

# Genetic Testing

## Provider Orientation Sessions for Meridian





---

# Corporate Overview

---





**100M members  
managed  
nationwide**

## **Headquartered in Bluffton, SC offices across the U.S. including:**

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

# **9 Comprehensive Solutions**



The industry's most  
**comprehensive clinical  
evidence-based guidelines**



4.9k+ employees including  
**1k clinicians**

Engaging with 570k+ providers



Advanced, innovative, and  
intelligent technology





Medical Oncology  
30M lives

100M lives

Integrated platform

Lab Management  
to include Genetic  
Testing  
19M lives

Post-Acute Care  
1.7M lives

Radiation Therapy  
39M lives

**9** | Comprehensive  
Solutions

Musculoskeletal  
40M lives

Specialty Drug  
723k lives

Radiology  
70M lives

Sleep  
16M lives

Cardiology  
50M lives



# Lab Management Solution to Include Genetic Testing – Our Experience

**14+ Regional**

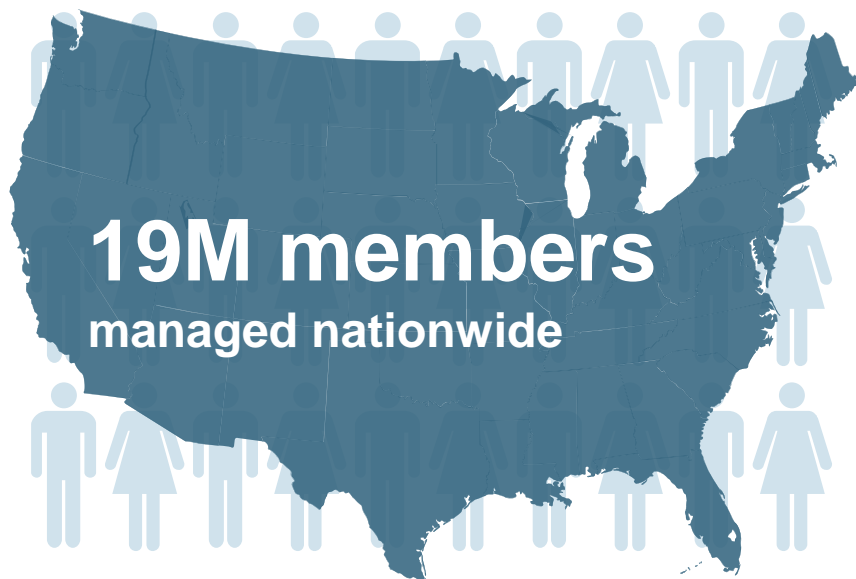
and National Clients

**480+**

Cases built per day

**9 Years**

Managing Lab Management Services



## Members Managed

- 13M Commercial members
- 500K Medicare members
- 5.5M Medicaid members



**Quality Improvement Organizations**  
Sharing Knowledge. Improving Health Care.  
CENTERS FOR MEDICARE & MEDICAID SERVICES







## Laboratory Solution to Include Genetic Testing

19M Lives



Commercial, Medicaid,  
and Medicare



Local and national  
programs

# Covered Services

- Hereditary Cancer Syndromes
- Carrier Screening Tests
- Tumor Marker / Molecular Profiling
- Hereditary Cardiac Disorders
- Cardiovascular Disease and Thrombosis Risk Variant Testing
- Pharmacogenomics Testing
- Neurologic Disorders
- Mitochondrial Disease Testing
- Intellectual Disability / Developmental Disorders



# Unique Test Identifiers (UTID)





# What is a UTID?

- Due to the large and rapidly increasing number of molecular and genomic tests, many tests do not have a unique procedure code and are instead billed with nonspecific procedure codes
- There are 12 codes under prior authorization management by the eviCore Lab Program that can represent thousands of different tests
- These fall into two categories:
  - Tier 2 (81400-81408)
  - Not Otherwise Classified (NOC) or unlisted codes (81479, 81599, 84999)
- In 2016, the AMA started publishing Claim Designation Codes for each test assigned to a Tier 2 code as an option to improve transparency when billing these codes
- This was a good start. However, the AMA does not assign such a code to all other tests billed under NOC. Currently, there is no publicly-available, widely-adopted source of unique codes for tests billed under unlisted codes
- eviCore expanded on the AMA's codes to create a more comprehensive set of UTIDs to represent all tests billed with nonspecific codes
- In 2019, eviCore is tracking over 4000 UTIDs that correlate with these 12 procedure codes



## Benefits of Using the UTID

- + In submitting a prior authorization request, a submitter has the option to select the procedure code along with the UTID. This lessens the need to place the case on hold while they reach out to the provider to identify which test is being requested
- + Once a determination is made, the letters contain a clear distinction of the results for each test. Often there are multiple procedure codes within a panel test, so this detail enables providers, labs, and members to know exactly what is approved, or not approved, and why
- + Within the letters are instructions explaining where to use these codes
- + Using the UTID policy also streamlines the billing process with instructions indicating the appropriate unique test identifier (if required in the determination communication)
- + Within the letter, each test is represented with the code, UTID, and test name. The example below presents a common theme where the same procedure code is used multiple times for different tests:

The following procedures codes are approved: 81401-SMN1/SMN2 Gene Dosage Analysis.

The following procedure codes are not approved: 81401-HBB Targeted Mutation Analysis, 81406-ACADVL Sequencing, 81257-HBA1/HBA2 GENE, 81260-IKKBKAP GENE.



# eviCore's Policies to Support UTIDs

- The UTID Policy is included in the Lab Clinical Guidelines found on the eviCore website: [www.evicore.com/provider](http://www.evicore.com/provider)
- In order to expedite claims processing you can indicate the UTID on the claim as indicated below
- Reach out to your Meridian Provider Services representative with any questions regarding UTID usage

Lab Management Guidelines		V1.0.2019
<b>Unique Test Identifiers for Non-Specific Procedure Codes</b>		
		MOL.AD.107.A v1.0.2019
<b>Procedures addressed</b>		
The inclusion of any procedure code in this table does not imply that the code is under management or requires prior authorization. Refer to the specific Health Plan's procedure code list for management requirements.		
Procedures addressed by this guideline	Procedure codes	
MOPATH PROCEDURE LEVEL 1	81400	
MOPATH PROCEDURE LEVEL 2	81401	
MOPATH PROCEDURE LEVEL 3	81402	
MOPATH PROCEDURE LEVEL 4	81403	
MOPATH PROCEDURE LEVEL 5	81404	
MOPATH PROCEDURE LEVEL 6	81405	
MOPATH PROCEDURE LEVEL 7	81406	
MOPATH PROCEDURE LEVEL 8	81407	
MOPATH PROCEDURE LEVEL 9	81408	
UNLISTED MOLECULAR PATHOLOGY	81479	
UNLISTED MAAA	81599	
CLINICAL CHEMISTRY TEST	84999	
<b>Description</b>		
This policy provides instruction on how to submit a unique test identifier when a procedure code is billed that does not adequately describe the performed molecular or genomic test referred to here as "non-specific procedure codes."		

