

# Prior Authorization of Radiology Services










## Provider Orientation Session



# Company Overview

# 9 | Comprehensive Solutions

End-to-End Solution on a single integrated platform

-  Radiology
-  Cardiology
-  Musculoskeletal
-  Sleep Management
-  Medical Oncology
-  Specialty Drug
-  Radiation Therapy
-  Lab Management
-  Post-Acute Care



**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



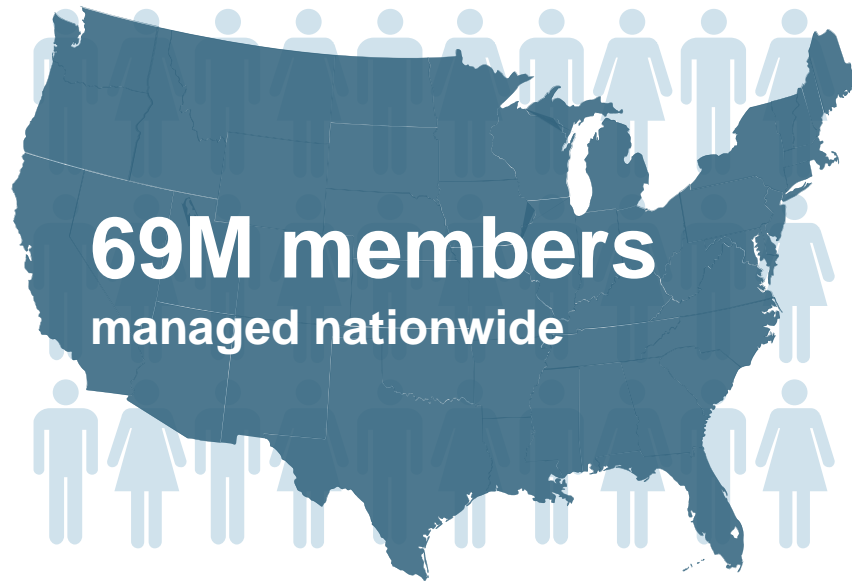
Advanced, innovative, and intelligent technology

# Radiology Solution - Our Experience

**30+ Regional**  
and National Clients

**570k+**  
providers engaged

**24 Years**  
Managing Radiology Services



## Members Managed

- 51M Commercial Memberships
- 6.8M Medicare Memberships
- 7.2 Medicaid Memberships



---

# Our Clinical Approach

---

# Clinical Platform

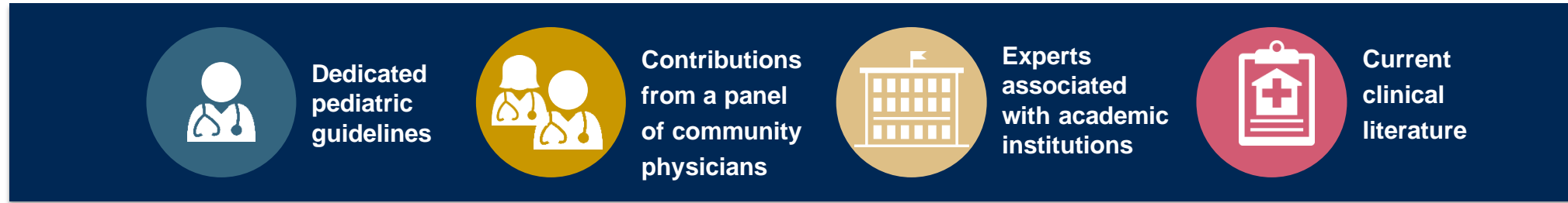
## Multi-Specialty Expertise

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	
Radiation Oncology	Radiology
Sleep Medicine	<ul style="list-style-type: none"><li>• Nuclear Medicine</li><li>• Musculoskeletal</li><li>• Neuroradiology</li></ul>

- **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 solutions:



