eviCore Post Acute Care Web Portal
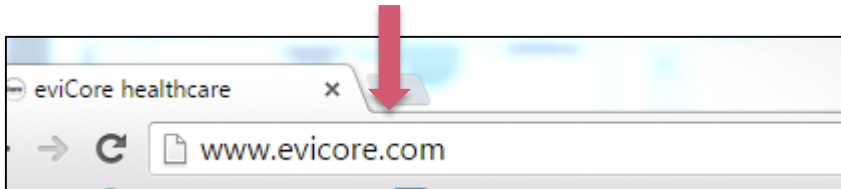
Registration & Web Portal Navigation
Reference Guide

eviCore healthcare
innovative solutions

Portal Registration

eviCore healthcare website

- Point web browser to evicore.com

- Click on the "Providers" link

- Login or Register

Providers Delivering Medical Solutions That Benefit Everyone.

| UserID |
| Password |

☑ 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?".
Please also make sure your pop up blocker is turned off or set to allow for this site.

☐ 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

User Registration

To create a new account, click Register.

Select Default Portal and Account Type

First, select Medsolutions as the Default Portal and choose the Account Type. There are (4) account types: Facility, Physician, Billing Office, and Health Plan. **You should choose Facility. Now complete the remainder of the registration form.**

User Information

Complete all fields and click "Find"
When completing the Provider Information Section, enter only the Facility Name and Tax ID fields.
For best results, enter only the first 3 letters of the name of the facility.

Select Facility

Choose the correct facility name and click "Next". If the Next button is grayed out, make sure all required fields (with red asterisk) are completed.

Submit Registration

Review information provided, and click "**Submit Registration.**"

Accept Terms and Conditions

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

User Registration Successful

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., ! ? *)
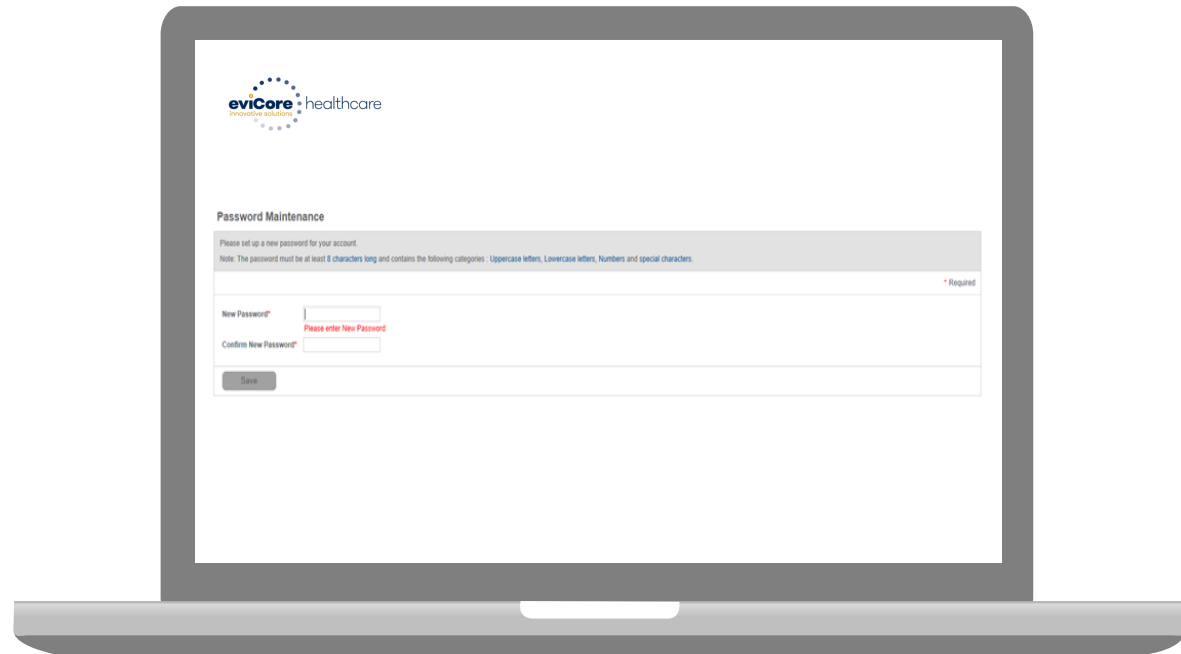
Web Account Overview

Account Log-In

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

Testfacility

••••••••

☑ 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?".
Please also make sure your pop up blocker is turned off or set to allow for this site.

☑ 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

To log-in to your account, enter your **User ID** and **Password**, agree to the HIPAA Disclosure, and click "**Login**." Make sure pop up blocker is turned off.

Announcements

Once you have logged in to the site, you will be directed to the main landing or Announcement page.