Claim type	Electronic claim	Paper claim
<b>Professional</b>	837P: Enter in the 2400 SV101-7 field (Line Item Description) associated with the non-specific CPT code. Each non-specific CPT code should have a unique identifier in the associated field.	CMS-1500: Enter in box 24 in the shaded line above the service line that contains the non-specific CPT code. Each non-specific CPT code should have a unique identifier entered above it. Each test identifier should have the qualifier "ZZ" appended at the beginning (e.g., ZZBRAFF) to assist in recognition of the code.
<b>Institutional</b>	837I: Enter in the 2400 SV202-7 field (Line Item Description) associated with the non-specific CPT code. Each non-specific CPT code should have a unique identifier in the associated field.	UB-04: Enter in box 80 (Remarks). Only a single non-specific CPT code should be billed per claim form due to the limitations of a single descriptive field. The test identifier should have the qualifier "ZZ" appended at the beginning (e.g., ZZBRAFF) to assist in recognition of the code.



---

# Our Clinical Approach

---



# Organic Evidence-Based Guidelines

## The foundation of our solutions:



Dedicated  
molecular  
genomic  
guidelines



Contributions  
from a panel  
of community  
physicians



Experts  
associated  
with academic  
institutions



Current  
clinical  
literature

## Aligned with National Societies

- National Comprehensive Cancer Network
- National Society of Genetic Counselors
- American College of Obstetrics and Gynecology
- American College of Medical Genetics and Genomics
- American Society of Human Genetics
- American Society of Clinical Oncology
- College of American Pathologists
- American Gastroenterological Association
- Society for Maternal Fetal Medicine
- Association for Molecular Pathology
- American College of Cardiology
- American College of Chest Physicians
- American Academy of Neurology
- American Society of Colon and Rectal Surgeons
- American Heart Association
- American Academy of Pediatrics
- American Society for Reproductive Medicine
- American College of Gastroenterology
- American College of Cardiology Foundation
- National Institutes of Health



---

# Service Model

---



# Enabling Better Outcomes

## Enhancing outcomes through client and provider engagement



### **Client and Provider Operations**

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



### **Client Experience Manager**

Client Service Managers lead the 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.



---

# Genetic Testing: Prior Authorization Process

---



# Program Overview

eviCore healthcare will begin accepting requests on October 21, 2019 for dates of service November 1, 2019 and beyond

## Prior authorization applies to the following tests:

- Hereditary Cancer Syndromes
- Carrier Screening Tests
- Tumor Marker / Molecular Profiling
- Hereditary Cardiac Disorders
- Cardiovascular Disease and Thrombosis Risk Variant Testing
- Pharmacogenomics Testing
- Neurologic Disorders
- Mitochondrial Disease Testing
- Intellectual Disability / Developmental Disorders

## Prior authorization **does not apply** to services that are performed in:

- Emergency room
- Inpatient
- 23-hour observation



## Applicable Membership

Effective **November 1, 2019**: authorization is required through eviCore for Meridian members enrolled in the following health plans:

- **MeridianChoice** (Commercial)
- **MeridianHealth** (Medicaid)

Effective **January 1, 2020**: authorization is required through eviCore for members enrolled in the following health plans:

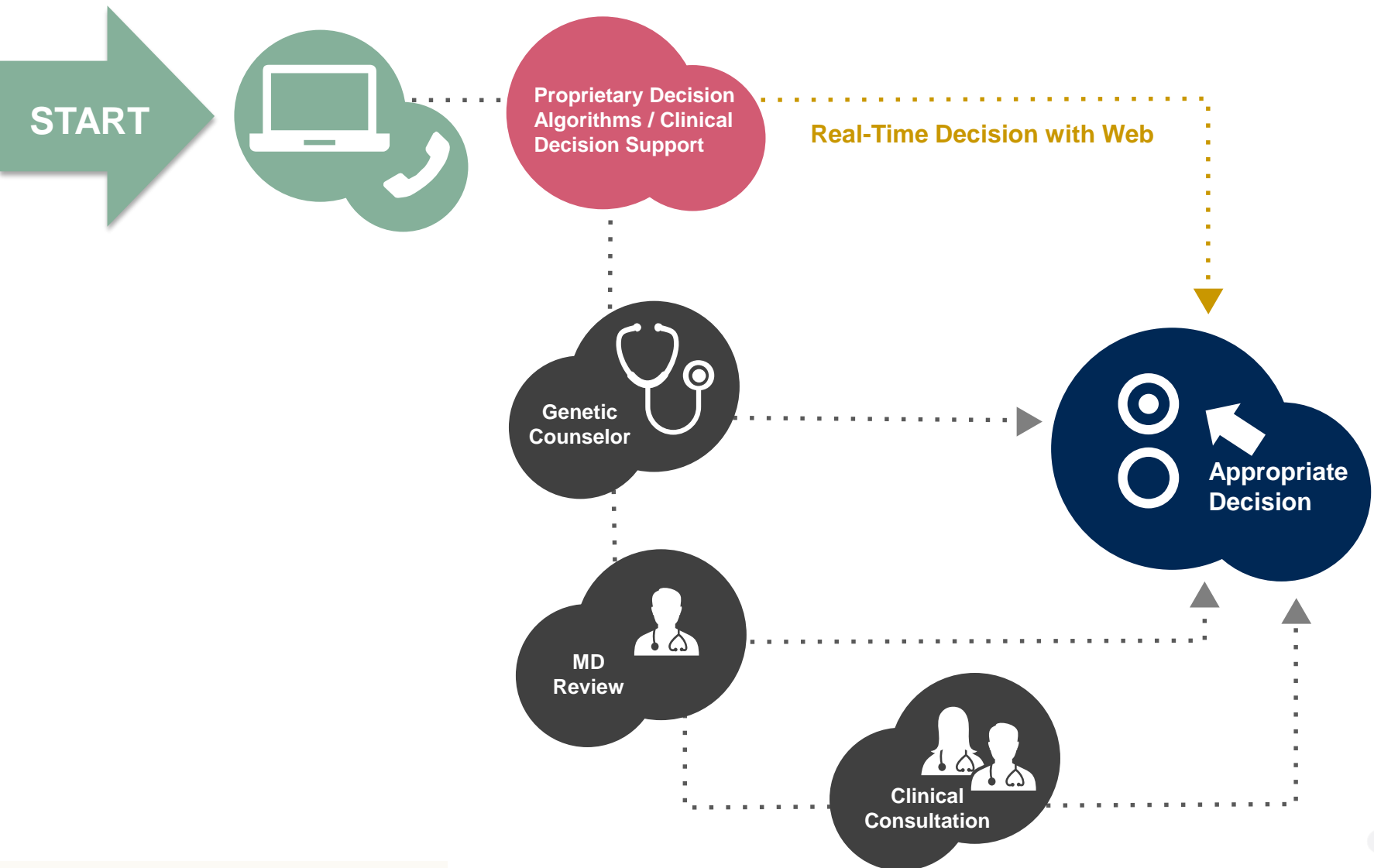
- **MeridianComplete** (Medicare-Medicaid Plan)
- **MeridianCare** (Medicare)
  - Note: MeridianCare will be changing its name and logo to WellCare, effective January 1, 2020

*Additional training opportunities will be made available in December 2019 – January 2020*



# Clinical Review Process — Easy for Providers and Staff

## Methods of Intake





# If Request is Determined as Inappropriate



Based on evidence-based guidelines, the request may be determined as **inappropriate**.