## Aligned with National Societies

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

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



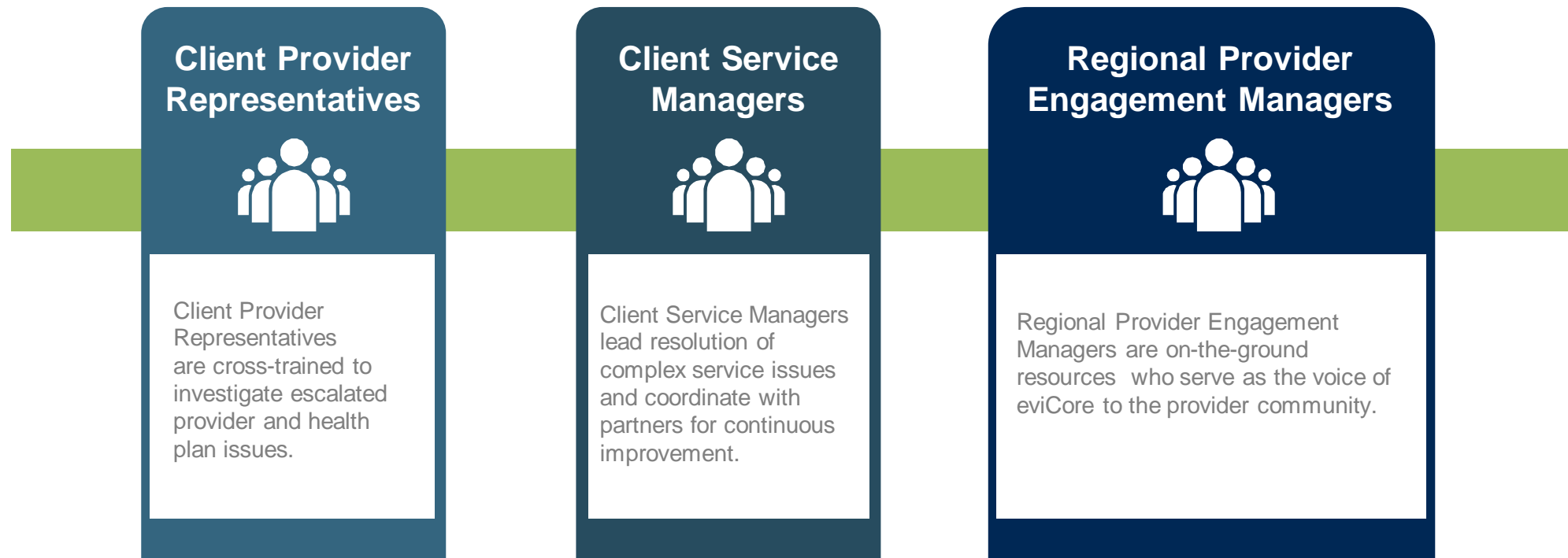
---

# Service Model

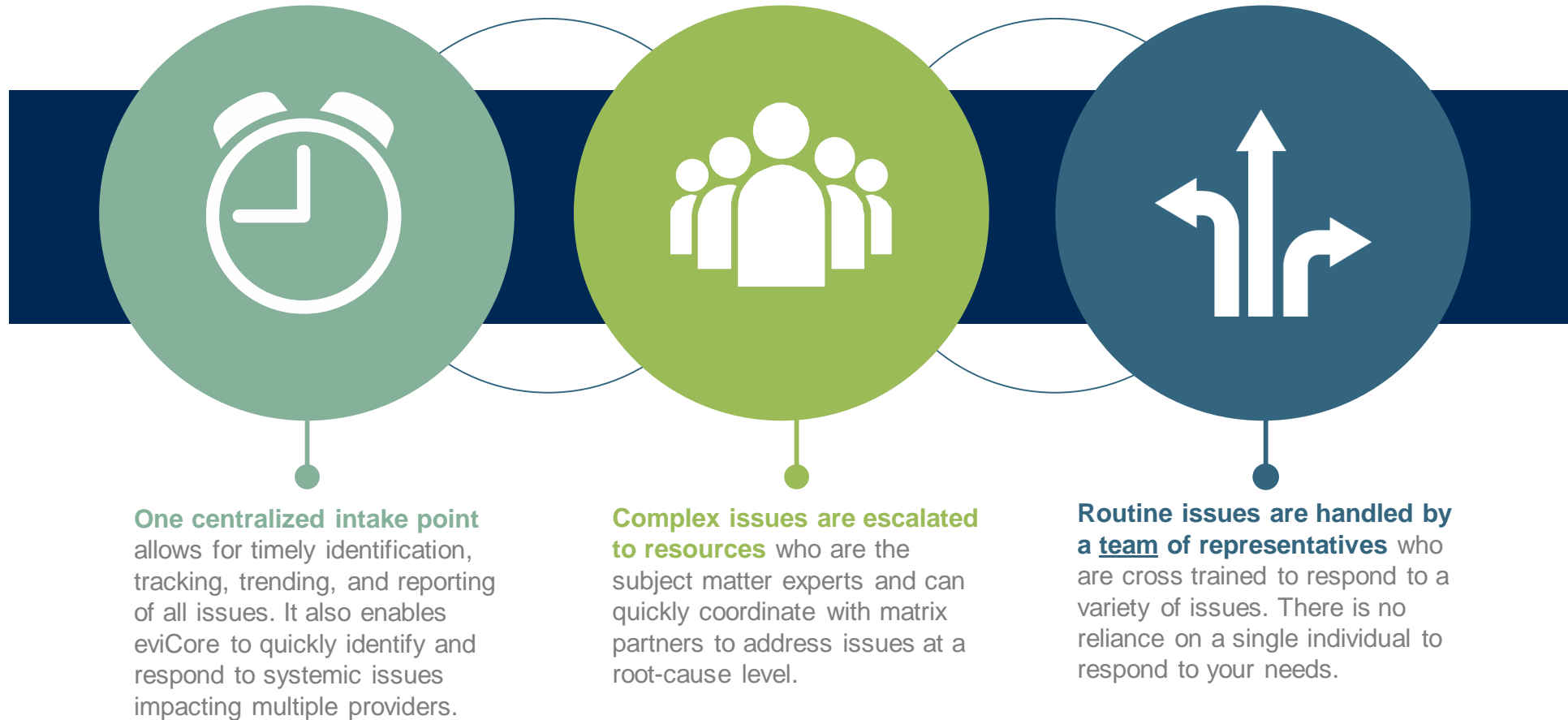
---

# 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



# Why Our Service Delivery Model Works



---

# **Prior Authorization Program for Scott & White Health Plan**



## Program Overview

eviCore began accepting requests on July 27, 2018 for dates of service August 1, 2018 and beyond.