Click on **Post Acute Care**

Account Settings

The **Options Tool** allows you to access your Account Settings to update information:

- Change password
- Update user account information (address, phone number, etc.)
- Set up preferred Tax ID numbers of Facilities and view summary of cases for providers with affiliated Tax ID numbers

eviCore • healthcare
innovative solutions

MCNET Online Chat Logout

Announcements Home Search/Start Case Claim Search Payment Status CareCore National Portal Post Acute Care

Announcements Member / Case Look Up

Adding Multiple Facility Locations

Adding **Preferred Tax ID numbers** will allow you to view the summary of cases submitted for those providers:

- Search for a Tax ID by clicking **Physician** or **Facility**.
- Confirm you are authorized to access PHI by clicking the check box, and hit Save.

Case Creation

Case Creation Overview

1. Click on Member/Case Look Up
2. Click Create Case Button
3. Enter Service Details
4. Add Attachments & Submit

Search Case – Member Lookup

On the Home Page you will start with **Member/Case Look Up**

eviCore • healthcare
innovative solutions

MCNET   Online Chat   Logout

| Announcements | Home | Search/Start Case | Claim Search | Payment Status | CareCore National Portal | Post Acute Care |

| Announcements | Member / Case Look Up |

PATIENT & CASE LOOKUP

PATIENT & CASE LOOKUP   ◄

Patient Search Result(s)   [?]

Patient Lookup

Insurer:* [▼]

Date of Birth:* [01/01/2000] 📅

Member ID: [Test123]

or

First Name: [   ]

Last Name: [   ]

[Reset]   [Search]

*Select the Insurer, Date of Birth and Member ID or Patient First Name and Last Name

Case/Auth Lookup

◉ Case ID   ○ Auth Number

[   ]

[Search]

Choose the appropriate Healthplan

To conduct a **Patient Lookup**, enter the *Member ID* or *First Name, Last Name* and *Date of Birth* for the result to be returned. Make sure to follow the MM/DD/YYYY format.

If you have the Case ID or the Authorization Number, you can enter it here instead and hit **Search**.

19

Create a Case

Once you choose your member, the member's name and all demographics will be listed with the insurance effective dates. Click the **Create Case** button. This will direct the user to the next screen where the service level details will be entered.

Enter Service Details

- Choose a **service category from the drop down box**, such as Skilled Nursing Facility or Long term Acute Care.

- **Enter the ICD10 Code**. If you do not know the ICD10 code, type the name of the diagnosis and a list with a corresponding IDC10 code will populate.

- Enter the **PAC Start of Care Date and Expected Acute Care (or Hospital) Discharge Date**.. Review the information again to make sure that you have completed all of the service details correctly. To save the service details, click the **"Save & Next"** button.

Ordering Physician Details

Enter the **Ordering Physician** Details. You will be asked for the physician's NPI number. If you do not know the NPI Number, start typing in the physician's name and it will auto populate. Hit **Save & Next** and you will be directed to the next screen

Requesting and Servicing Provider

Enter the **Requesting Provider** and **Servicing Provider** details. If you do not know the NPI number, start typing the provider name and the corresponding NPI number will auto-populate and allow to select the correct provider. Hit **Save and Next.**

Verify details

The next screen will show all details related to the service line. This will allow you to review and edit by clicking the "pencil" icon. Now hit the **Save Service** button.

Here you will hit the **Next** button to add attachments and notes.

Attaching Clinical Notes

At this point, you should **attach** the completed Pre-Authorization form along with the other requested clinical documents.

You are also able to enter additional notes by typing in the **Clinical Notes text** box.

Note: Use this clinical notes text box for **clinical information ONLY**– e.g. anything that is extenuating or important to the determination. Please do **NOT** copy and paste information here. All clinical notes should be attached instead.

Once you **Save** and **Submit**, you will get a pop-up message which will verify your Case has been submitted to eviCore for review and authorization determination.

Search an Authorization Status

Search Case – Case Lookup

Once you have submitted a case, you can check the pre-authorization status.

Follow the member look up steps and the patient demographic details will show. Also shown will be cases associated with that patient and REAL TIME status of each case with Authorization Number(s).