A denial letter will be issued with appeal rights to the requesting and servicing provider(s) and member with a clinical rationale for decision.



# Information Needed



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

- Specimen collection date (if applicable)
- Type or test name (if known)
- Test indication (personal history of condition being tested, age at initial diagnosis, relevant signs and symptoms, if applicable)
- Relevant past test results
- Patient's ethnicity
- Relevant family history (maternal or paternal relationship, medical history including ages at diagnosis, genetic testing)
- If there is a known familial mutation? What is the specific mutation?
- How will the test results be used in the patient's care?



# Prior Authorization Outcomes

## ➤ Approved Requests

- Requests are processed as expeditiously as possible and in accordance with regulatory timeframes
- Authorizations are typically good for **60 — 90 days** from the received date

## Delivery Method

- Faxed to requesting provider and servicing 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 clinical consultation

## Delivery Method

- Faxed to the requesting provider and servicing provider
- Mailed to the member



# Special Circumstances

## Appeals

- eviCore will not be delegated for appeals
- Please follow the process currently in place with Meridian

## Outpatient Urgent Studies

- To request an expedited prior authorization review and provide clinical information, you can contact eviCore at **888-333-8641** or visit **[www.eviCore.com](http://www.eviCore.com)**
- Medically urgent requests are defined as conditions that are a risk to the member's life, health, and ability to regain maximum function



## Prior Authorization Outcomes

### Clinical consultations and reconsiderations:

- If a request is denied and requires further clinical discussion for approval, we welcome requests for clinical determination discussions from requesting providers. One of eviCore's medical directors can assist in a review of the medical necessity for a requested procedure
- For all plans, clinical consultations can occur at any point prior to the decision
- For **MeridianChoice** and **MeridianHealth**, a clinical consultation/reconsideration can be requested up to 10 days following the date of the denial letter
- To request a clinical consultation, contact eviCore at 800-792-8744 option1, Monday — Friday, 7 a.m. to 7 p.m. and follow the prompts
- To request a clinical consultation online, please visit **[www.evicore.com/provider/request-a-clinical-consultation](http://www.evicore.com/provider/request-a-clinical-consultation)**



# Portal Compatibility

## Browsers

**www.evicore.com** is compatible with the following browsers:

- Google Chrome
- Mozilla Firefox
- Internet Explorer 9, 10, and 11

You may need to disable the pop-up blockers to access the site. For information on how to disable pop-up blockers for any of these web browsers, please refer to our [Disabling Pop-up Blockers guide](#).

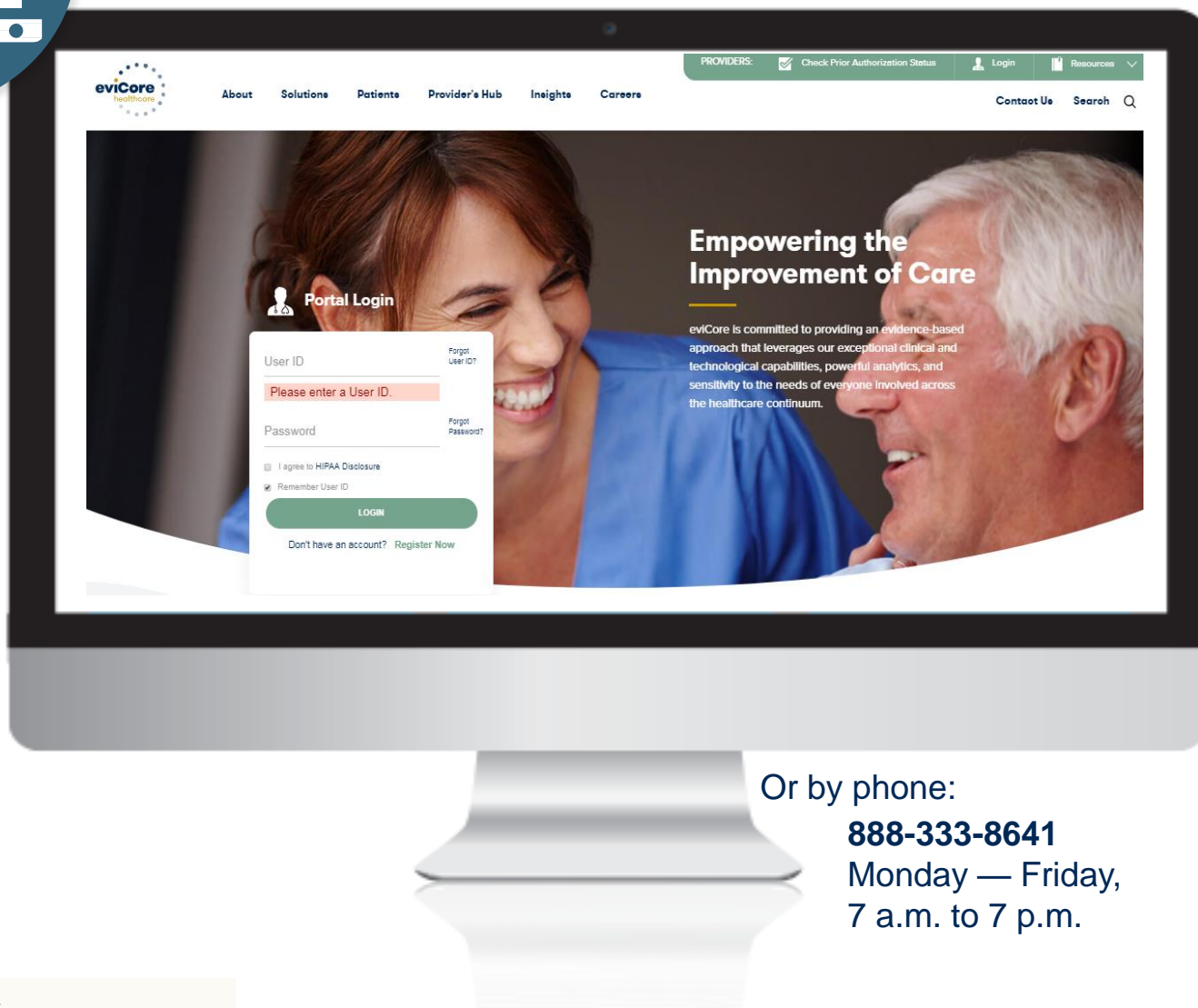


# Web Portal Services





The eviCore online portal is the quickest, most efficient way to request prior authorization and check authorization status. It is available 24 hours a day, 7 days a week. By visiting **www.eviCore.com**, providers can spend their time where it matters most — with their patients!