**Prior authorization applies to services that are:**

- Outpatient
- Elective / Non-emergent
- Diagnostic

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

- Emergency room
- Inpatient
- 23-hour observation

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

# Applicable Membership

**Authorization is required** for Scott & White Health Plan members enrolled in the following programs:

- Commercial Fully Insured
- Commercial Self Insured
- Medicare Advantage

## Prior Authorization Required:

- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)

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

[https://www.evicore.com/healthplan/scott  
andwhite](https://www.evicore.com/healthplan/scottandwhite)

# Prior Authorization Requests

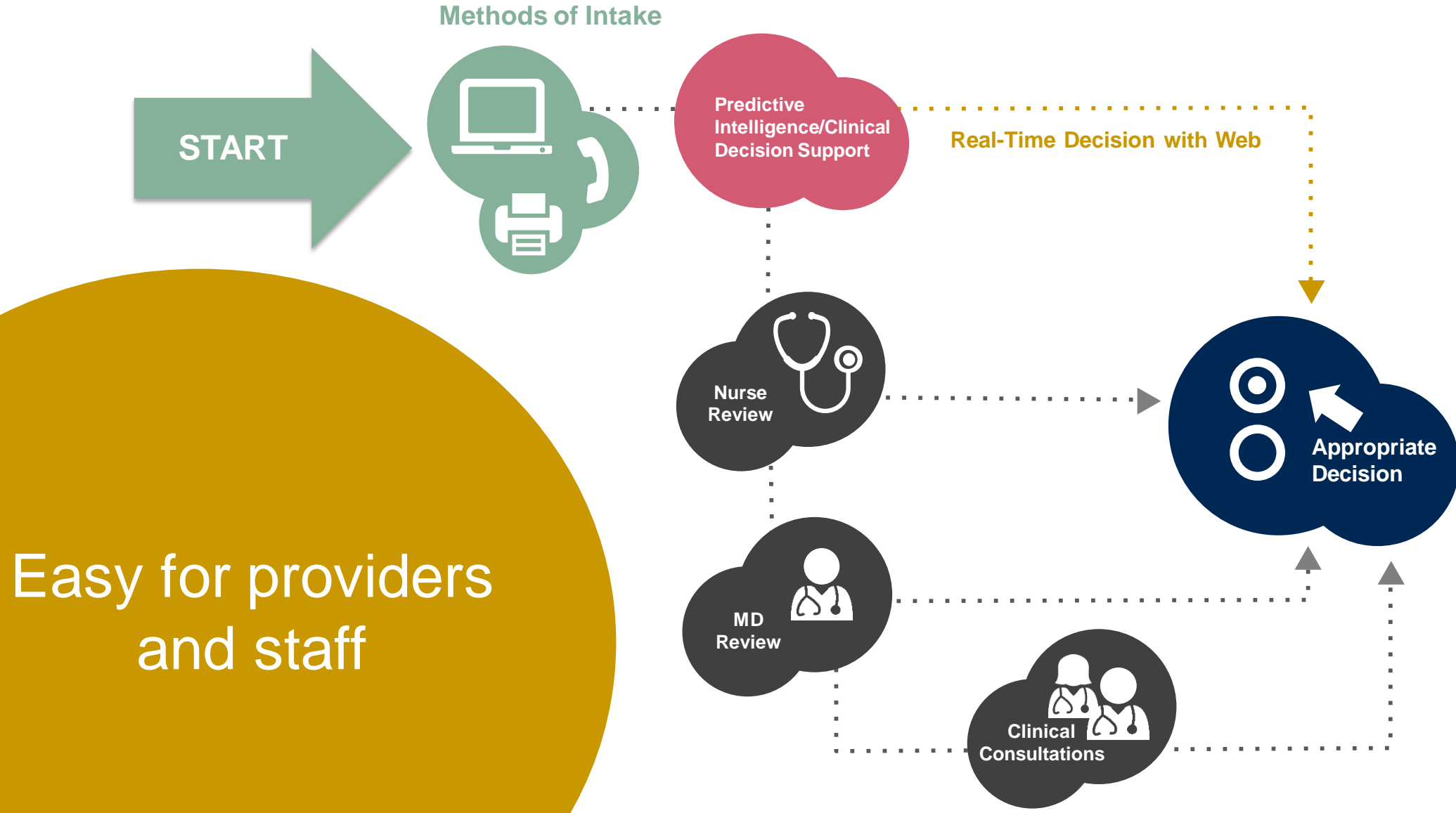
How to request prior authorization:



Or by phone: 888-209-5762  
7:00 a.m. to 8:00 p.m. local  
time Monday - Friday



# Clinical Review Process



# Needed Information



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

- Prior tests, lab work, and/or imaging studies performed related to this diagnosis
- The notes from the patient's last visit related to the diagnosis
- Type and duration of treatment performed to date for the diagnosis

# Prior Authorization Outcomes

## ➤ Approved Requests:

- All requests are processed within 3 business days for commercial members, and 14 calendar days for Medicare.
- Authorizations are good for 45 days from the date of determination.