Patient Search Result(s)

Patient Name	Date Of Birth	Gender	Address	Plan Code	Insurance Effective Date	Insurance Term Date
TEST MEMBER	01/01/2001	M	TESTMEM ADDR1	BMO	11/01/2016	11/30/2016

Patient Detail Information

Member ID: TEST0001

Name: TEST MEMBER

Date of Birth: 01/01/2001

Gender: M

Address: TESTMEM ADDR1 TESTMEM ADDR2, TESTMEMCITY, TN, 33333

Insurer: BLUE CROSS BLUE SHIELD MICHIGAN

Plan Code: BMO

Insurance Effective Date: 11/01/2016

Insurance Term Date: 11/30/2016

Patient History - 3 Records found

Case ID ▼	Service Requested	Auth Number	Submit Date	Decision Status	Start of Care Date			
20567	SNF	ASNF11739001	11/22/2016	AUTHORIZED	11/18/2016	11/25/2016	A00.0	10
20567	LTAC	ALTC11549001	11/19/2016	AUTHORIZED	11/15/2016	11/28/2016	A00.0	10
20567	LTAC	ALTC11730001	11/22/2016	DENIED	11/23/2016	11/25/2016	A00.0	10

> If there are cases associated with the patient, they will populate once the patient is selected. Double click on a case ID in the **Patient History** to open that case.

Search Case – Case Lookup – Active

The Case Summary screen will open with the Authorization details and Decision Status. Active will show if we are actively working the case with no decision yet.

CASE SUMMARY

Case/Authorization

Case ID: 20567	Authorization Number: N/A	Service Requested: SNF	Start of Care Date: 11/18/2016
Authorization Expiration Date: N/A	Total Days: N/A	Decision Date: N/A	Decision Status: ACTIVE
Post Acute Care Facility Discharge Date: N/A	Ordering Physician: TEST PHYSICIAN		

Patient

First Name: TEST
Last Name: MEMBER
Date of Birth: 01/01/2001
Address: TESTMEM ADDR1 TESTMEM ADDR2, TESTMEMCITY, TN, 33333
Phone: 111-111-1111
Member Plan ID: TEST0001

Requesting Provider

Name: TEST FACILITY
Address: TESTFACILITY ADDR1 TESTFACILITY ADDR2 TESTFACILITYCITY TN 12345
Phone : 111-111-1111
Fax : 555-555-1234
Tax ID: 860938204

Servicing Provider

Name: TEST FACILITY
Address: TESTFACILITY ADDR1 TESTFACILITY ADDR2, TESTFACILITYCITY, TN, 12345
Phone: 111-111-1111
Fax: 555-555-1234
Tax ID: 860938204
NPI: 111

ICD Codes

ICD Code: A00.0
ICD Code Version: 10

Search Case – Case Lookup – Authorized

The Decision Status will show "Authorized" once the authorization is complete.

CASE SUMMARY

Case/Authorization

Case ID: 20567

Authorization Expiration Date: N/A

Post Acute Care Facility Discharge Date: N/A

Start of Care Date: 11/23/2016

Decision Status : DENIED

Review the Decision Status. If there are further questions, please call eviCore.

.

Patient

First Name: TEST

Last Name: MEMBER

Date of Birth: 01/01/2001

Address: TESTMEM ADDR1 TESTMEM ADDR2, TESTMEMCITY, TN, 33333

Phone: 111-111-1111

Member Plan ID: TEST0001

Requesting Provider

Name: TEST FACILITY

Address: TESTFACILITY ADDR1 TESTFACILITY ADDR2 TESTFACILITYCITY TN 12345

Phone : 111-111-1111

Fax : 555-555-5555

Tax ID: 860938204

Servicing Provider

Name: TEST FACILITY

Address: TESTFACILITY ADDR1 TESTFACILITY ADDR2, TESTFACILITYCITY, TN, 12345

Phone: 111-111-1111

Fax: 555-555-5555

Tax ID: 860938204

NPI: 111

ICD Codes

ICD Code: A00.0

ICD Code Version: 10

Search Case – Case Lookup

After completing review of the case, close the Case Summary tab to Return to the Member/Case Look Up screen.

Search Case – Case Lookup

You can have multiple cases open at one time.

CASE SUMMARY

Case/Authorization

Case ID: 20567	Authorization Number: ASNF11739001	Service Requested: SNF	Start of Care Date: 11/18/2016
Authorization Expiration Date: 11/25/2016	Total Days: 8	Decision Date: 11/22/2016	Decision Status : AUTHORIZED
Post Acute Care Facility Discharge Date: N/A	Ordering Physician: TEST PHYSICIAN		

Patient

First Name:	TEST
Last Name:	MEMBER
Date of Birth:	01/01/2001
Address:	TESTMEM ADDR1 TESTMEM ADDR2, TESTMEMCITY, TN, 33333
Phone:	111-111-1111
Member Plan ID:	TEST0001

Requesting Provider

Name:	TEST FACILITY
Address:	TESTFACILITY ADDR1 TESTFACILITY ADDR2 TESTFACILITYCITY TN 12345
Phone :	111-111-1111
Fax :	555-555-1234
Tax ID:	860938204