Or by phone:

**888-333-8641**

Monday — Friday,  
7 a.m. to 7 p.m.



# eviCore Website

- Open web browser and type in **www.evicore.com**
- Login or register

A screenshot of the 'Portal Login' form on the eviCore 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 checkboxes for 'I agree to HIPAA Disclosure' and 'Remember User ID'. At the bottom, there is a link to 'Register Now' for users who don't have an account. The background of the form is a blurred image of a person's face.



# Creating an Account



\* 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\*:

CareCore National ▼



If you want to register as a Client User at CareCore National, then please contact us: 1-800-918-8924 x20136.

## 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\*:

Ext:

Confirm Email\*:

City\*:

Fax\*:

First Name\*:

State\*:

Select ▼

Zip\*:

Last Name\*:

Office Name\*:

Next



Select a **Default Portal** and complete the registration form.



# Creating an Account, cont.

Please review the information before you submit this registration. An Email will be sent to your registered email address to set your password.

## 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\*:

If you want to register as a Client User at CareCore National, then please contact us: 1-800-918-8924 x20136.

## User Registration

<b>UserName:</b>	MYG123	<b>Address:</b>	730 Cool Springs	<b>Phone:</b>	800-575-4517
<b>Email:</b>	tesaccount@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>	Test	<b>Office Name:</b>	Test Office	<b>Fax:</b>	615-468-4408
<b>Last Name:</b>	Account				

Back

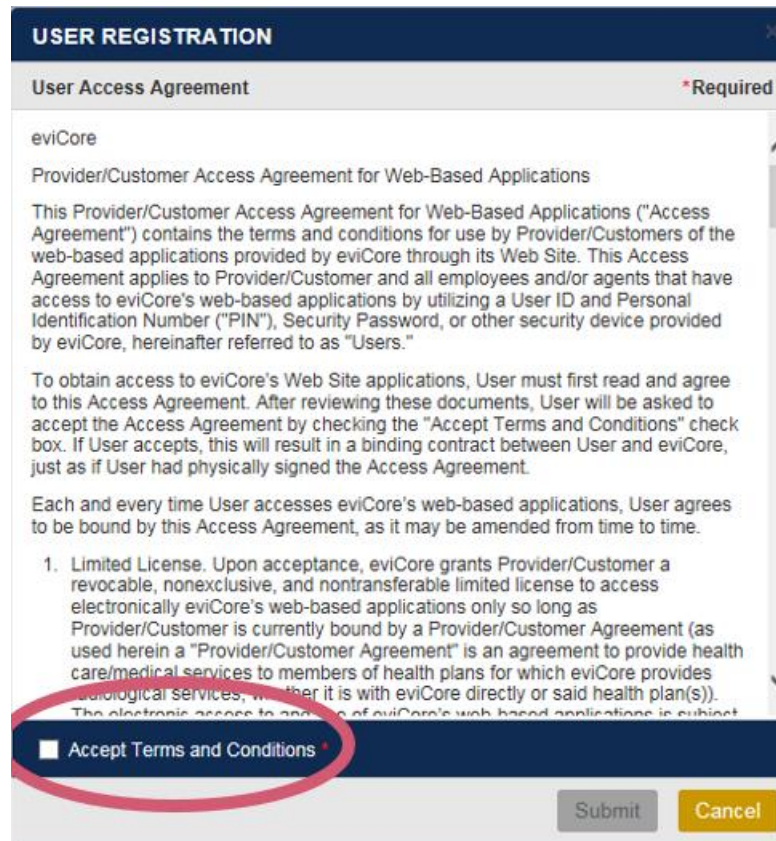
Submit Registration



Review information provided and click “Submit Registration.”



# User Registration



**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)). The electronic access to and use of eviCore's web-based applications is subject

☒ **Accept Terms and Conditions \***

Submit Cancel



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



## User Registration, cont.



You will receive a message on the screen confirming your registration was 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., ! ? \*)



## Password Maintenance

Please set up a new password for your account.

Note: The password must be at least 8 characters long and contains the following categories : Uppercase letters, Lowercase letters, Numbers and special characters.

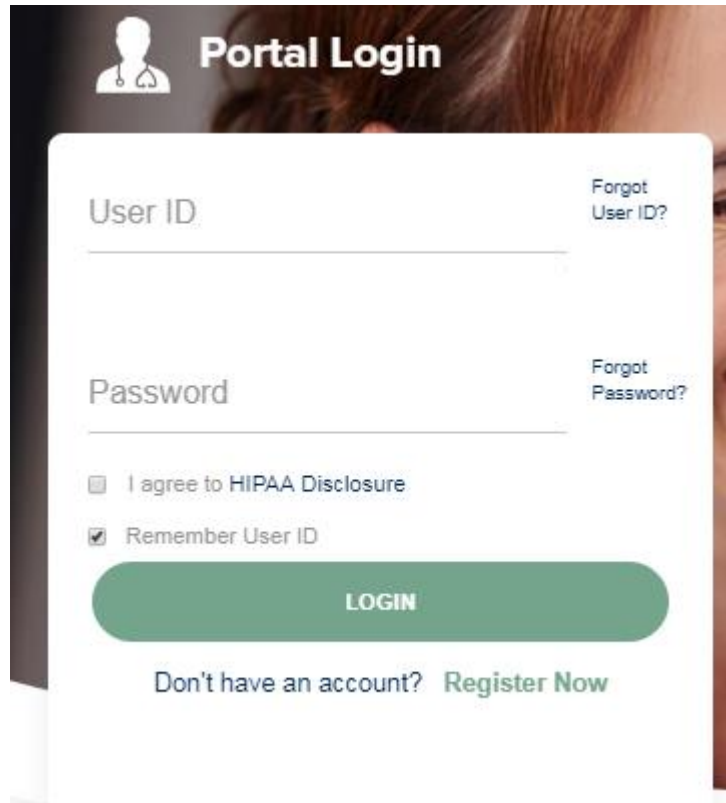
New Password\*

Confirm New Password\*

Save



# Account Login



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 title 'Portal Login' in bold black text. Below the title are 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 'Password' field are two checkboxes: 'I agree to HIPAA Disclosure' (unchecked) and 'Remember User ID' (checked). Below these checkboxes is a large green rounded button with the text 'LOGIN' in white. At the bottom of the form is the text 'Don't have an account?' followed by a green link 'Register Now'.