## ➤ Delivery:

- Faxed to ordering provider and rendering facility
- 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:

- Faxed to the ordering provider
- Mailed to the member

## Prior Authorization Outcomes



### Clinical Consultations

- The referring provider will receive outreach prior to receiving a denial letter that will contain the reason the request has been recommended for denial. During this outreach a physician consult may be scheduled if needed to allow the opportunity to request a Physician-to-Physician discussion with an eviCore Medical Director, at which point any additional details can be offered for consideration when making a final decision.
- Please note that due to state mandated time frames for commercial requests you will have one (1) business day to schedule the physician consult.
- After a denial has been issued for a Medicare request, no changes to the case decision can be made. A clinical consultation is considered educational only once an adverse determination has been made.

# Special Circumstances



## Authorization Appeals:

- eviCore will process first level appeals for fully insured commercial business only. Medicare appeals must be submitted to the healthplan.
- Fully insured commercial appeals must be submitted to eviCore within 180 of calendar days of the initial determination.
- The imaging request and all clinical information provided will be reviewed by a physician other than the one who made the initial determination.
- A written notice of the appeal decision will be mailed to the member and faxed to the provider.



## Retrospective Studies:

- Retrospective requests can be initiated by contacting eviCore at 888-209-5762 and requesting a retro auth. This must be done within seven (7) calendar days of the date of service. Requests will be reviewed and decisions made based on medical necessity/urgency of service.



## Outpatient Urgent Studies:

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

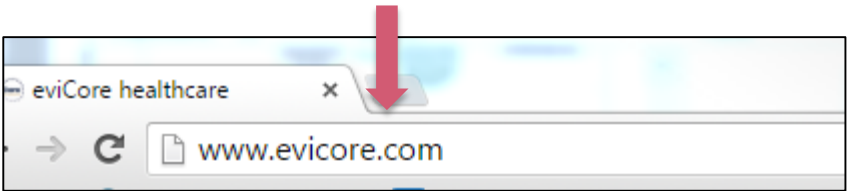
---

# Web Portal Services

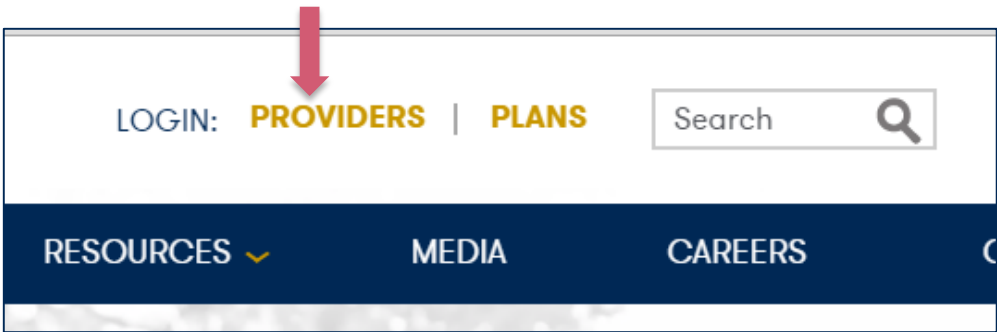
---

# eviCore healthcare website

- Point web browser to evicore.com



- Click on the “Providers” link



- Login or Register

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

☐ Remember User ID

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

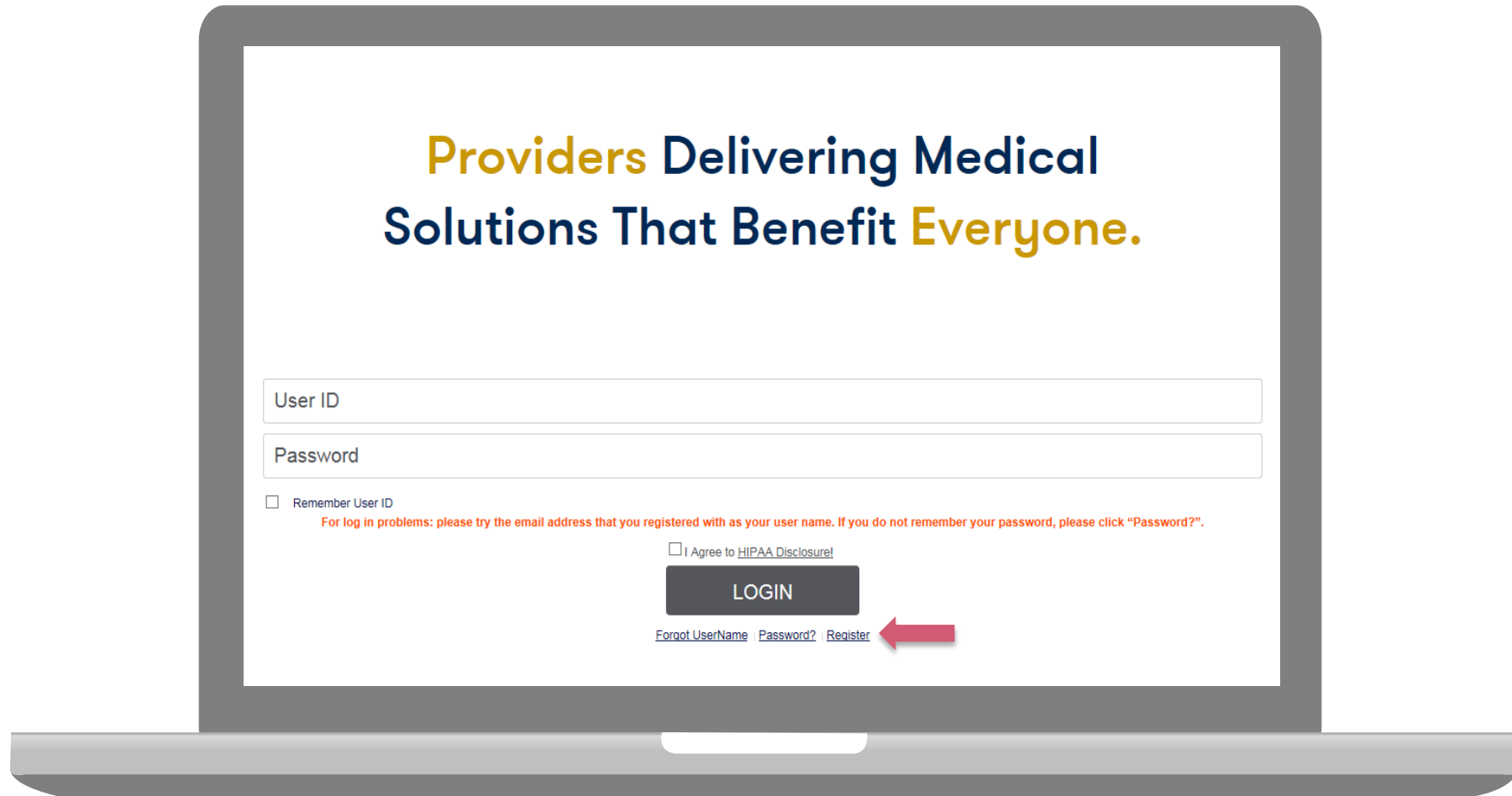
☐ I Agree to [HIPAA Disclosure!](#)

