

# Pain Management, Spine Surgery, Joint Surgery Preauthorization for Blue Cross and Blue Shield Medicare

## Provider Orientation



---

# Company Overview

---



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



4k+ employees including **1k clinicians**

Engaging with 570k+ providers



Advanced, innovative, and intelligent technology

# 9 | Comprehensive Solutions

End-to-End Solution on a single integrated platform

© eviCore healthcare. All Rights Reserved.  
This presentation contains CONFIDENTIAL and PROPRIETARY information.



Radiology



Cardiology



Musculoskeletal



Sleep Management



Medical Oncology



Specialty Drug



Radiation Therapy



Lab Management



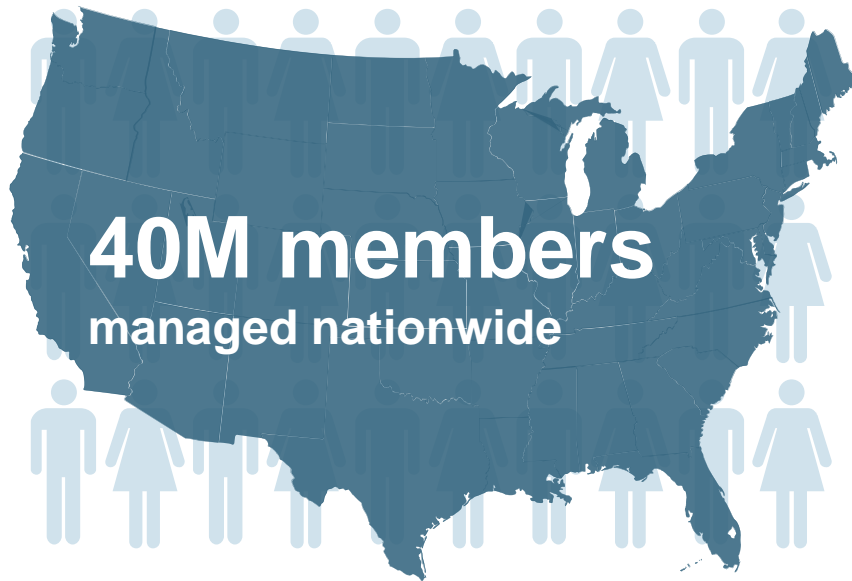
Post-Acute Care

# Musculoskeletal Management Solution - Our Experience

**30+ Regional**  
and National Clients

**300k+**  
Cases built per day

**10 Years**  
Managing Radiation Therapy Services



## Members Managed

- 25.5M Commercial Memberships
- 2M Medicare Memberships
- 6.5M Medicaid Memberships



---

# Our Clinical Approach

---

## Clinical Staffing

44



**Musculoskeletal  
physicians on staff**

66



**Musculoskeletal-trained  
nurses on staff**

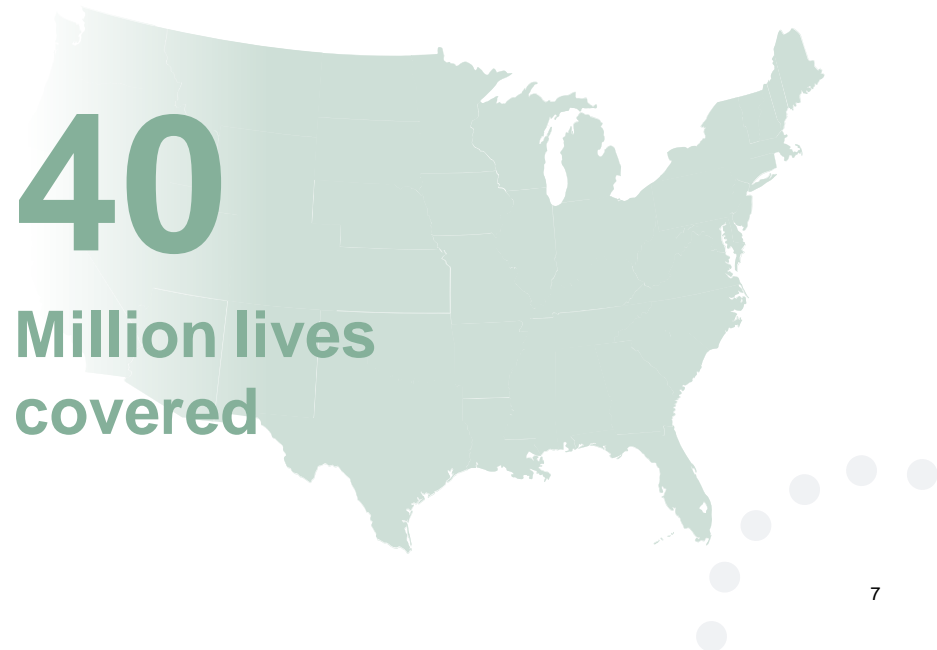
100



**Musculoskeletal  
therapists**  
(PT/OT/ST/MT/CHIRO/ACU)

40

**Million lives  
covered**



# 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	

- **260 board-certified medical directors**
- **Diverse representation of medical specialties**
- **800 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 musculoskeletal solution:



Dedicated  
pediatric  
guidelines



Medicare  
LCDs & NCDs



Academic  
institutional  
experts and  
community  
physician panels



Current  
clinical  
literature

## Aligned with National Societies

- American Academy of Neurology
- American College of Rheumatology
- American Association of Neurological Surgeons
- American Academy of Orthopedic Surgeons
- American Society of Interventional Pain Physicians
- North American Spine Society
- American College of Occupational and Environmental Medicine
- American Academy of Physical Medicine and Rehabilitation
- American Association of Hip and Knee Surgeons
- American Pain Society
- Official Disability Guidelines
- Medicare Guidelines
- Spine Intervention Society
- American Academy of Orthopedic Surgeons
- The American Orthopedic Society for Sports Medicine
- Cochrane Reviews
- American Physical Therapy Association
- American Chiropractic Association
- American Occupational Therapy Association
- American Speech Language Hearing Association
- American Society of Anesthesiologists

---

# Service Model

---

# 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.

---

# **Preauthorization Program for Blue Cross and Blue Shield Medicare**

---

# Program Overview

eviCore began accepting requests on May 22, 2017 for dates of service June 1, 2017 and beyond.

**Preauthorization applies to services that are:**

- Outpatient
- Elective / Non-emergent
- Inpatient-initial

**eviCore Preauthorization does not apply to services that are performed in:**

- Emergency room
- Inpatient-subsequent
- 23-hour observation

**It is the responsibility of the ordering provider to request preauthorization approval for services.**

# Applicable Membership

Preauthorization is required for Blue Cross and Blue Shield members enrolled in the following programs:

- **Blue Cross and Blue Shield of Illinois**
  - Medicare members
- **Blue Cross and Blue Shield of Montana**
  - Medicare members
- **Blue Cross and Blue Shield of New Mexico**
  - Medicare members
- **Blue Cross and Blue Shield of Oklahoma**
  - Medicare members
- **Blue Cross and Blue Shield of Texas**
  - Medicare members

## Preauthorization Required:

### Joint Surgery-IP & OP

- Large joint replacement
- Arthroscopic and open procedures

### Spine Surgery-IP & OP

- Spinal Implants
  - Spinal cord stimulators
  - Pain Pumps
- Cervical/Thoracic/Lumbar
  - Decompressions
  - Fusions

### Interventional Pain

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

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

<https://www.evicore.com/healthplan/bcbs>

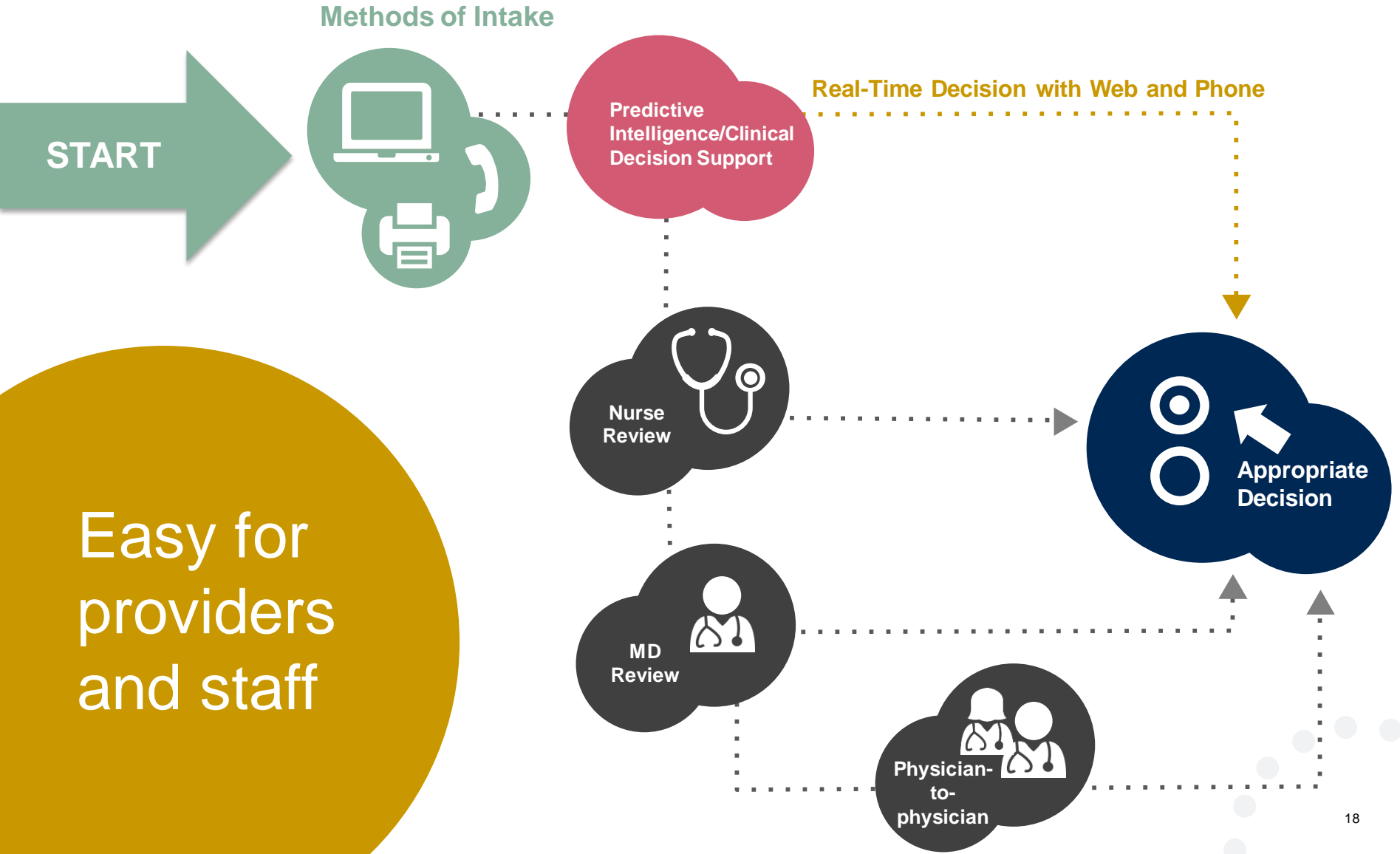


# Preauthorization Requests

## How to request preauthorization:



# Clinical Review Process



# Needed Information

## Member

Member ID  
Member name  
Date of birth (DOB)



## Facility

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



## Rendering Physician

Physician name  
National provider identifier (NPI)  
Tax identification number (TIN)  
Fax number



## Requests

CPT code(s) for requested procedure



The appropriate diagnosis code for the working of differential diagnosis



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

- Imaging studies and prior test results related to the diagnosis
- Office notes related to the current diagnosis

# Preauthorization Outcomes

## ➤ Approved Requests:

- Medicare requests are processed within 14 calendar days.
- Authorizations are typically good for 45 days from the date of determination.

