

••••••••

Remember User ID

For log in problems: please try the email address that you registered with as your user name. If you do not remember your password, please click "Password?".

I Agree to [HIPAA Disclosure!](#)

LOGIN

[Forgot UserName](#) | [Password?](#) | [Register](#)



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

# Announcement

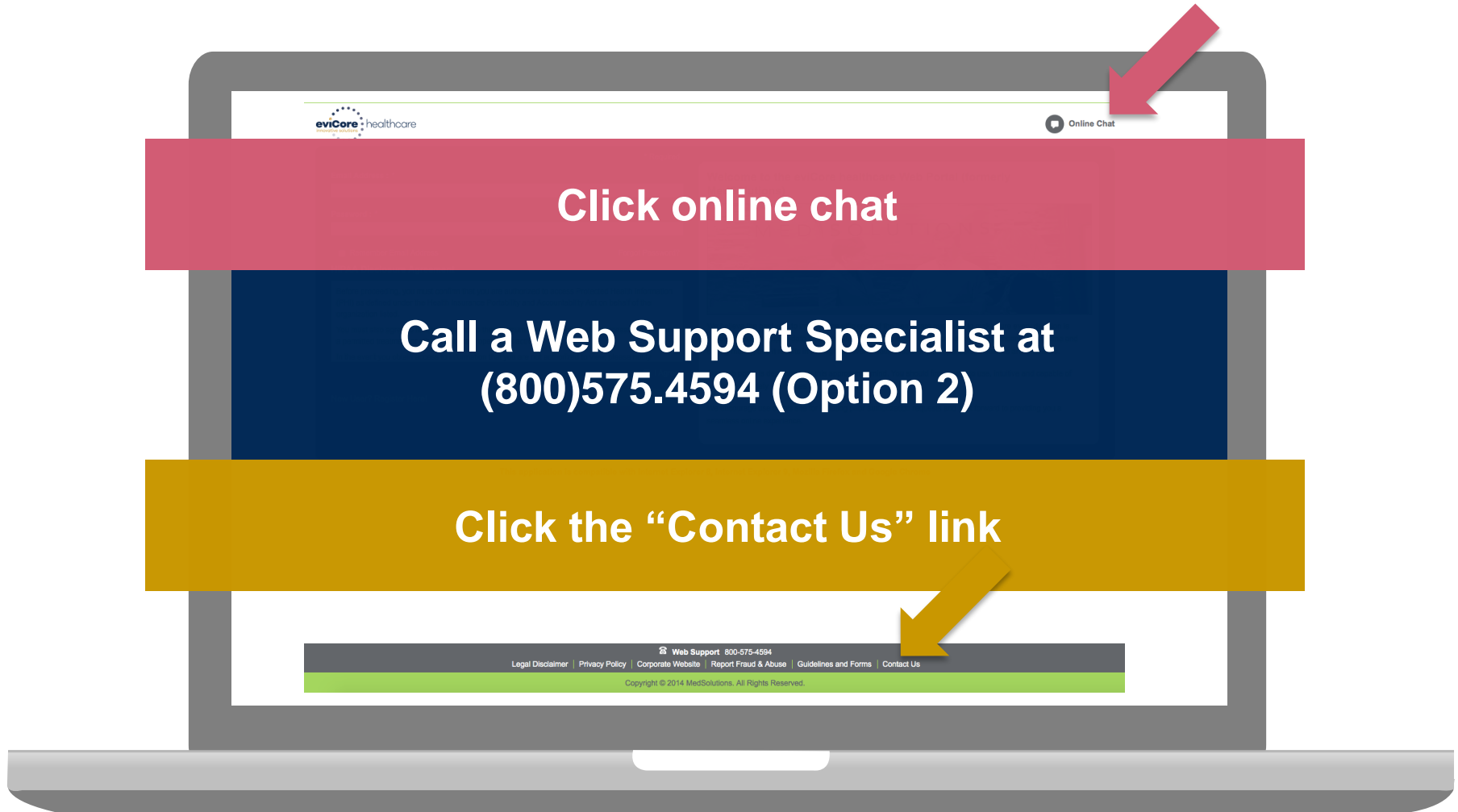
The screenshot displays the eviCore healthcare website interface. At the top left is the eviCore healthcare logo with the tagline 'innovative solutions'. On the top right, there are icons for MCNET, Online Chat, a settings gear, a lock icon, and a Logout button. Below this is a dark blue navigation bar with the following menu items: Announcements (highlighted in yellow), Home, Search/Start Case, Claim Search, User Administration, Content Admin, Case Summary, Payment Status, Reports, System Admin, and CareCore National Portal (circled in red). Below the navigation bar is a yellow header for the 'Announcements' section, which includes icons for printing, downloading, and help. The main content area shows an announcement titled 'Low Dose CT Screening for Lung Cancer- Posted on: 19 Jan 2016'. The text of the announcement reads: 'When requesting services for Lung Cancer Screening, please note that for Medicare patients, the appropriate CPT Code G0297 should be used in accordance with CMS Guidelines. Upon approval, this will ensure proper payment upon billing of claims. Note: This does not apply to Cigna'. Below this is a section for 'New Announcements- Posted on: 01 Jan 2015' which is currently empty.

Once you have logged in to the site, you will be directed to the main landing page that includes important announcements.

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



# Web Portal Services-Assistance



Web Portal Services-Available 24/7

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# Provider Resources



# Online Resources

Clinical Guidelines, FAQ's, Online Forms, and other important resources can be accessed at [www.evicore.com](http://www.evicore.com). Click **"Solutions"** from the menu bar, and select the specific program needed.



LOGIN: [PROVIDERS](#) | [PLANS](#)

Search

[ABOUT](#) [APPROACH](#) [SOLUTIONS](#) [RESOURCES](#) [MEDIA](#) [CAREERS](#)

[Overview](#) | [The Benefits For Everyone](#) | [Criteria Easy Approval](#) | [Education Tools](#) | [FAQs](#) | [Clinical Guidelines](#) | [Online Forms & Resources](#)



## Radiology: Overview

eviCore's Radiology solution reduces inappropriate utilization, decreases inefficiency and waste, and increases quality in diagnostic imaging by utilizing evidence-based criteria, including medical society standards, as well as up-to-date peer-reviewed medical literature.

# Provider Resources: Web-Based Services



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

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

*To speak with a Web Specialist, call (800) 575-4594 or email [portal.support@evicore.com](mailto:portal.support@evicore.com)*

- Request authorizations and check case status online
- Print case summary reports
- Attach clinical documents during and after case creation
- Auto save – no data lost
- Export and print work lists
- View cases by individual user and office

# Provider Resources: Prior Authorization Call Center



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

**7:00 AM - 8:00 PM CST: (888) 693-3211**

- 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

eviCore fax number: 1-844-82AETNA

# Provider Resources: Client Services Department



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

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

- Eligibility issues (member, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Request for an authorization to be resent to the health plan

# Provider Resources: Implementation Document



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

Provider Enrollment Questions Contact – Please call the number on the back of the member’s card

Aetna Better Health Implementation site - includes all implementation documents:

[https://www.evicore.com/healthplan/ABH\\_FL](https://www.evicore.com/healthplan/ABH_FL)

- CPT code list of the procedures that require prior authorization
- ABH quick reference guide
- eviCore clinical guidelines
- FAQ documents and announcement letters

To obtain a copy of this presentation, please contact the Client Services department at [clientservices@evicore.com](mailto:clientservices@evicore.com)

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# Thank You!

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