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



---

# Account Overview

---



# Welcome Screen



[Home](#) [Authorization Lookup](#) [Eligibility Lookup](#) [Clinical Certification](#) [Certification Requests In Progress](#) [MSM Practitioner Performance Summary Portal](#) [Resources](#) [Manage Your Account](#) [Help / Contact Us](#) [MedSolutions Portal](#)

Friday, July 22, 2016 12:02 PM

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

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

**Providers must be added to your account before cases can be submitted over the web. Please select "Manage Account" to add providers.**

[Request a clinical certification/procedure >>](#)

[Request a clinical certification/procedure for](#)

[Resume a certification request in progress >>](#) << [Did you know? You can save a certification request to finish later.](#)

[Look up an existing authorization >>](#)

[Check member eligibility >>](#)



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

**Note:** Once you are registered, you can access the MedSolutions Portal at any time. Click the “MedSolutions Portal” button on the top right corner to toggle back and forth between the two portals seamlessly without having to log-in multiple accounts.



# Add Practitioners

Friday, March 23, 2018 2:57 PM

## Manage Your Account

**Office Name:**

Change Password

Edit Account

**Address:** 730 Cool Springs Blvd  
Franklin, TN 37067

**Primary**

**Contact:** User Account

**Email Address:** Test@email.com

Add Provider

Click Column Headings to Sort

No providers on file

Cancel

© CareCore National, LLC. 2018 All rights reserved.  
[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)



Click the “Add Provider” button.



# Add Practitioners

Friday, March 23, 2018 2:57 PM

## 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

➤ 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.



# Add Practitioners, cont.

## Add Practitioner

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

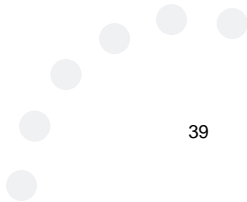
Practitioner Name	NPI	Address	City	State	Zip	Phone	Fax
Last, First	12312312	730 Coolsprings Blvd	Franklin	TN	37067	(615)548-4000	

Add This Practitioner

Cancel



Select the matching record based upon your search criteria.





# Manage Your Account

Friday, March 23, 2018 2:57 PM

## Add Practitioner

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

[Add Another Practitioner](#) [Continue](#)

© CareCore National, LLC. 2018 All rights reserved.  
[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

➤ Once you have selected a practitioner, your registration will be completed. You can then access the **“Manage Your Account”** tab to make any necessary updates or changes.

➤ You can also click **“Add Another Practitioner”** to add another provider to your account.



# Certification Summary

## Certification Summary

Search.. 🔍

Single Status  
Show All ▼

Filter By Multiple Statuses  
Show All ▼

Date  
7 days ▼

Submit Close



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

Wednesday, September 26, 2018 2:27 PM Log Off

### Certification Summary

Search.. 🔍

Page 1 of 0 10 ▼ No records to display

Authorization Number	Case Number	Member Last Name	Ordering Provider Last Name	Ordering Provider NPI	Status	Case Initiation Date	Procedure Code	Service Description	Site Name	Expiration Date	Correspondence	Upload Clinical
	X	X	X	X			X					

Page 1 of 0 10 ▼ No records to display

➤ CareCore National Portal now includes a **“Certification Summary”** tab to better track your recently submitted cases.

➤ The work list can also be filtered, as seen above.



# Case Initiation



# Initiating a Case

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

[Request a clinical certification/procedure >>](#)

[Resume a certification request in progress >>](#) << Did you know? You can save a certification request to finish later.

[Look up an existing authorization >>](#)

[Check member eligibility >>](#)

© CareCore National, LLC. 2015 All rights reserved.

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



Choose “**Request a clinical certification/procedure**” to begin a new case request.



# Select Program

## Clinical Certification

Please select the program for your certification:

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

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

Please Select ▼

Cancel Print Continue

Click [here](#) for help or technical support



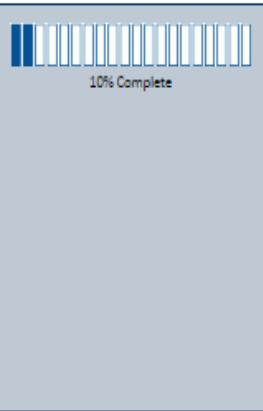
Select the **program** for your certification.



# Select Provider

Wednesday, January 16, 2019 11:05 AM

Log Off



## Clinical Certification

Select the practitioner or group for whom you want to build a case. If the practitioner, group, or lab for whom you wish to build a case is not listed, please visit [Manage Your Account](#) to associate the new practitioner, group, or lab.

Filter Last Name  
or NPI:

[FILTER](#)

[CLEAR FILTER](#)

Selected Physician:

Provider	
<a href="#">SELECT</a>	
<a href="#">SELECT</a>	
<a href="#">SELECT</a>	
<a href="#">SELECT</a>	
<a href="#">SELECT</a>	
<a href="#">SELECT</a>	
<a href="#">SELECT</a>	
<a href="#">SELECT</a>	
<a href="#">SELECT</a>	
<a href="#">SELECT</a>	
1 2 3	

[Cancel](#) [Back](#) [Print](#) [Continue](#)

Click [here](#) for help or technical support



# If Submitter is Rendering Lab, enter referring Provider NPI

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

Wednesday, January 16, 2019 11:05 AM

Log Off



10% Complete

## Clinical Certification

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

☒ Yes ☐ No

**i** Enter NPI Number

SUBMIT

Cancel Print

Click [here](#) for help or technical support

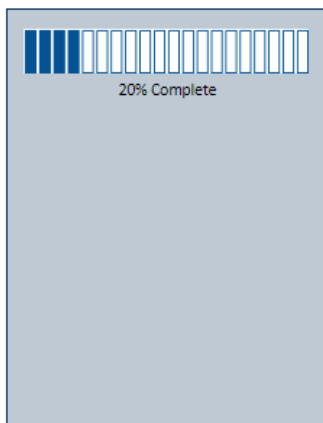


# Select Health Plan

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

Wednesday, January 16, 2019 11:05 AM

Log Off



## Clinical Certification

To process an urgent case on the web you will be required to upload relevant clinical information using the online clinical upload feature at the end of the case build process. Click [here](#) for more information!

You selected

Please select the health plan for which you would like to build a case. If the health plan is not shown, please contact the plan at the number found on the member's identification card to determine if case submission through CareCore National is necessary.

Please Select a Health Plan ▼

[Cancel](#) [Back](#) [Print](#) [Continue](#)

Click [here](#) for help or technical support

© CareCore National, LLC. 2019 All rights reserved.