## ➤ Delivery:

- Faxed to ordering provider and rendering facility. (verbal outreach for urgent requests).
- Mailed to the member, (verbal outreach for urgent requests).
- 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

## ➤ Delivery:

- Faxed to the ordering provider and rendering facility (verbal outreach for urgent requests).
- Mailed to the member (verbal outreach for urgent requests).

# Preauthorization Outcomes

## ➤ Pre-Decision Consultation

- If your case requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians prior to a decision being rendered.
- In certain instances, additional information provided during the pre-decision consultation is sufficient to satisfy the medical necessity criteria for approval.

# Special Circumstances



## Authorization Appeals

- eviCore will manage first level authorization appeals.
- Authorization appeals must be made in writing within 120 calendar days. eviCore will respond within 30 calendar days.



## Outpatient Urgent Services:

- Contact eviCore by phone to request an expedited preauthorization review and provide clinical information.
- Urgent Cases will be reviewed with 72 hours of the request.

---

# Web Portal Services

---

# Portal Compatibility

---

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

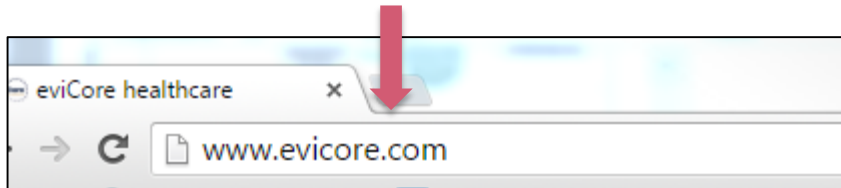
- Google Chrome
- Mozilla Firefox
- Internet Explorer 9, 10, and 11

You may need to disable 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](#).

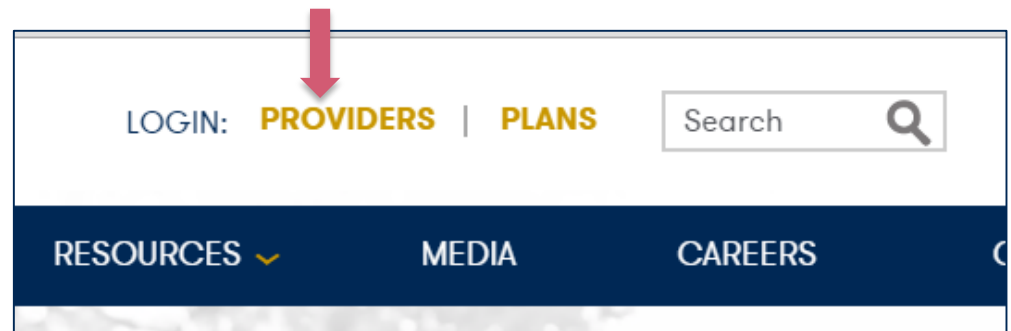


# eviCore healthcare website

- Point web browser to evicore.com



- Click on the “Providers” link



- Login or Register

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

User ID

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?".

☐ 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!](#)

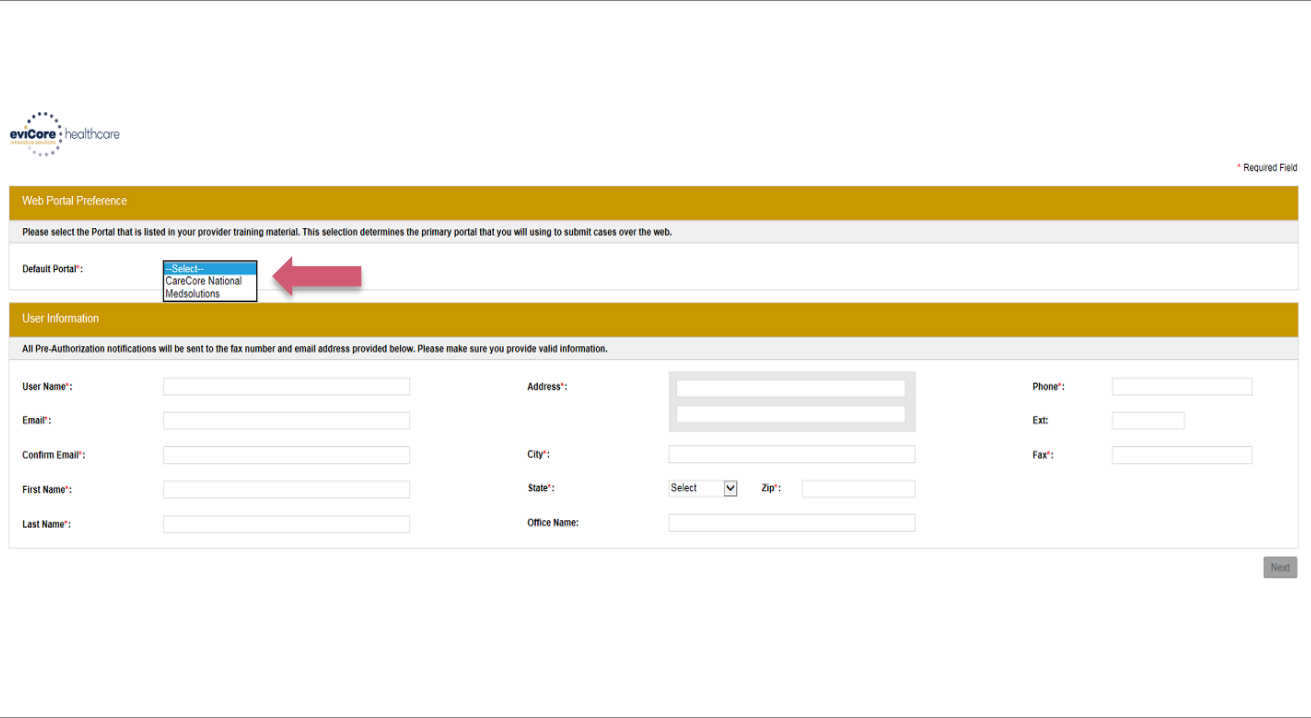
LOGIN

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



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

# Creating An Account



The screenshot shows a web form for creating an account on the eviCore healthcare portal. The form is divided into two main sections: "Web Portal Preference" and "User Information".

**Web Portal Preference:** This section has a yellow header. Below it, a message states: "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." The "Default Portal:" label is followed by a dropdown menu. The dropdown menu is open, showing two options: "CareCore National" and "MedSolutions". A red arrow points to the "CareCore National" option. A red asterisk and the text "Required Field" are located in the top right corner of this section.

**User Information:** This section also has a yellow header. Below it, a message states: "All Pre-Authorization notifications will be sent to the fax number and email address provided below. Please make sure you provide valid information." The form contains several input fields:

- User Name\*:** A single-line text input field.
- Email\*:** A single-line text input field.
- Confirm Email\*:** A single-line text input field.
- First Name\*:** A single-line text input field.
- Last Name\*:** A single-line text input field.
- Address\*:** A multi-line text input field.
- City\*:** A single-line text input field.
- State\*:** A dropdown menu with "Select" and a downward arrow.
- Zip\*:** A single-line text input field.
- Office Name:** A single-line text input field.
- Phone\*:** A single-line text input field.
- Ext:** A single-line text input field.
- Fax\*:** A single-line text input field.

A "Next" button is located at the bottom right of the form.

- Select CareCore National or MedSolutions as the **Default Portal**, and complete the user registration form.
- Please note: For the MedSolutions portal, you will also need to select the appropriate **Account Type**: 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\*: Medsolutions

**User Registration**

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

**Provider Information**

Physician FirstName:	TEST	Physician LastName:	DOCTOR	Street Address:	730 COOL SPRINGS BLVD
State:	TN	Tax ID:	*****6789	NPI:	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 LastName: Yoder  
State: TN Tax ID:

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 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 to the terms and conditions of this Agreement.

☒ Accept Terms and Conditions \*

Submit Cancel

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

# User Registration-Continued

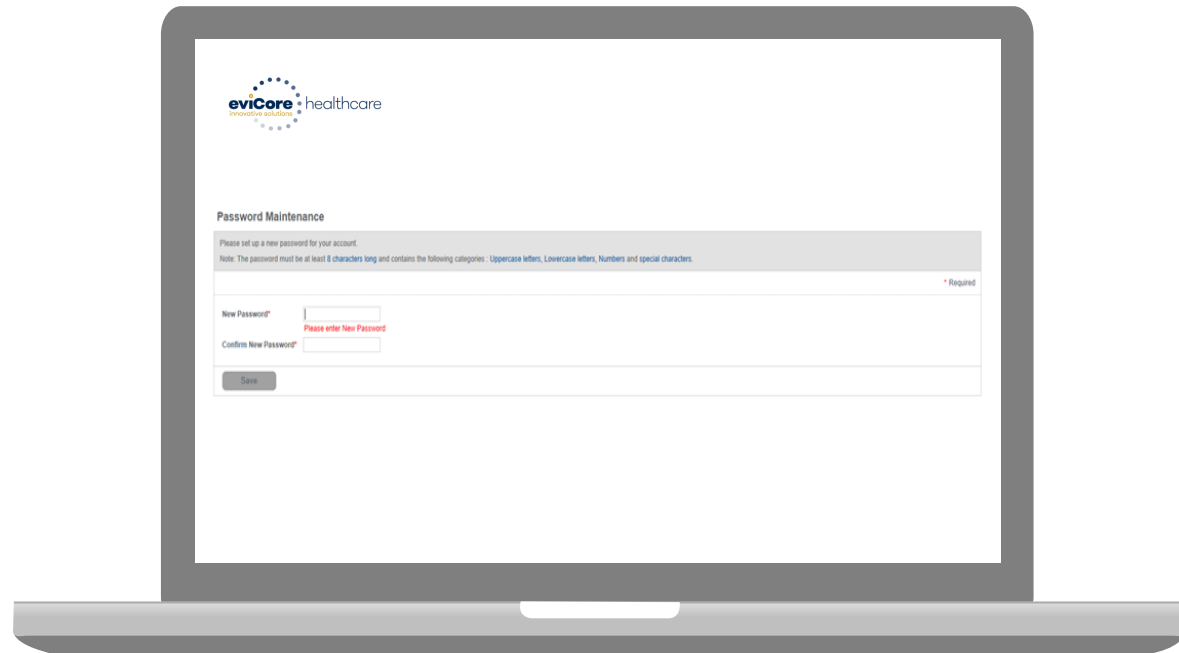


➤ You will receive a message on the screen confirming your registration is successful. You will be sent an email to create your password.