LOGIN

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

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

# Creating An Account



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

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](#)



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




# Creating An Account

**eviCore** healthcare  
interconnected solutions

\* 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.

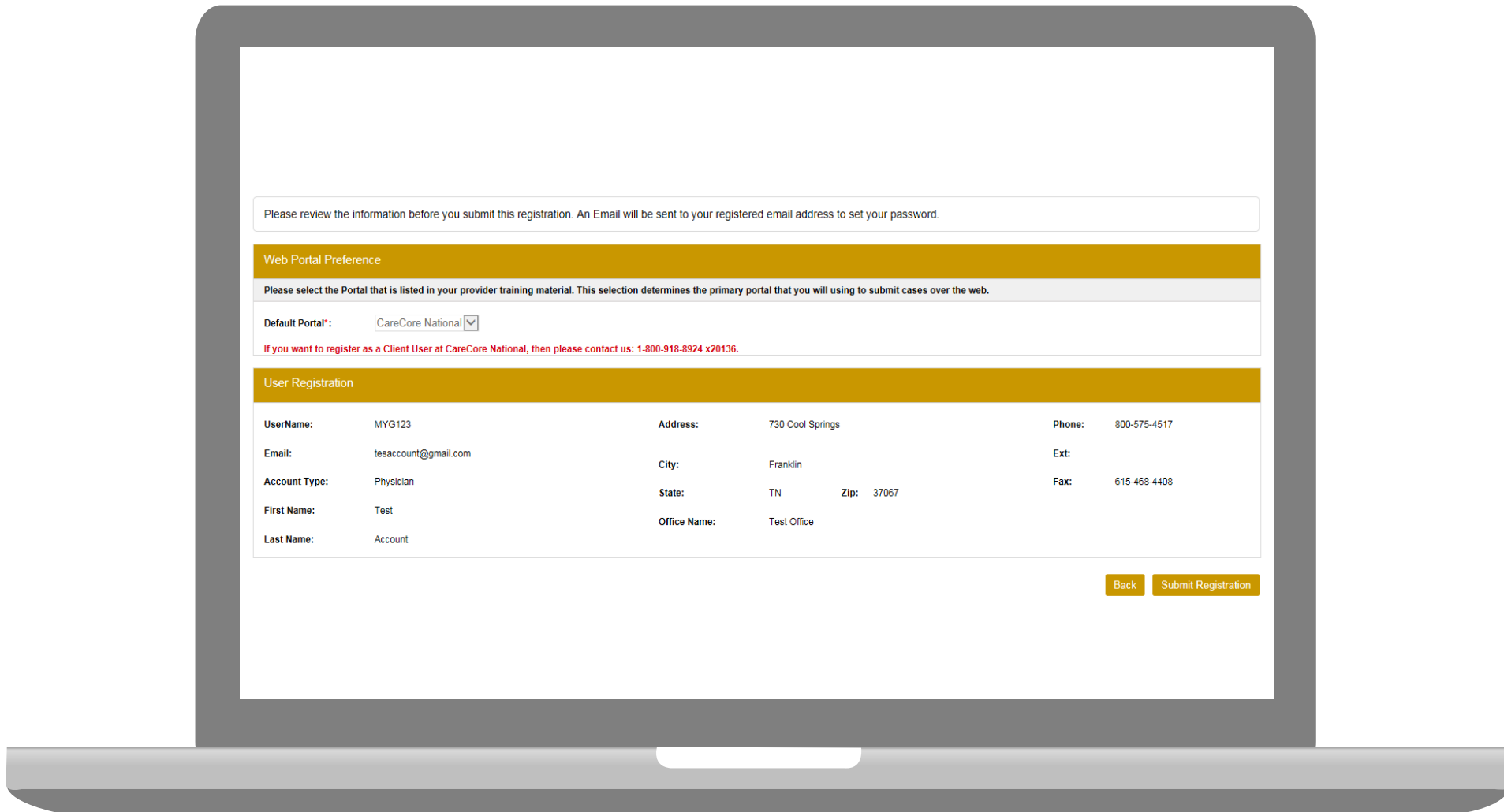
User Name*:	<input type="text"/>	Address*:	<input type="text"/> <input type="text"/>	Phone*:	<input type="text"/>
Email*:	<input type="text"/>	City*:	<input type="text"/>	Ext:	<input type="text"/>
Confirm Email*:	<input type="text"/>	State*:	<span>Select</span> 	Fax*:	<input type="text"/>
First Name*:	<input type="text"/>	Zip*:	<input type="text"/>		
Last Name*:	<input type="text"/>	Office Name*:	<input type="text"/>		