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

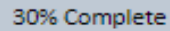
- Choose **Meridian** for the case request. If the health plan does not populate, please contact the plan at the number found on the member's identification card.
- Once the plan is chosen, please select the provider address in the next drop down box.



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

Wednesday, January 16, 2019 11:05 AM
 [Log Off](#)

Log Off,



## Clinical Certification

[?]

[?]

[?]

[?]

[?]

Email 

Cancel Back Print Continue



48



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


40% Complete

Provider and NPI

Patient ID:	<input type="text"/>
Date Of Birth:	<input type="text"/> MM/DD/YYYY
Patient Last Name Only:	<input type="text"/> [?]

IF THIS IS A MEDICAID MEMBER, PLEASE USE THE MEMBER'S MEDICAID ID

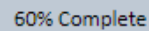
 Enter the **member information** including the patient ID number, date of birth, and patient's last name.

 Click “Eligibility Lookup.”



[Home](#)
[Certification Summary](#)
[Authorization Lookup](#)
[Eligibility Lookup](#)
[Clinical Certification](#)
[Certification Requests In Progress](#)
[MSM Practitioner Performance Summary Portal](#)
[Resources](#)
[Manage Your Account](#)
[Help / Contact Us](#)
[MedSolutions Portal](#)

Log Off, [User Name]



## Patient

EDIT

## Lab Management Program Procedures

LABTST ▼ MOLECULAR GENETIC TEST ▼

Don't see your procedure code or type of service? [Click here](#)

Primary Diagnosis Code: **R68.89**

Description: **Other general symptoms and signs**

Change Primary Diagnosis

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

Secondary diagnosis is optional for Lab Management Program

LOOKUP

Cancel Back Print **Continue**

[Click here](#) for help or technical support

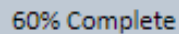


Select the **CPT** and **diagnosis codes**.



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

Log Off,



## Patient

EDIT

Confirm your service selection.

Cancel Back Print **Continue**

[Click here](#) for help or technical support





# Site Selection

Wednesday, January 16, 2019 11:05 AM

Log Off

## Clinical Certification

### Specific Site Search

Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI:	<input type="text"/>	Zip Code:	<input type="text"/>	Site Name:	<input type="text"/>
TIN:	<input type="text"/>	City:	<input type="text"/>	<input checked="" type="radio"/> Exact match	
				<input type="radio"/> Starts with	

LOOKUP SITE

Cancel Back Print

[Click here](#) for help or technical support

© CareCore National, LLC. 2019 All rights reserved.

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



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



# Site Selection

## Clinical Certification

Selected Site:

FIND NEW SITE

Site Email (optional)

Cancel Back Print Continue

Click [here](#) for help or technical support



This page allows you to enter an email address for a facility representative.



# Clinical Certification

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

Wednesday, January 16, 2019 11:05 AM

Log Off

## Clinical Certification

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 CareCore National.

Click [here](#) for help or technical support

➤ **Verify the information you entered and make any needed changes prior to moving onto the clinical collection phase of the prior authorization process.**

➤ **You will not have the opportunity to make changes after this point.**



# Contact Information

## Clinical Certification

Is this case Routine/Standard?

Yes

No



➤ Select an urgency indicator and upload your patient’s relevant medical records that support your request.

➤ If your request is urgent, select “No.”

➤ If the case is standard, select “Yes.”

**Note:** 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.



# Supporting Documentation

Wednesday, January 16, 2019 11:05 AM

Log Off

## Clinical Certification

**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):

No file chosen

No file chosen

No file chosen

No file chosen

No file chosen

© CareCore National, LLC. 2018 All rights reserved.

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

➤ If **additional information** is required, you will have the option to either free hand text in the additional information box, or you can mark **“Yes”** to additional info and click **“Submit”** to bring you to the upload documentation page.

➤ Providing clinical information via the web is the quickest, most efficient method.



# Clinical Certification

[Home](#) [Certification Summary](#) [Authorization Lookup](#) [Eligibility Lookup](#) **Clinical Certification** [Certification Requests In Progress](#) [MSM Practitioner Performance Summary Portal](#) [Resources](#) [Manage Your Account](#) [Help / Contact Us](#) [Med Solutions Portal](#)

Wednesday, January 16, 2019 11:05 AM

Log Off

## Clinical Certification

Some tests can be automatically authorized by responding to a set of specific clinical questions. In order to determine the right clinical questions to ask, we need to know exactly which test(s) and procedure code(s) are being considered. The next several questions guide test and CPT code selection. Each step includes an option to bypass the question if you do not know the answer. If you need assistance, you can also submit a case by phone at 866-879-8317.

1 To the best of your knowledge, has a previous prior authorization request been made for this member and test?

☐ Yes ☐ No ☐ Unknown

1 How will the test be billed?

- ☐ A single CPT/HCPCS code for the entire test  
☐ More than one CPT/HCPCS code (a panel, profile, or group of tests performed together and billed with multiple procedure codes)  
☐ I do not know the CPT/HCPCS code(s) associated with this test (This option allows you to describe the test and provide general clinical information for manual review.)

1 Has the specimen been collected?

☐ Yes ☐ No ☐ Unknown

SUBMIT

☐ Finish Later

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

Cancel Print

Click [here](#) for help or technical support

© CareCore National, LLC. 2019 All rights reserved.  
[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)



**Clinical Certification** questions may populate based upon the information provided.



# Clinical Certification

[Home](#) [Certification Summary](#) [Authorization Lookup](#) [Eligibility Lookup](#) **[Clinical Certification](#)** [Certification Requests In Progress](#) [MSM Practitioner Performance Summary Portal](#) [Resources](#) [Manage Your Account](#) [Help / Contact Us](#)

Monday, August 12, 2019 1:57 PM

## Clinical Certification

What is the name of the test you are requesting?

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

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

Test Brand Name	Test Category
<input type="radio"/> None Of These	
<input type="radio"/> 1199A to G Mutation Analysis	Factor II (F2) Targeted Mutation Analysis Tests
<input type="radio"/> ABL T315I Mutation in CML, Cell-based	ABL1 Kinase Mutations
<input type="radio"/> ABL T315I Mutation in CML, Plasma-Based, Leumeta	ABL1 Kinase Mutations
<input type="radio"/> AccuType IL28B	IL28B Polymorphism Genotype
<input type="radio"/> AccuType(R) CP, Clopidogrel CYP2C19 Genotype	CYP2C19 Targeted Mutation Analysis Tests
<input type="radio"/> AccuType(R) Warfarin	Warfarin Sensitivity Panel Tests
<input type="radio"/> AML1/ETO t(8;21) Quantitative, Real-Time PCR	AML/ETO Rearrangement Tumor Testing
<input type="radio"/> Angiotensin Converting Enzyme (ACE) Polymorphism (Insertion/Deletion)	Angiotensin Converting Enzyme (ACE) Polymorphism
<input type="radio"/> Angiotensin II Type 1 Receptor (AGTR1) Gene 1166A to C Polymorphism	AGTR1 1166A-C Polymorphism

1 2 3 4 5 6 7 8 9

All A B C E F G J L M N O P Q R S T Y

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

**\*\*\*FOR LAB REPRESENTATIVES:** If you would like to correct or add to this list, please email [labmanagement@evicore.com](mailto:labmanagement@evicore.com).