# Create a Password

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

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



The screenshot shows a laptop displaying the 'eviCore healthcare' logo at the top. Below the logo is a section titled 'Password Maintenance'. The text reads: 'Please set up a new password for your account.' followed by a note: 'Note: The password must be at least 8 characters long and contain the following categories: Uppercase letters, Lowercase letters, Numbers and special characters.' There are two input fields: 'New Password\*' and 'Confirm New Password\*'. The 'New Password\*' field has a red error message 'Please enter New Password' below it. A 'Save' button is at the bottom of the form.

# 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.**"

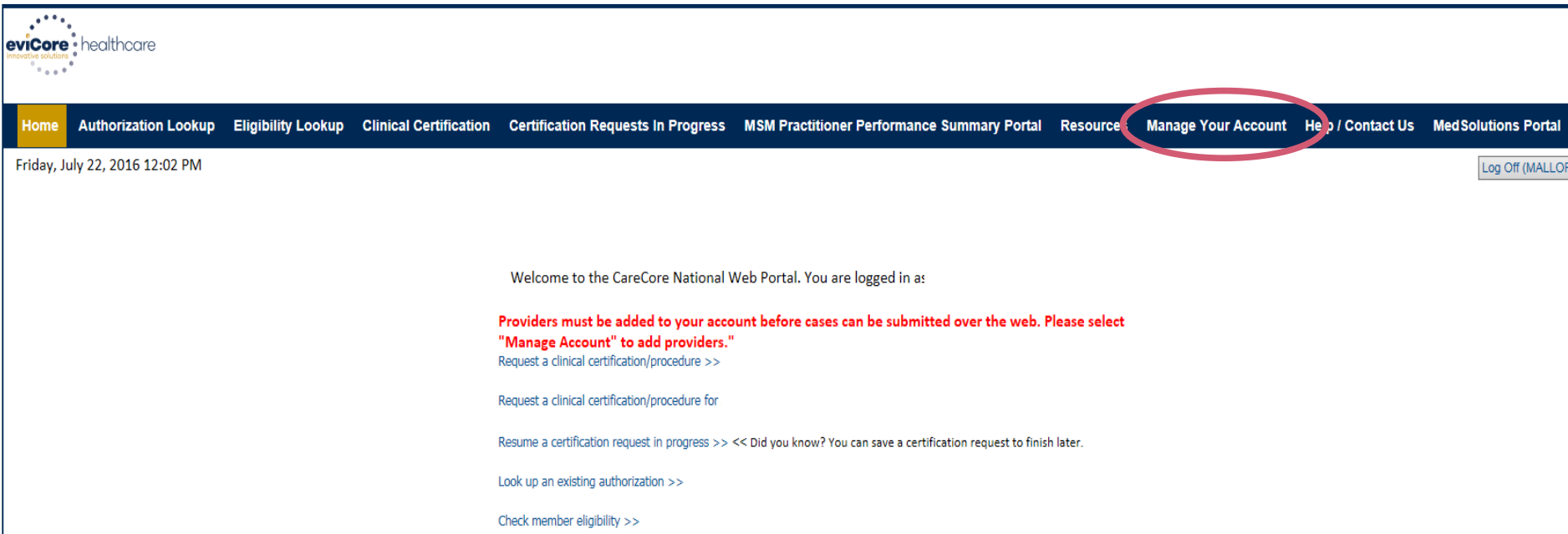


---

# Account Overview

---

# Welcome Screen



eviCore healthcare  
Innovative solutions

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

Friday, July 22, 2016 12:02 PM [Log Off \(MALLORCA\)](#)

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.](#)

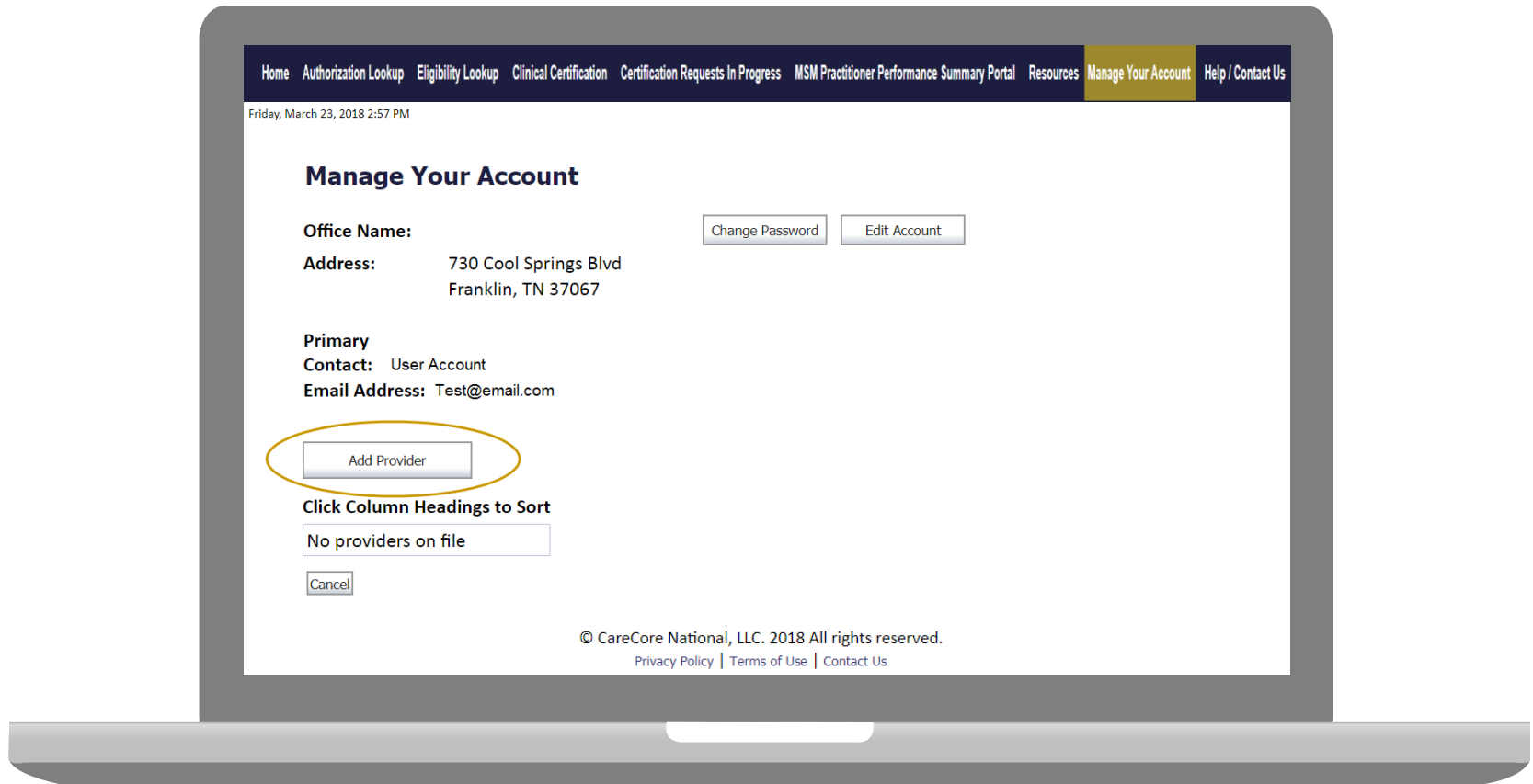
[Look up an existing authorization >>](#)

[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.

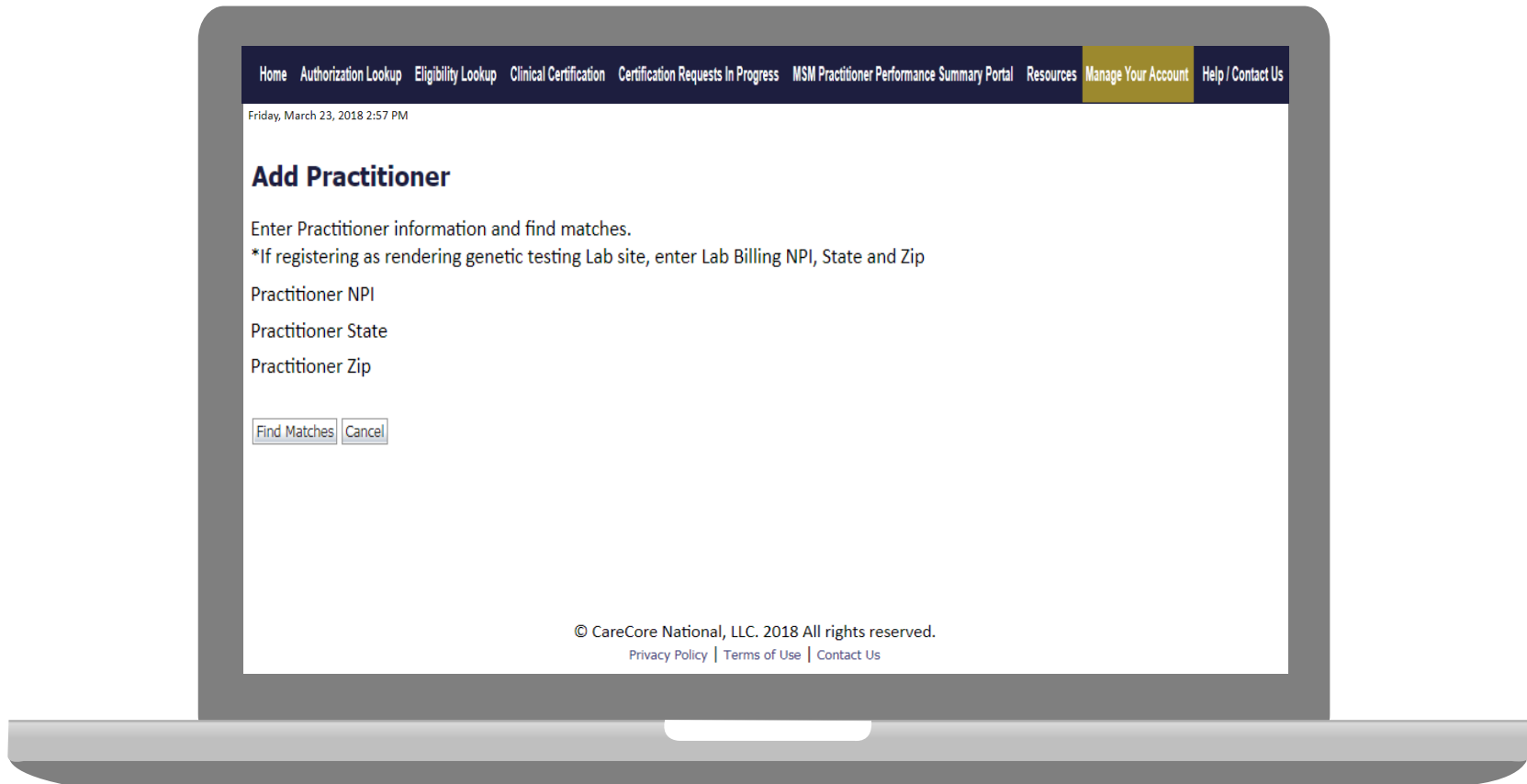
**Note:** You can access the MedSolutions Portal at any time if you are registered. Click the MedSolutions Portal button on the top right corner to seamlessly toggle back and forth between the two portals without having to log-in multiple accounts.