Next



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

# Creating An Account



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

UserName:	MYG123	Address:	730 Cool Springs	Phone:	800-575-4517
Email:	tesaccount@gmail.com	City:	Franklin	Ext:	
Account Type:	Physician	State:	TN	Zip:	37067
First Name:	Test	Office Name:	Test Office	Fax:	615-468-4408
Last Name:	Account				

[Back](#) [Submit Registration](#)



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

# User Registration-Continued

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

Default Portal: Medsolutions

User Registration

UserName: MYoder

Email: evicorejedi1234@gmail.com

Account Type: Physician

First Name: Mallory

Last Name: Yoder

Provider Information

Physician FirstName: TEST Physician Last Name: Yoder

State: TN Tax ID:

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 the Access Agreement.

☒ Accept Terms and Conditions \*

Submit Cancel



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

## User Registration-Continued

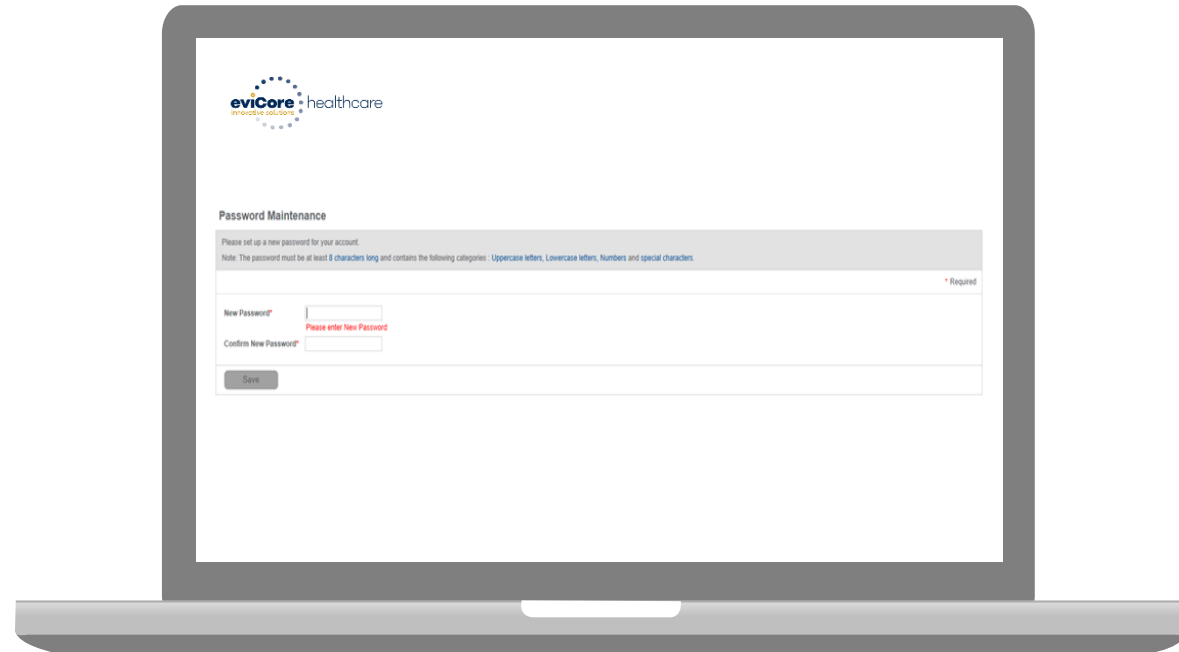


You will receive a message on the screen confirming your registration is successful. You will be sent an email to create your password.