# Medical Review

Wednesday, January 16, 2019 11:05 AM

Log Off

Home Certification Summary Authorization Lookup Eligibility Lookup **Clinical Certification**

Monday, August 12, 2019 2:05 PM

### Clinical Certification

☒ Is there any additional information specific to the member's condition you would like to provide?

☒ I would like to upload a document after the survey

☐ I would like to enter additional notes in the space provided

☐ I would like to upload a document and enter additional notes

☐ I have no additional information to provide at this time

☐ Finish Later

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

➤ If **additional information** is required, you will have the option to either free hand text in the additional information box, or you can mark that there is additional info and click **“Submit”** to bring you to the upload documentation page.

➤ Providing clinical information via the web is the quickest, most efficient method.



# Clinical Certification

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

Wednesday, January 16, 2019 11:05 AM

Log Off

## Clinical Certification

Is there any additional information specific to the member's condition you would like to provide?

☒ Yes ☐ No

Enter text in the space provided below or continue.

Additional Information - Notes:

SUBMIT

☐ Finish Later

Did you know?

You can save a certification request to finish later.

Cancel Print

Click [here](#) for help or technical support

If **additional information** is required, you will have the option to either free hand text in the additional information box, or you can mark Yes to additional info and click submit to bring you to the upload documentation page.

Providing clinical information via the web is the quickest, most efficient method.



# Medical Review, cont.

## Clinical Certification

☐ 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.

Print SUBMIT CASE

Click [here](#) for help or technical support



Acknowledge the clinical certification statements, and click **“Submit Case.”**



# Approval

## Clinical Certification

Your case has been Approved.

Provider Name:	Contact:
Provider Address:	Phone Number:
	Fax Number:
<hr/>	
Patient Name:	Patient Id:
Insurance Carrier:	
<hr/>	
Site Name:	Site ID:
Site Address:	
<hr/>	
Primary Diagnosis Code:	Description:
Secondary Diagnosis Code:	Description:
Date of Service:	Not provided
CPT Code:	Description:
Authorization Number:	
Review Date:	2:12:39 PM
Expiration Date:	
Status:	Your case has been Approved.



Once the clinical pathway questions are completed and if the answers have met the clinical criteria, an **approval** will be issued.



Print the screen and store in the patient's file.



# Building Additional Cases

Wednesday, January 16, 2019 11:05 AM

Log Off

## Clinical Certification

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 (Musculoskeletal Management)
- ☐ Provider
- ☐ Program and Provider
- ☐ Program and Health Plan

Click [here](#) for help or technical support

Once a case has been submitted for clinical certification, you can return to the **Main Menu**, **resume an in-progress request**, or **start a new request**. You can indicate if any of the previous case information will be needed for the new request.



# Authorization Look Up



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

## Authorization Lookup

### New Security Features Implemented

#### ☒ Search by Member Information

##### REQUIRED FIELDS

Healthplan:

Provider NPI:

Patient ID:

Patient Date of Birth:   
MM/DD/YYYY

##### OPTIONAL FIELDS

Case Number:

or

Authorization Number:

#### ☒ Search by Authorization Number/ NPI

##### REQUIRED FIELDS

Provider NPI:

Auth/Case Number:

Search



Search by **Authorization Number/NPI**. Enter the **provider's NPI** and authorization or **case number**. Select **"Search."**



You can also search by **member information**, and enter the **health plan**, **provider's NPI**, **patient's ID**, and **patient's date of birth**.



# Authorization Status

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

Wednesday, January 16, 2019 11:47 AM

Log Off N

## Authorization Lookup

Authorization Number:  
Case Number: :  
Health Plan Auth Number: :  
Status: Approved  
Approval Date: 1/11/2019 12:00:00 AM  
Service Code: LABTST  
Service Description: MOLECULAR GENETIC TEST  
Site Name:  
Expiration Date: 3/12/2019  
Date Last Updated: 1/16/2019 1:52:15 PM  
Correspondence: [VIEW CORRESPONDENCE](#)

[Print](#) [Done](#) [Search Again](#)

Click [here](#) for help or technical support



The authorization will then be accessible to review.



To print authorization correspondence, select **“View Correspondence.”**



# Search Results and Electronic Clinical Upload Feature

[Home](#) [Authorization Lookup](#) [Eligibility Lookup](#) [Clinical Certification](#) [Certification Requests In Progress](#) [MSM Practitioner Performance Summary Portal](#)

## New Security Features Implemented

Authorization Number: NA

Case Number:

Status: Additional Information Required

Approval Date:

Service Code:

Service Description:

Site Name:

Expiration Date:

Date Last Updated: 9/15/2017 10:45:49 AM

Correspondence: [VIEW CORRESPONDENCE](#)

Clinical Upload: [UPLOAD ADDITIONAL CLINICAL](#)





# Eligibility Look Up



[Home](#) [Authorization Lookup](#) **[Eligibility Lookup](#)** [Clinical Certification](#) [Certification Requests In Progress](#) [MSM Practitioner Performance Summary Portal](#) [Resources](#) [Manage Your Account](#) [Help / Contact Us](#)

Thursday, March 15, 2018 4:43 PM

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

## Eligibility Lookup

### New Security Features Implemented

Health Plan:

Patient ID:

Member Code:

Cardiology Eligibility: **Medical necessity determination required.**

Radiology Eligibility: **Precertification is Required**

Radiation Therapy Eligibility: **Medical necessity determination required.**

MSM Pain Mgt Eligibility: **Precertification is Required**

Sleep Management Eligibility: **Medical necessity determination required.**

[Print](#) [Done](#) [Search Again](#)