# Add Practitioners



Click the “Add Provider” button.

# Add Practitioners



The screenshot shows a web application interface for adding practitioners. At the top is a dark navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification, Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account (highlighted in yellow), and Help / Contact Us. Below the navigation bar, the date and time 'Friday, March 23, 2018 2:57 PM' are displayed. The main heading is 'Add Practitioner'. The instructions state: 'Enter Practitioner information and find matches.' and '\*If registering as rendering genetic testing Lab site, enter Lab Billing NPI, State and Zip'. The form fields are labeled 'Practitioner NPI', 'Practitioner State', and 'Practitioner Zip'. At the bottom of the form are two buttons: 'Find Matches' and 'Cancel'. The footer of the page contains the copyright notice '© CareCore National, LLC. 2018 All rights reserved.' and links for 'Privacy Policy', 'Terms of Use', and 'Contact Us'.

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

Friday, March 23, 2018 2:57 PM

## Add Practitioner

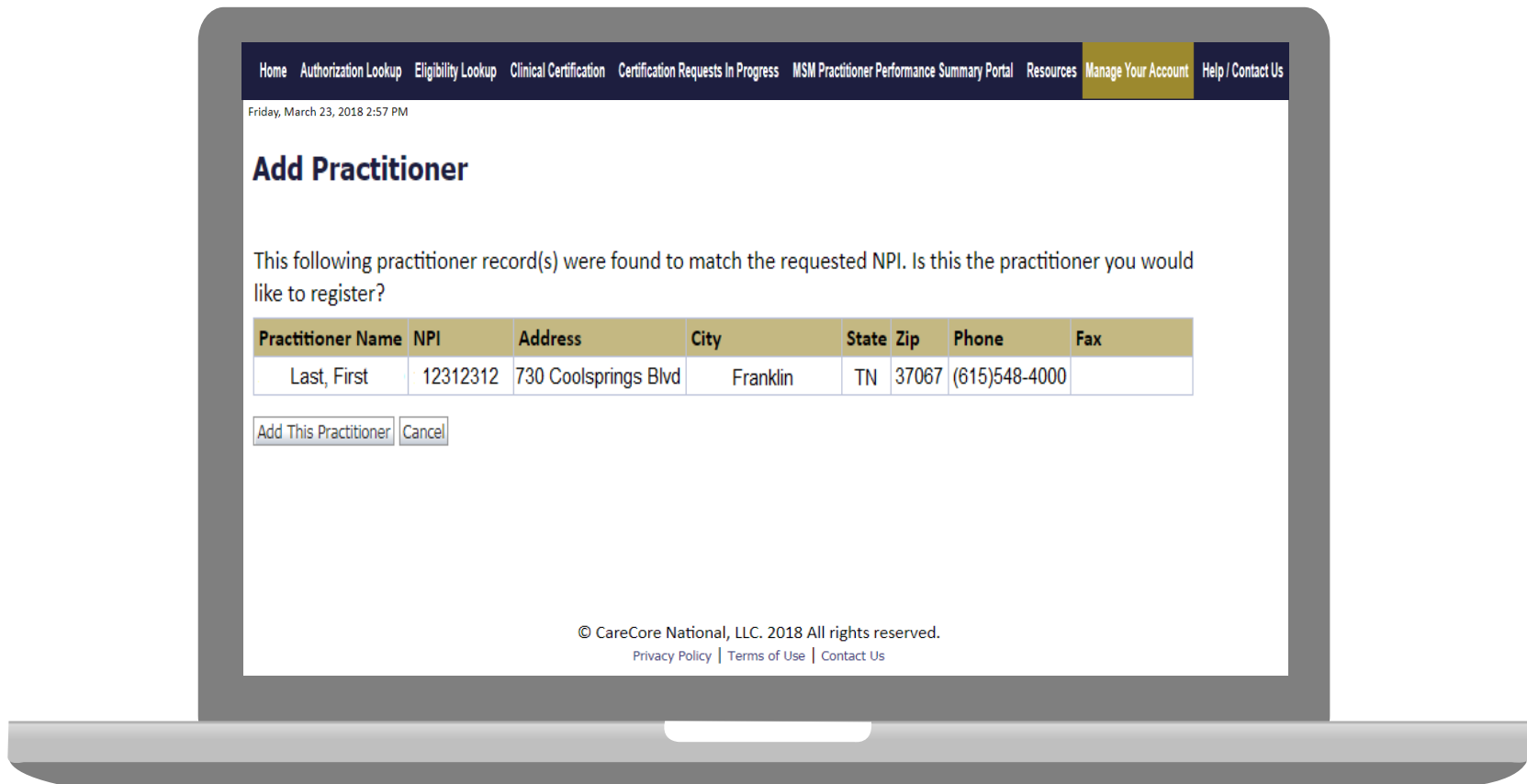
Enter Practitioner information and find matches.  
\*If registering as rendering genetic testing Lab site, enter Lab Billing NPI, State and Zip

Practitioner NPI  
Practitioner State  
Practitioner Zip

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

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 Practitioners



The screenshot shows a web application interface for adding practitioners. At the top is a dark navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification, Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account (highlighted), and Help / Contact Us. Below the navigation bar, the date and time 'Friday, March 23, 2018 2:57 PM' are displayed. The main heading is 'Add Practitioner'. A message states: 'This following practitioner record(s) were found to match the requested NPI. Is this the practitioner you would like to register?'. Below this is a table with one row of data. The table has columns: Practitioner Name, NPI, Address, City, State, Zip, Phone, and Fax. The data row shows: Last, First; 12312312; 730 Coolsprings Blvd; Franklin; TN; 37067; (615)548-4000; and an empty fax field. Below the table are two buttons: 'Add This Practitioner' and 'Cancel'. At the bottom of the page, there is a copyright notice: '© CareCore National, LLC. 2018 All rights reserved.' followed by links for 'Privacy Policy', 'Terms of Use', and 'Contact Us'.

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

Friday, March 23, 2018 2:57 PM

## Add Practitioner

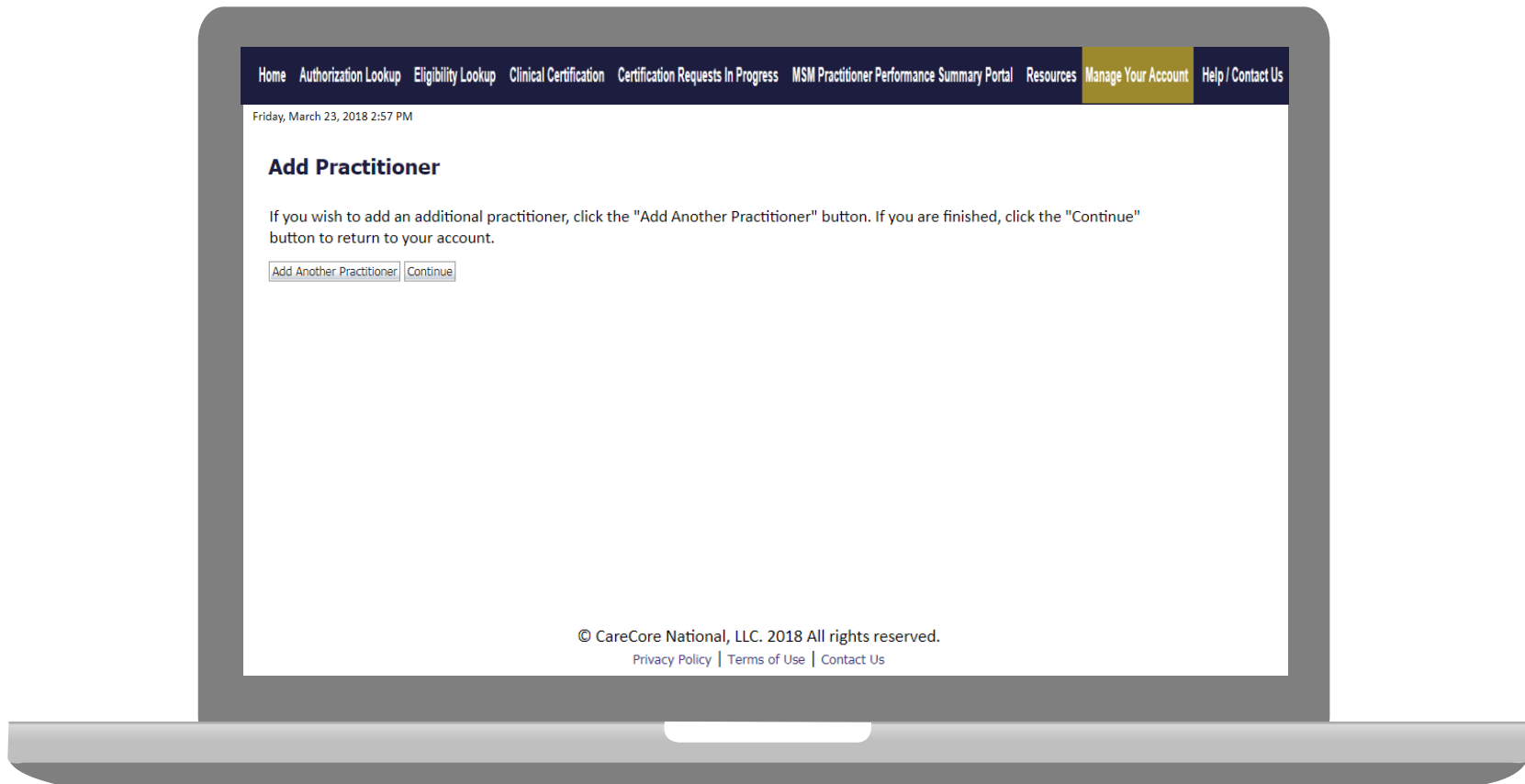
This following practitioner record(s) were found to match the requested NPI. Is this the practitioner you would like to register?