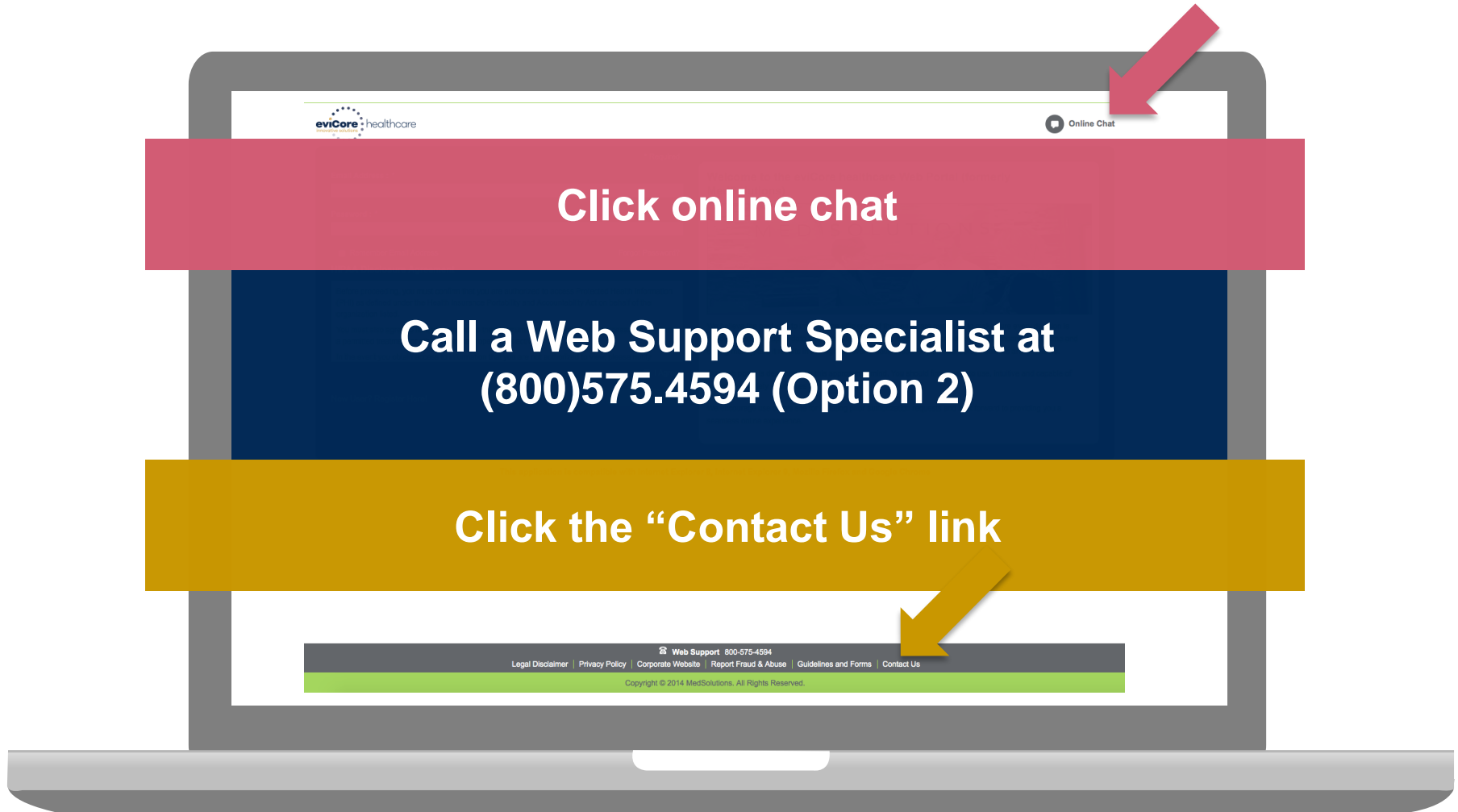### Servicing Provider

Name:	TEST FACILITY
Address:	TESTFACILITY ADDR1 TESTFACILITY AD TESTFACILITYCITY, TN, 12345
Phone:	111-111-1111
Fax:	555-555-1234
Tax ID:	860938204
NPI:	111

ICD Codes

ICD Code:	A00.0
ICD Code Version:	10

Web Support Information

Web Portal Services-Assistance

Click online chat

Call a Web Support Specialist at (800)575.4594 (Option 2)

Click the "Contact Us" link

eviCore healthcare

Online Chat

☎ Web Support 800-575-4594
Legal Disclaimer | Privacy Policy | Corporate Website | Report Fraud & Abuse | Guidelines and Forms | Contact Us
Copyright © 2014 MedSolutions. All Rights Reserved.

Web Portal Services-Available M-F 8am-7pm EST

Thank You!

Questions??