# Create a Password

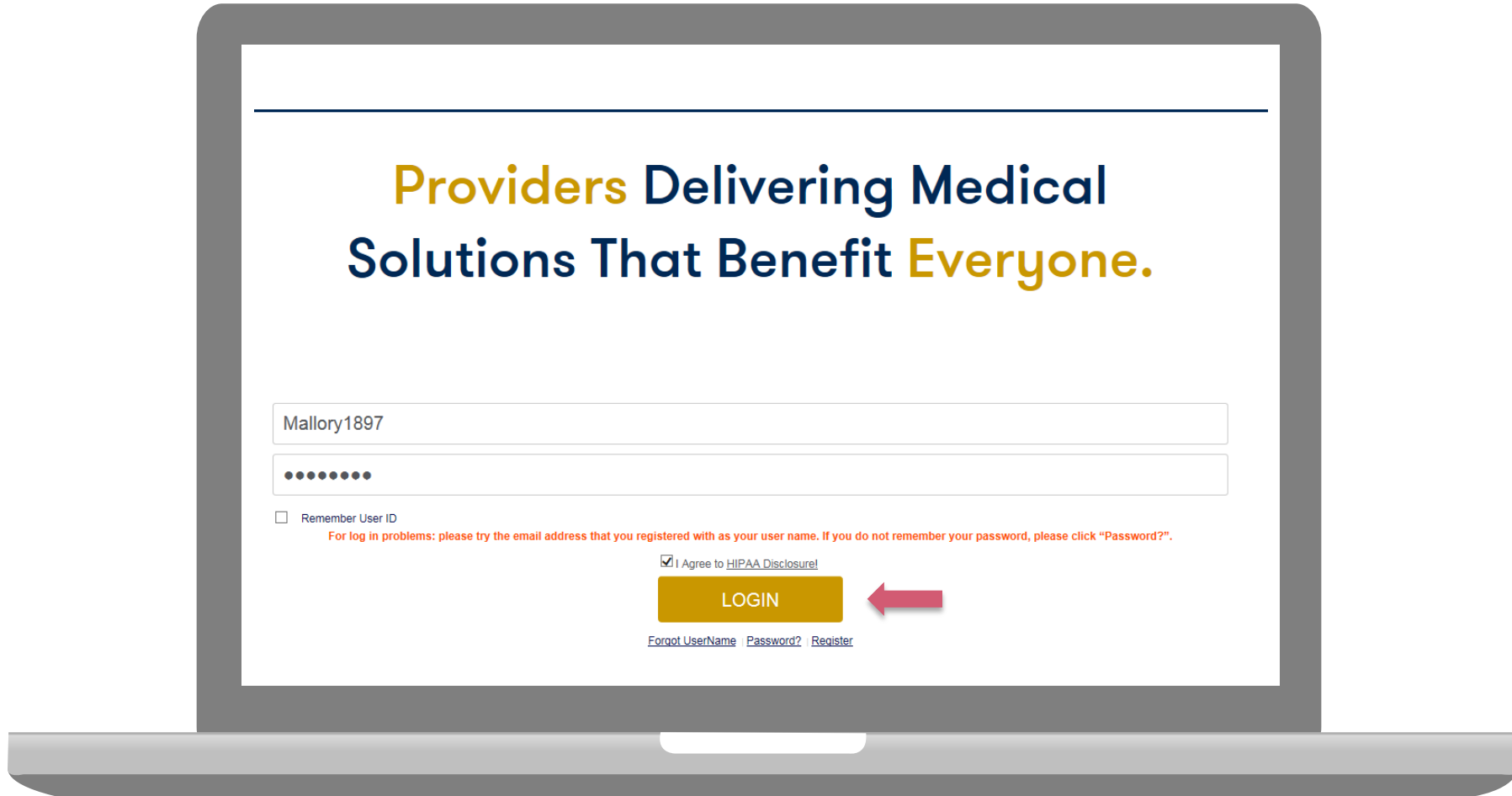
Your password must be at least (8) characters long and contain the following:

- ✓ 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'. Inside this section, there is a grey box with the text: 'Please set up a new password for your account. Note: The password must be at least 8 characters long and contain the following categories: Uppercase letters, Lowercase letters, Numbers and special characters.' Below this box, 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. To the right of the 'New Password\*' field, there is a small asterisk and the word 'Required'. At the bottom of the form, there is a 'Save' button.

# 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](#)



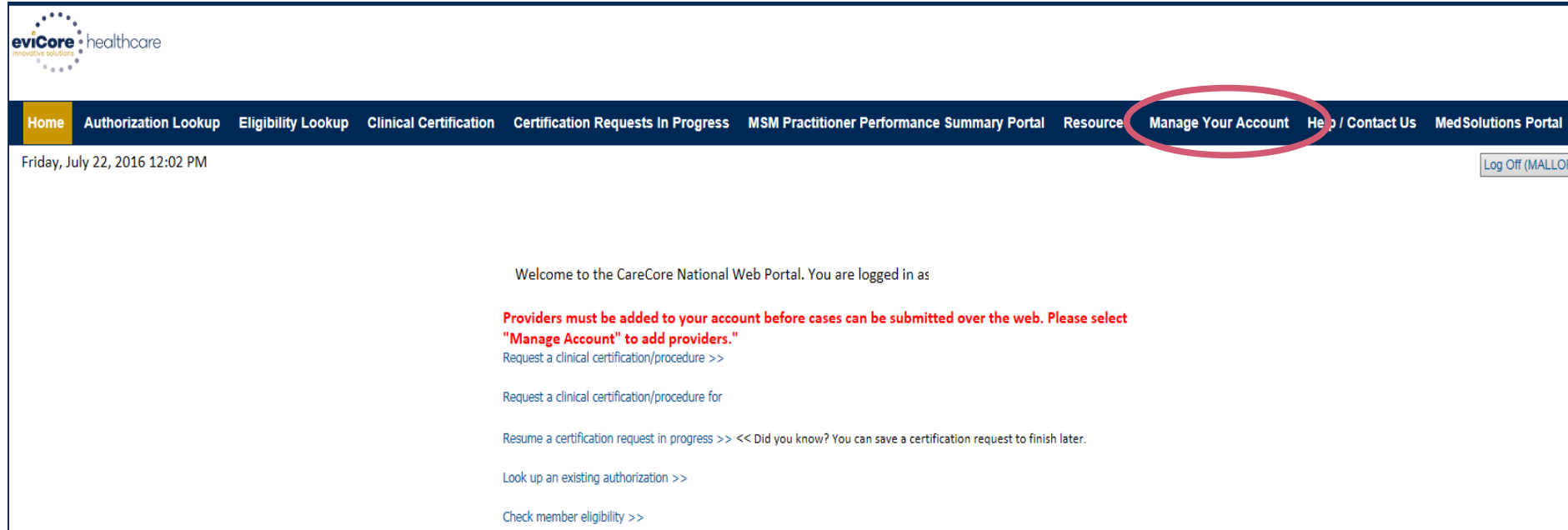
To log-in to your account, enter your **User ID** and **Password**. Agree to the HIPAA Disclosure, and click "**Login**."