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

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

Select the matching record based upon your search criteria

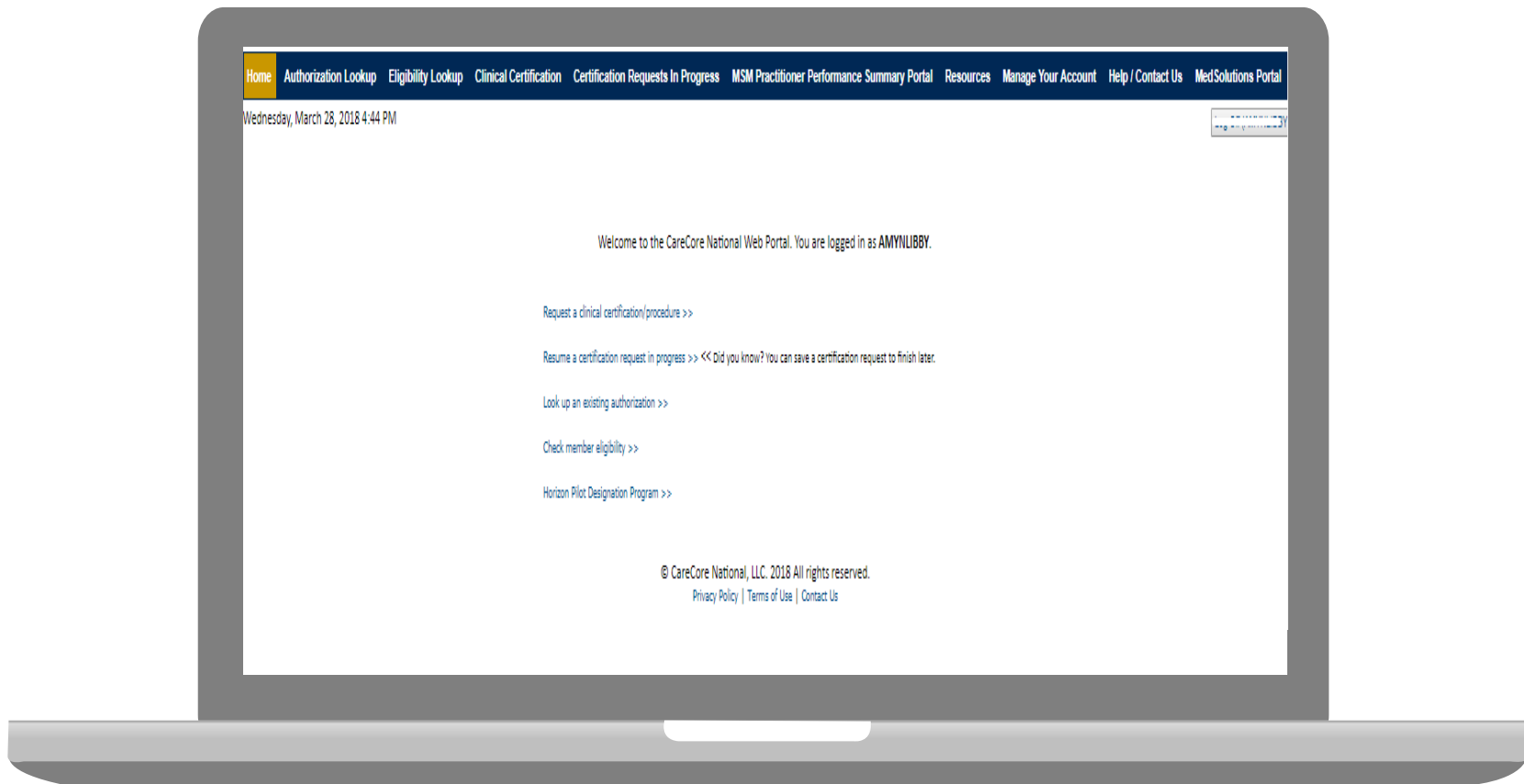
# Manage Your Account



- 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.

# Case Initiation

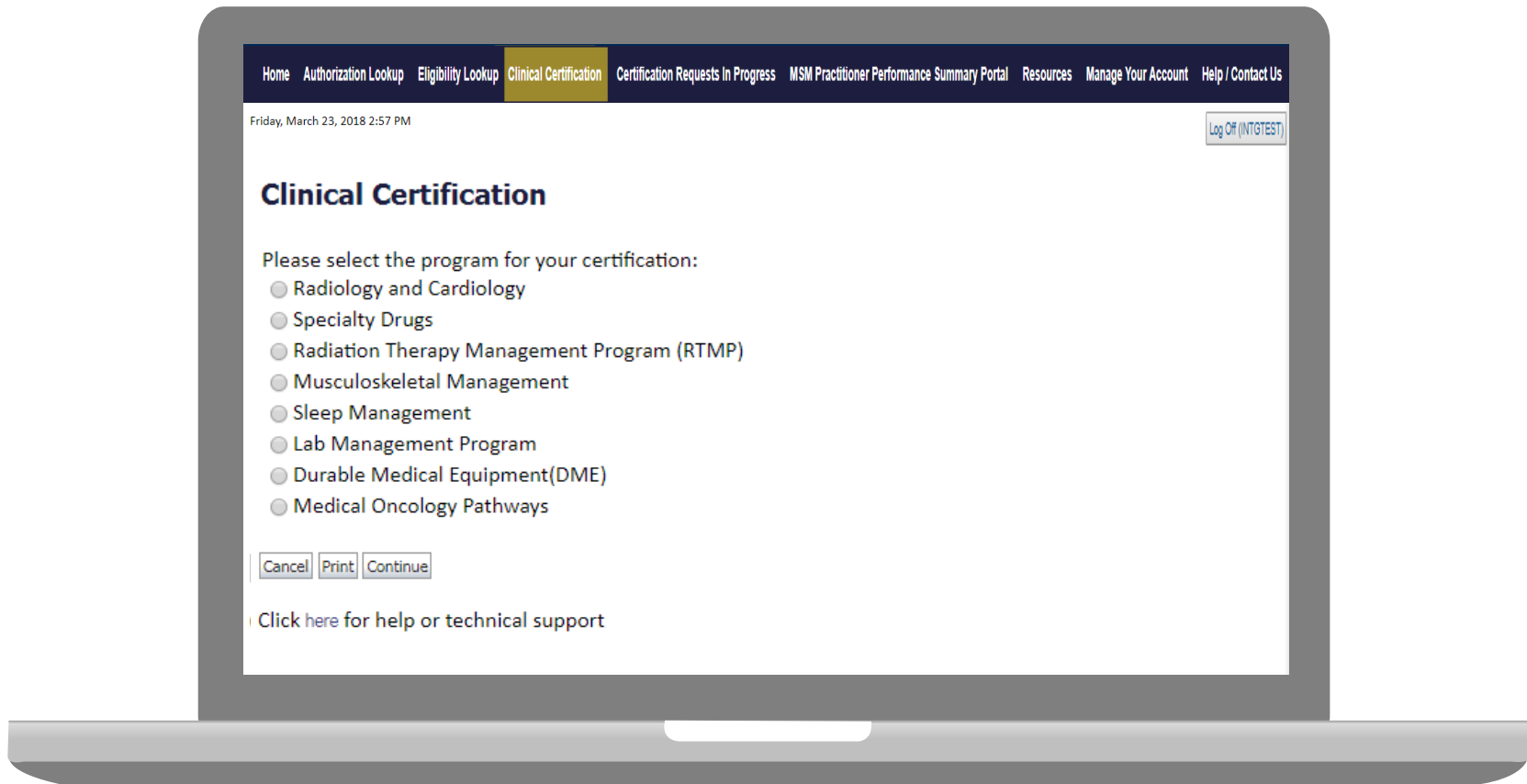
# Initiating A Case



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



# Select Program



The screenshot shows a web application interface for selecting a certification program. At the top is a dark blue navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted in yellow), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account, and Help / Contact Us. Below the navigation bar, the date and time 'Friday, March 23, 2018 2:57 PM' are displayed on the left, and a 'Log Off (INTGTEST)' button is on the right. The main heading is 'Clinical Certification'. Below this, the text 'Please select the program for your certification:' is followed by a list of eight programs, each with an unselected radio button: Radiology and Cardiology, Specialty Drugs, Radiation Therapy Management Program (RTMP), Musculoskeletal Management, Sleep Management, Lab Management Program, Durable Medical Equipment(DME), and Medical Oncology Pathways. At the bottom of the list are three buttons: 'Cancel', 'Print', and 'Continue'. Below these buttons is a link that says 'Click here for help or technical support'.

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

Friday, March 23, 2018 2:57 PM Log Off (INTGTEST)

## Clinical Certification

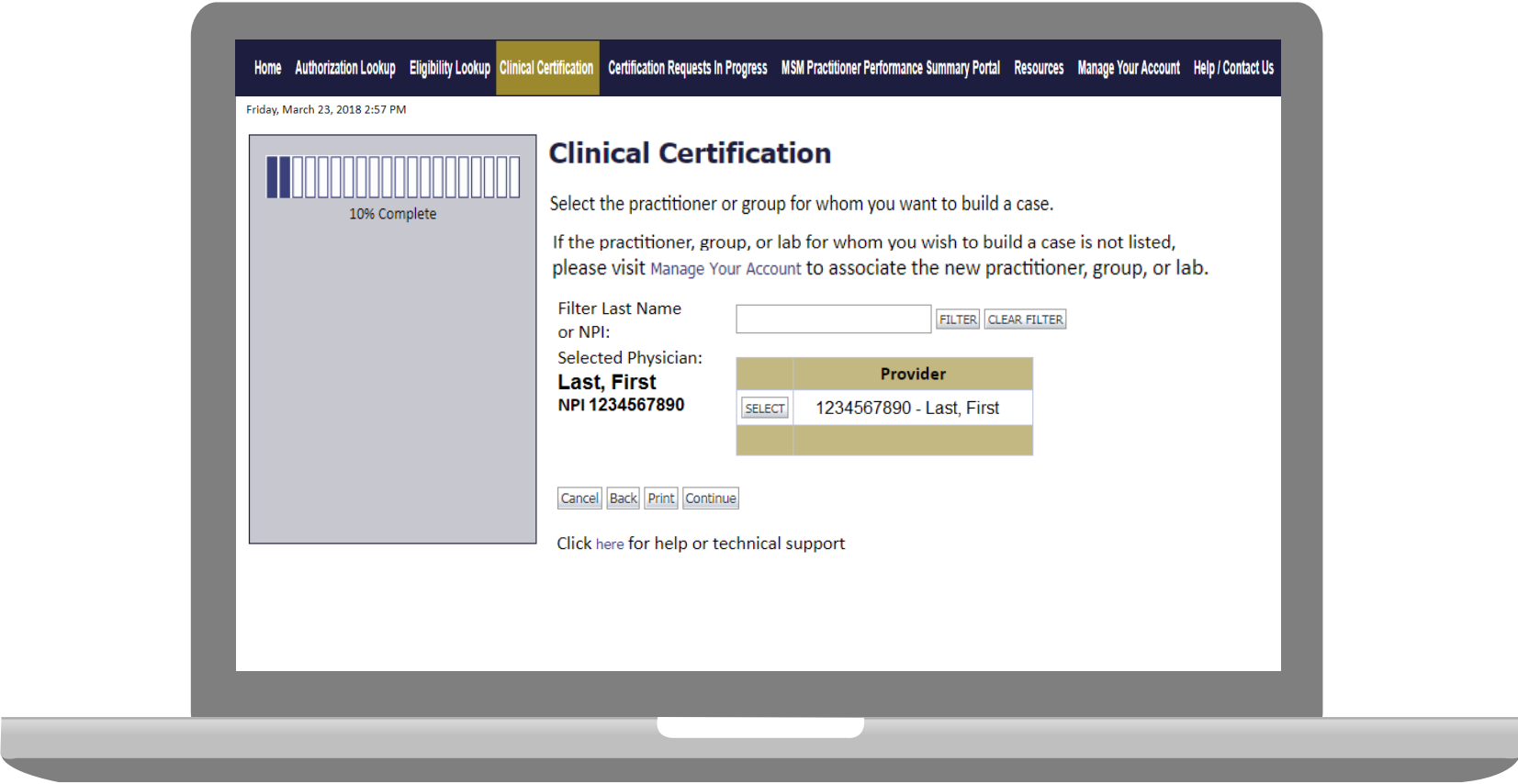
Please select the program for your certification:

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

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

Select the **Program** for your certification.