Click [here](#) for help or technical support

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

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



---

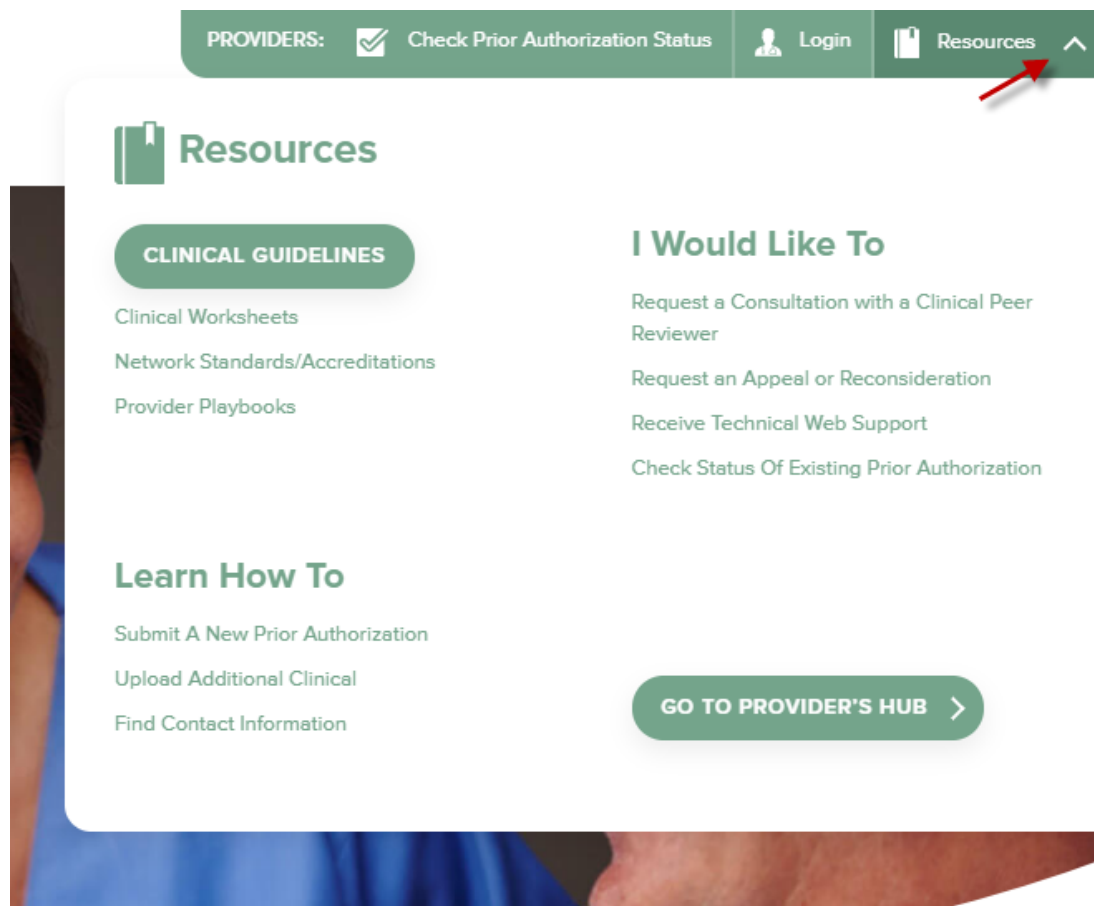
# Provider Resources





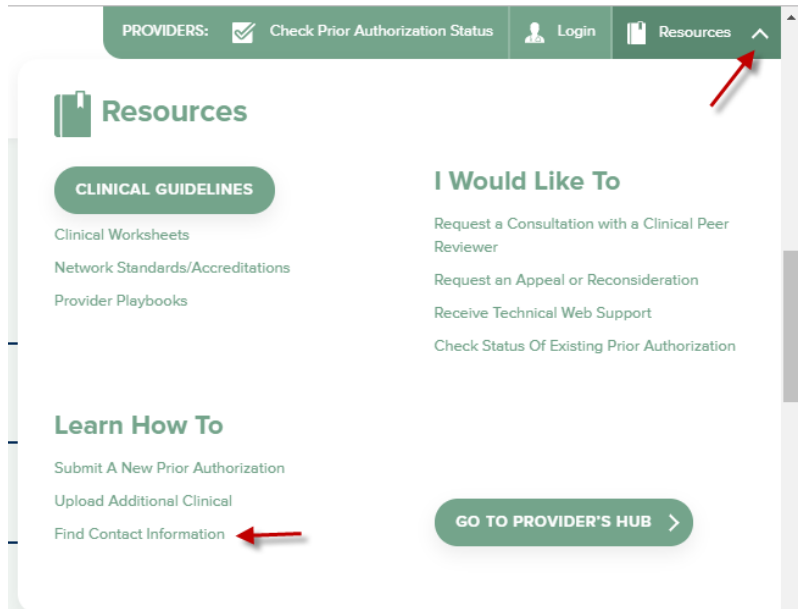
# Online Resources

- You can access important tools and resources at [www.eviCore.com](http://www.eviCore.com).
- Select “Resources” to view FAQs, clinical guidelines, online forms, and more.





# Quick Reference Tool



The screenshot shows a form titled "I want to learn how to...". Below the title, there is a section labeled "Learn how to..." with three dropdown menus. The first dropdown is labeled "Find Contact Information" and has a downward arrow. The second dropdown is labeled "Select a Health Plan..." and has a downward arrow. The third dropdown is labeled "Select a Solution..." and has a downward arrow. At the bottom of the form, there is a dark blue button labeled "START".

➤ Access health plan-specific contact information at [www.eviCore.com](http://www.eviCore.com) by clicking the “Resources” tab, then select “Find Contact Information” under the “Learn How To” section.

➤ Simply select a health plan and a solution to populate the contact phone and fax numbers, as well as the appropriate legacy portal to utilize for case requests.



# Provider Resources: Pre-Certification Call Center



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

Call **888-333-8641** Monday – Friday, 7 a.m. to 7 p.m.

- Obtain prior authorization or check the status of an existing case
- Discuss questions regarding authorizations and case decisions
- Change facility or CPT code(s) on an existing case



# Provider Resources: Web-Based Services



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

To speak with a Web Specialist, call **800-646-0418** (option #2) or email **[portal.support@evicore.com](mailto:portal.support@evicore.com)**.

They can advise on the following:

- Request authorizations and check case status online – available 24 hours a day, 7 days a week
- Pause/start feature to complete initiated cases
- Upload electronic PDF/Word clinical documents



# Provider Resources: Client Provider Operations



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

To reach eviCore Client Services, call **800-575-4517** (option #3) or email **[clientservices@evicore.com](mailto:clientservices@evicore.com)**.

They can assist with the following:

- Eligibility issues (member, rendering facility, and/or ordering physician)
- Questions regarding accuracy assessment, accreditation, and/or credentialing
- Issues experienced during case creation
- Requesting an authorization to be resent to the health plan



# Provider Resources: Documents



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

Contact Meridian for provider enrollment questions

eviCore-Meridian Implementation Page:  
[www.eviCore.com/healthplan/meridian\\_wellcare](http://www.eviCore.com/healthplan/meridian_wellcare)

You can access the following:

- Provider Orientation Presentation
- CPT code list of the procedures that require prior authorization
- Quick Reference Guide
- eviCore clinical guidelines
- FAQ documents and announcement letters

You can obtain a copy of this presentation on the implementation site listed above.



---

# Thank You!

---