# Select Provider



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

# Select Health Plan

The screenshot displays a web application interface for 'Clinical Certification'. At the top, a navigation bar includes links for Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account, and Help / Contact Us. Below the navigation bar, the date and time 'Friday, March 23, 2018 2:57 PM' are shown. On the left side, there is a progress indicator consisting of 10 vertical bars, with the first two filled, and the text '20% Complete' below it. The main content area is titled 'Clinical Certification' and contains the following text: '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!'. Below this, it says 'You selected: \_ \_ \_ \_ \_ , \_ \_ \_ \_ \_ , \_ \_ \_ \_ \_ , \_ \_ \_ \_ \_ , \_ \_ \_ \_ \_ , \_ \_ \_ \_ \_ , \_ \_ \_ \_ \_ , \_ \_ \_ \_ \_ , \_ \_ \_ \_ \_ , \_ \_ \_ \_ \_'. The next instruction is '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.' This is followed by a dropdown menu labeled 'Please Select a Health Plan'. At the bottom of the form area are four buttons: 'Cancel', 'Back', 'Print', and 'Continue'. Below the buttons, there is a link: 'Click [here](#) for help or technical support'.

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

# Contact Information

The screenshot shows a web application interface for Clinical Certification. At the top is a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests in Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account, and Help / Contact Us. Below the navigation bar, the date and time are displayed as "Friday, March 23, 2018 2:57 PM" and a "Log Off (INTGTEST)" button is in the top right. The main content area is titled "Clinical Certification". On the left, there is a progress bar with 10 segments, 3 of which are filled, indicating "30% Complete". Below the progress bar is a section titled "Provider and NPI" with a large greyed-out area for input. To the right of the progress bar is a form for provider information with the following fields: "Provider's Name" (empty), "Who to Contact" (filled with "eviCore"), "Fax" (filled with "(999) 999-9999"), "Phone" (filled with "(999) 999-9999"), "Ext." (empty), "Cell Phone" (empty), and "Email" (filled with "Test@test.com"). Each field has a "[?]" icon to its right. At the bottom of the form are buttons for "Cancel", "Back", "Print", and "Continue". Below the buttons is a link that says "Click here for help or technical support".

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

Friday, March 23, 2018 2:57 PM [Log Off \(INTGTEST\)](#)

**Clinical Certification**

30% Complete

Provider and NPI

Provider's Name [?]

Who to Contact  [?]

Fax  [?]

Phone  [?]

Ext. [?]

Cell Phone

Email

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

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

Enter the **Provider's name** and appropriate information for the point of contact individual.

[illegible]

45

# Member/Procedure Information

The screenshot shows a web application interface for 'Clinical Certification'. The top navigation bar includes links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account, and Help / Contact Us. The date and time 'Friday, March 23, 2018 2:57 PM' are displayed. The main content area is titled 'Clinical Certification' and contains input fields for Patient ID, Date Of Birth, Patient Last Name Only, Patient Cell Phone, and Patient Email. A 'CLEAR PATIENT SELECTION' button is present. At the bottom, there are 'Cancel', 'Back', 'Print', and 'Continue' buttons, along with a link for help or technical support. A modal dialog box titled 'Attention!' is open, containing fields for Patient ID, Patient Name, Time, and a question 'Has this procedure been performed?' with 'YES' and 'NO' radio buttons.

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

Friday, March 23, 2018 2:57 PM

### Clinical Certification

Patient ID:  
Date Of Birth:  
Patient Last Name Only:  
  
Patient Cell Phone  
Patient Email  
     
[Click here for help or technical support](#)

**Attention!**

Patient ID: Time:  
Patient Name:  
Has this procedure been performed?  
☐ YES ☐ NO

Verify if the procedure has already been performed.

# Clinical Details

## Clinical Certification

This procedure will be performed on 2/21/2017. [CHANGE](#)

### Musculoskeletal Management Procedures

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

JOINT ▼

JOINT SURGERY ▼

### Diagnosis

Primary Diagnosis Code: **M25.561**

Description: **Pain in right knee**

[Change Primary Diagnosis](#)

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

*Secondary diagnosis is optional for Musculoskeletal Management*

[LOOKUP](#)

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

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

# Verify Service Selection

The screenshot shows a web portal interface for a provider. At the top, there is a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, Physician Criteria, and Manage Your Account. Below the navigation bar, the date and time are displayed: Friday, February 24, 2017 4:48 PM. The main content area is titled "Clinical Certification" and contains a progress bar showing 60% completion. To the left of the progress bar, there are two sections: "Provider and NPI" and "Patient", both with redacted information and an "EDIT" button. To the right of the progress bar, there is a "Confirm your service selection." section with the following details: Procedure Date: (blank), CPT Code: JOINT, Description: JOINT SURGERY, Primary Diagnosis Code: M25.512, Primary Diagnosis: Pain in left shoulder, and Secondary Diagnosis Code: (blank). Below these details are links to "Change Procedure or Primary Diagnosis" and "Change Secondary Diagnosis". At the bottom of the form are buttons for "Cancel", "Back", "Print", and "Continue". A link for "Click here for help or technical support" is also present.

**Provider Web Portal**

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | Physician Criteria | Manage Your Account

Friday, February 24, 2017 4:48 PM

**Clinical Certification**

Confirm your service selection.

**Procedure Date:**

**CPT Code:** JOINT

**Description:** JOINT SURGERY

**Primary Diagnosis Code:** M25.512

**Primary Diagnosis:** Pain in left shoulder

**Secondary Diagnosis Code:**

**Secondary Diagnosis:**

[Change Procedure or Primary Diagnosis](#)

[Change Secondary Diagnosis](#)

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



# Site Selection

The screenshot shows a web application interface for Clinical Certification. The top navigation bar includes links for Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account, and Help / Contact Us. The date and time are displayed as Friday, March 23, 2018 2:57 PM.

The main content area is titled "Clinical Certification" and contains a "Specific Site Search" section. This section includes instructions: "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."

The search fields are:

- NPI: 1234567890
- Zip Code: [empty]
- Site Name: [empty]
- TIN: [empty]
- City: [empty]

Below the search fields are two radio buttons for "Exact match" and "Starts with", and a "LOOKUP SITE" button.

On the left side of the form, there are sections for "Provider and NPI", "Patient", and "Service". The "Service" section shows "71250 CT THORAX W/O CONTRAST" and "R06.02 Shortness of breath".

At the bottom of the form, there are "Cancel", "Back", and "Print" buttons, and a link to "Click here for help or technical support".

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

# Site Selection



The image shows a laptop screen with a web form titled "Clinical Certification". The form includes a "Selected Site:" label, a "FIND NEW SITE" button, a "Site Email (optional)" label, and an empty text input field. Below these are four buttons: "Cancel", "Back", "Print", and "Continue". At the bottom of the form, there is a link that says "Click [here](#) for help or technical support".

**Clinical Certification**

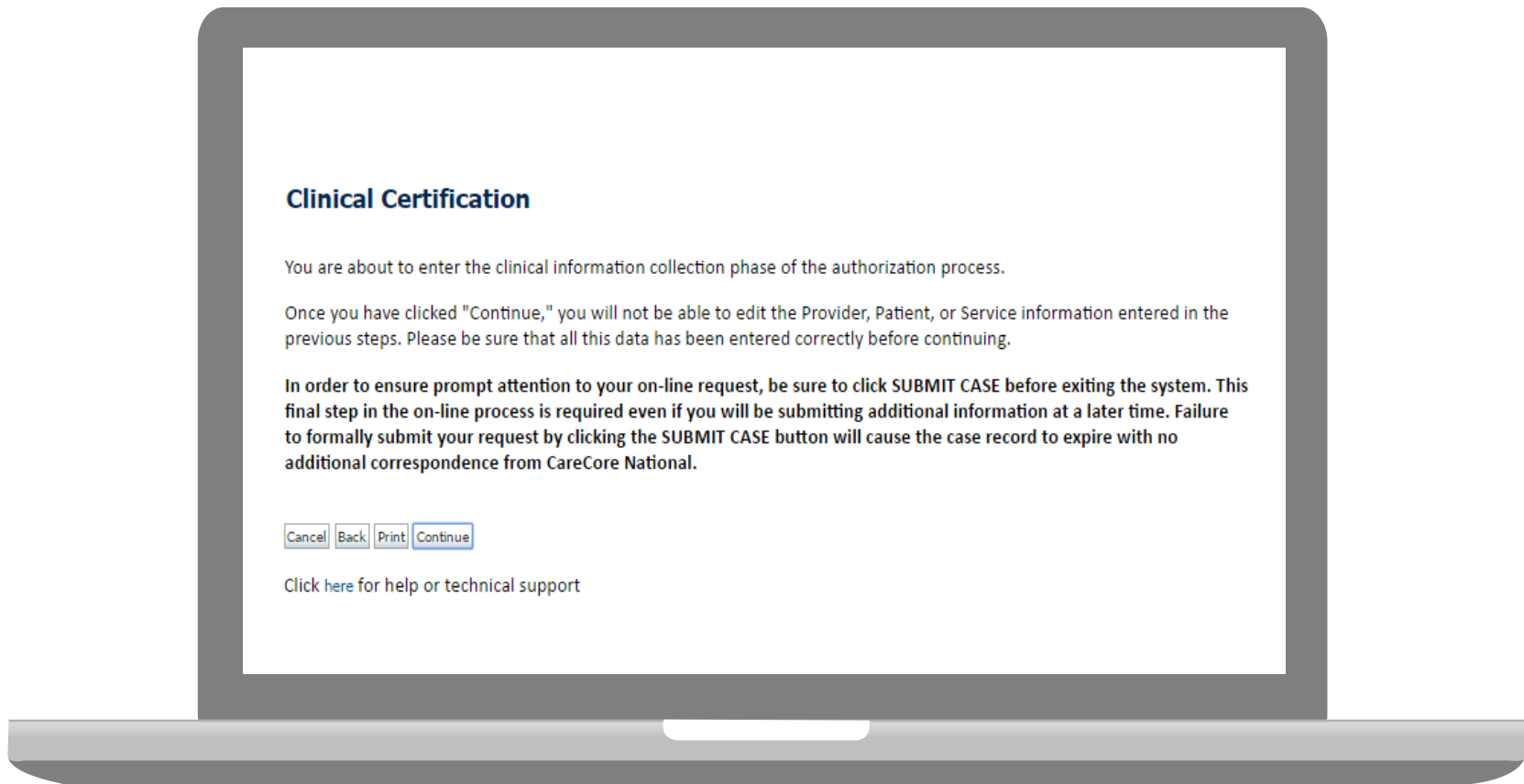
Selected Site:

Site Email (optional)

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

**Confirm the site selection.**

# Clinical Certification



- Verify all information entered and make any needed changes prior to moving into the clinical collection phase of the prior authorization process.
- You will not have the opportunity to make changes after that point.

## Contact Information

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.



**Clinical Certification**

Is this case Routine/Standard?

☐ Yes ☐ No

A red arrow points to the 'No' radio button.

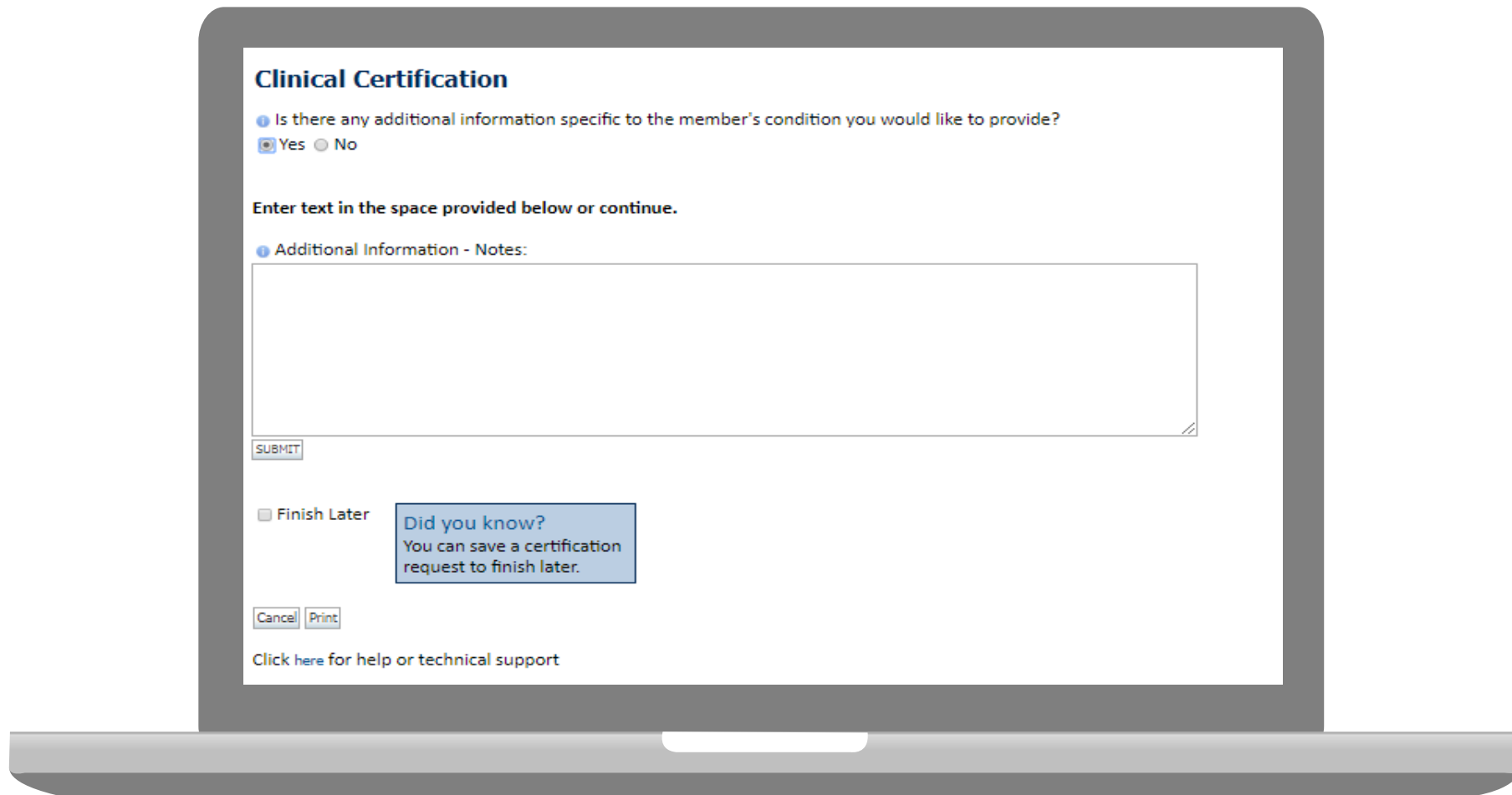
You can upload up to **FIVE documents** in .doc, .docx, or .pdf format. Your case will only be considered Urgent if there is a successful upload.

# Pause/Save Option

The screenshot shows a web application interface for Clinical Certification. At the top, there is a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, Physician Criteria, and Manage Your Account. Below the navigation bar, the date and time are displayed: Friday, April 25, 2014 9:57 AM. The main heading is "Clinical Certification". A question is asked: "What is the PRIMARY area of complaint? (choose ONE):". Below this is a dropdown menu with the following options: Head/Neck - Cervical Spine, Upper Back - Thoracic Spine, Lower Back - Lumbar Spine, Upper Extremity, Lower Extremity, and Unknown. A "SUBMIT" button is located below the dropdown menu. Below the "SUBMIT" button is a checkbox labeled "Finish Later". A blue box contains the text: "Did you know? You can save a certification request to finish later." At the bottom, there are two buttons: "Cancel" and "Print".

➤ Once you have entered the clinical collection phase of the case process, you can save the information and return **within (2) business days** to complete.

# Medical Review



The screenshot shows a laptop screen with a web form titled "Clinical Certification". The form includes a question about providing additional information, a "Yes/No" selection, a text entry box, and buttons for "SUBMIT", "Finish Later", "Cancel", and "Print". A tooltip is visible over the "Finish Later" button.

**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:

☐ Finish Later

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

[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

## 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.

# Medical Review

## 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 hit “**Submit Case.**”



# Approval

## Clinical Certification

Your case has been Approved.

Provider Name:  
Provider Address:

Contact:  
Phone  
Number:  
Fax Number:

Patient Name:  
Insurance Carrier:

Patient Id:

Site Name:

Site ID:

Site Address:

Primary Diagnosis  
Code: M25.562

Description: Pain in left knee

Secondary Diagnosis  
Code:

Description:

Date of Service: Not provided

CPT Code: 73721

Description: MRI LOWER EXTREMITY  
JOINT W/O

Authorization  
Number:

Review Date: 2:12:39 PM

Expiration Date:

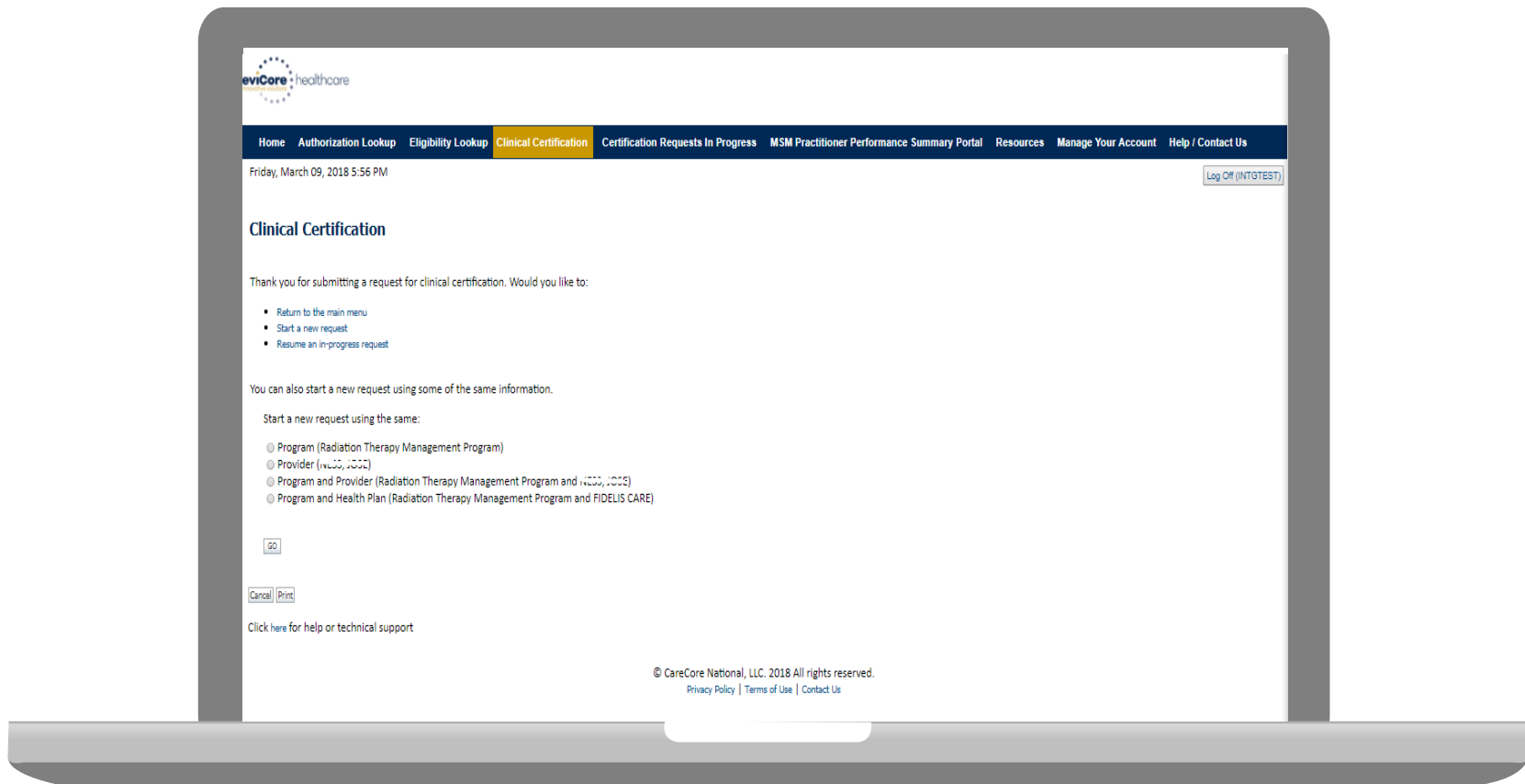
Status: Your case has been Approved.

Print Continue

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



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

eviCore healthcare

Home Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Performance Summary Portal Resources Manage Your Account

Tuesday, November 22, 2016 2:30 PM

## 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:

- Select Search by **Authorization Number/NPI**. Enter the provider's NPI and authorization or case number. Select **Search**.
- You can also search for an authorization by **Member Information**, and enter the health plan, Provider NPI, patient's ID number, and patient's date of birth.

# Authorization Status

**Authorization Lookup**

New Security Features Implemented

Authorization Number:

Case Number:

Status:

Approval Date:

Service Description:

Site Name:

Expiration Date:

Date Last Updated:

Correspondence:

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

The authorization will then be accessible to review. To print authorization correspondence, select **View Correspondence**.

# 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.

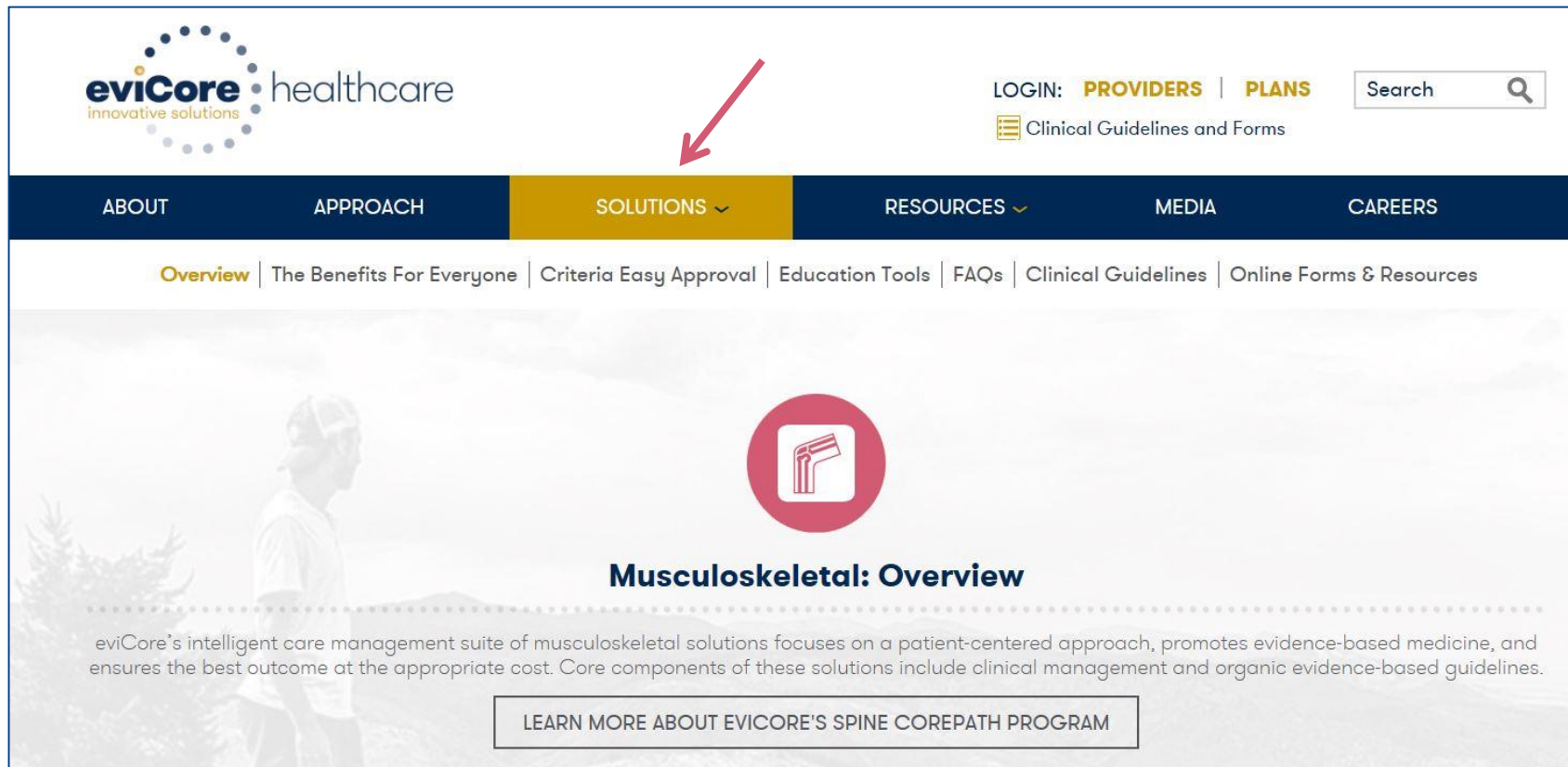
---

# Provider Resources



# Musculoskeletal 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.



The screenshot displays the eviCore healthcare website. The header features the eviCore logo with the tagline "innovative solutions" and the word "healthcare". To the right of the logo is a navigation bar with links for "ABOUT", "APPROACH", "SOLUTIONS" (highlighted in yellow with a red arrow pointing to it), "RESOURCES", "MEDIA", and "CAREERS". Above the "SOLUTIONS" link is a "LOGIN:" section with links for "PROVIDERS" and "PLANS", and a "Clinical Guidelines and Forms" link. A search bar is located to the right of the login links. Below the navigation bar is a secondary navigation bar with links for "Overview", "The Benefits For Everyone", "Criteria Easy Approval", "Education Tools", "FAQs", "Clinical Guidelines", and "Online Forms & Resources". The main content area features a large image of a person in a hard hat and safety vest, with a red circular icon containing a white medical symbol. Below the image is the heading "Musculoskeletal: Overview" and a paragraph of text: "eviCore's intelligent care management suite of musculoskeletal solutions focuses on a patient-centered approach, promotes evidence-based medicine, and ensures the best outcome at the appropriate cost. Core components of these solutions include clinical management and organic evidence-based guidelines." At the bottom of the main content area is a button that reads "LEARN MORE ABOUT EVICORE'S SPINE COREPATH PROGRAM".

eviCore healthcare  
innovative solutions

LOGIN: **PROVIDERS** | **PLANS**  
Clinical Guidelines and Forms

Search

ABOUT APPROACH **SOLUTIONS** RESOURCES MEDIA CAREERS

**Overview** | The Benefits For Everyone | Criteria Easy Approval | Education Tools | FAQs | Clinical Guidelines | Online Forms & Resources

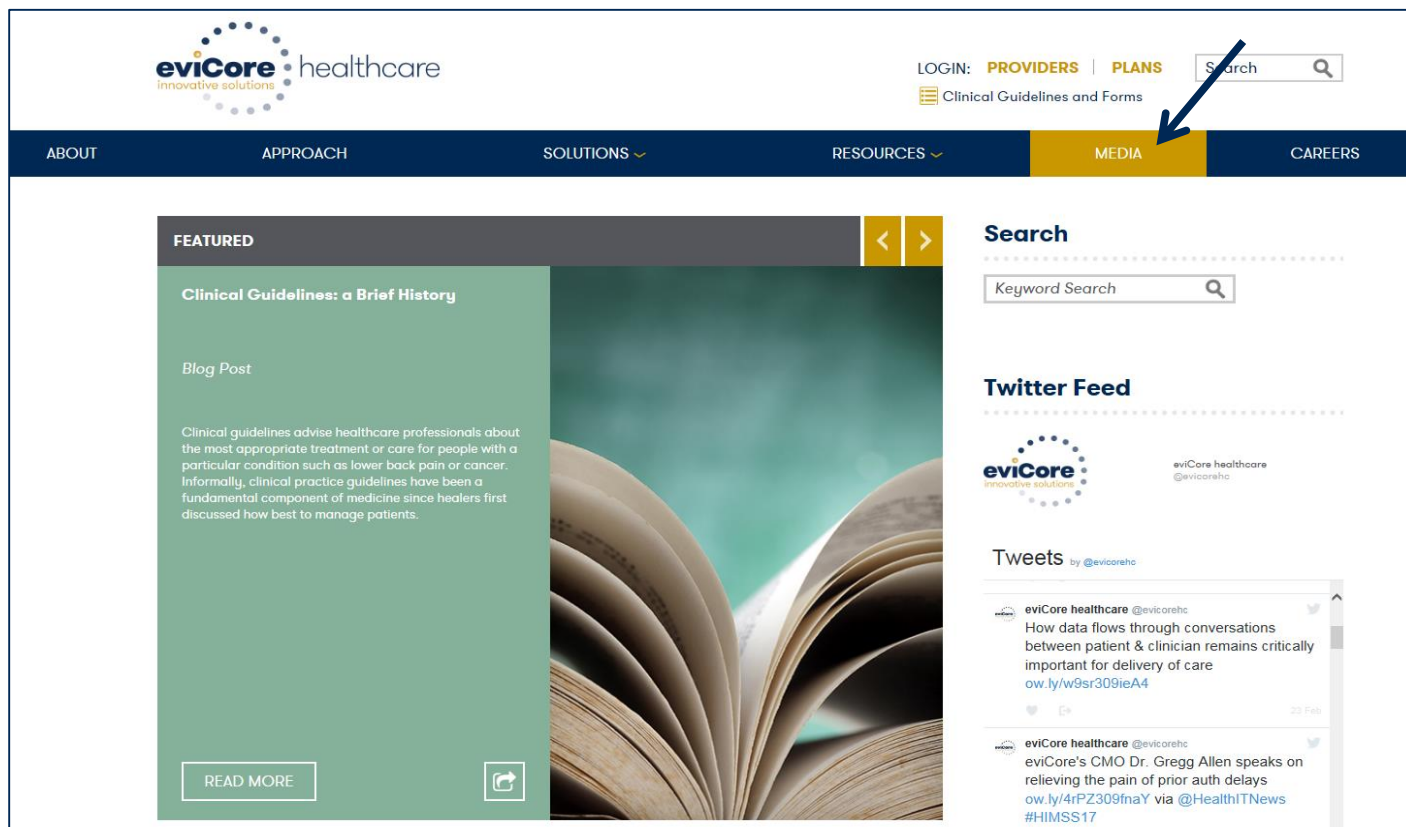
**Musculoskeletal: Overview**

eviCore's intelligent care management suite of musculoskeletal solutions focuses on a patient-centered approach, promotes evidence-based medicine, and ensures the best outcome at the appropriate cost. Core components of these solutions include clinical management and organic evidence-based guidelines.

LEARN MORE ABOUT EVICORE'S SPINE COREPATH PROGRAM

# eviCore Provider Blog Series

- The eviCore blog series focuses on making processes more efficient and easier to understand by providing helpful tips on how to navigate preauthorizations, avoid peer-to-peer phone calls, and utilize our clinical guidelines.
- You can access the blog publications from the **Media** tab or via the direct link at <https://www.evicore.com/pages/media.aspx>.





# Provider Resources: Preauthorization Call Center



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

**7:00 AM - 7:00 PM (Local Time): 855-252-1117**

- Obtain preauthorization 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

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

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

- Request authorizations and check case status online – 24/7
- 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

[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 re-sent to the health plan

# Provider Resources: Implementation Document



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

## Provider Enrollment Questions

Contact your Provider Network Consultant for more information

**Blue Cross and Blue Shield Implementation site - includes all implementation documents:**

<https://www.evicore.com/healthplan/bcbs>

- CPT code list of the procedures that require preauthorization
- 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. If you are unable to locate a copy of the presentation, please contact the Client Provider Operations team at [ClientServices@evicore.com](mailto:ClientServices@evicore.com).

---

# Thank You!

---