---

# Account Overview

---

# Welcome Screen

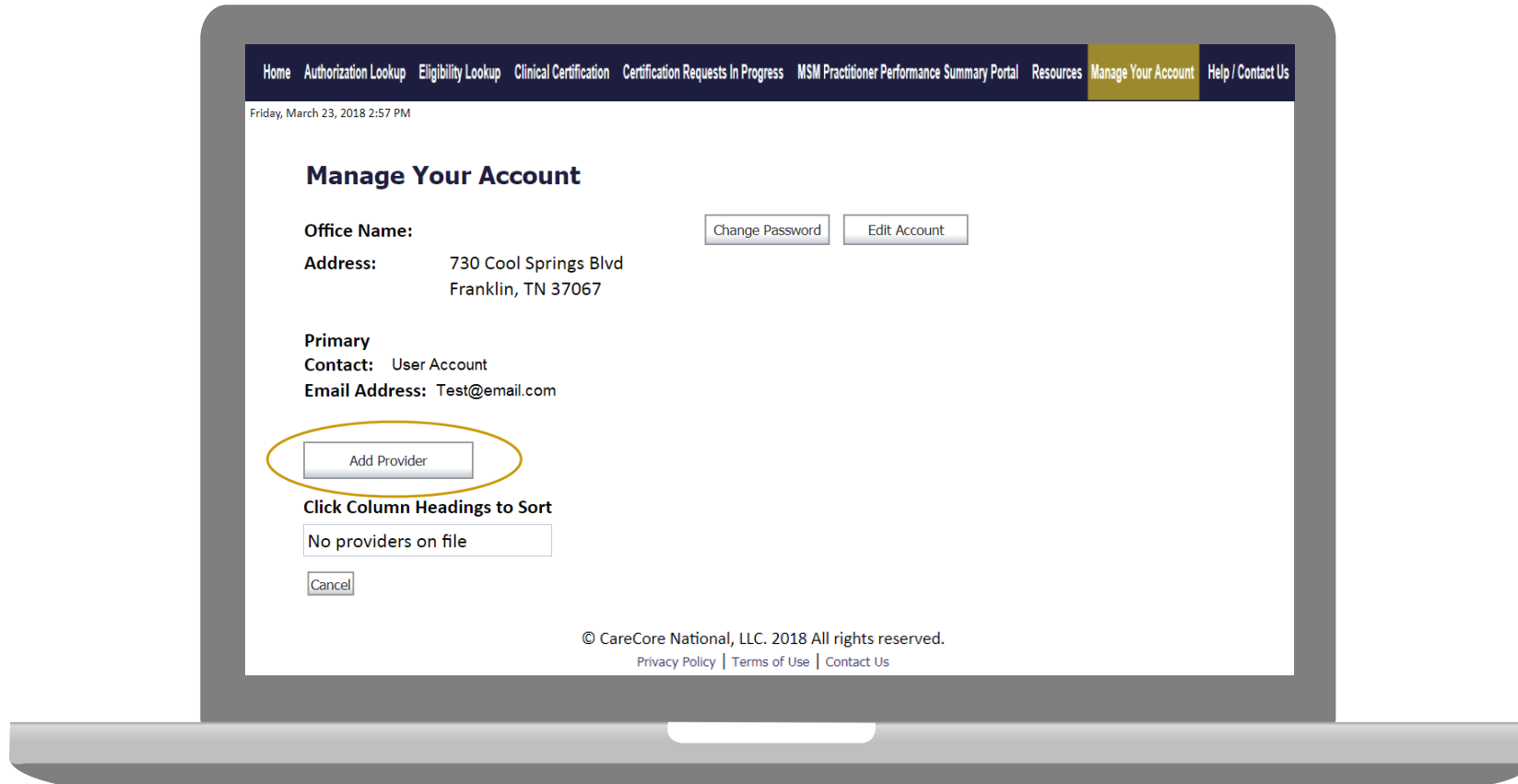


Providers will need to be added to your account prior to case submission. Click the “**Manage Account**” tab to add provider information.

**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.

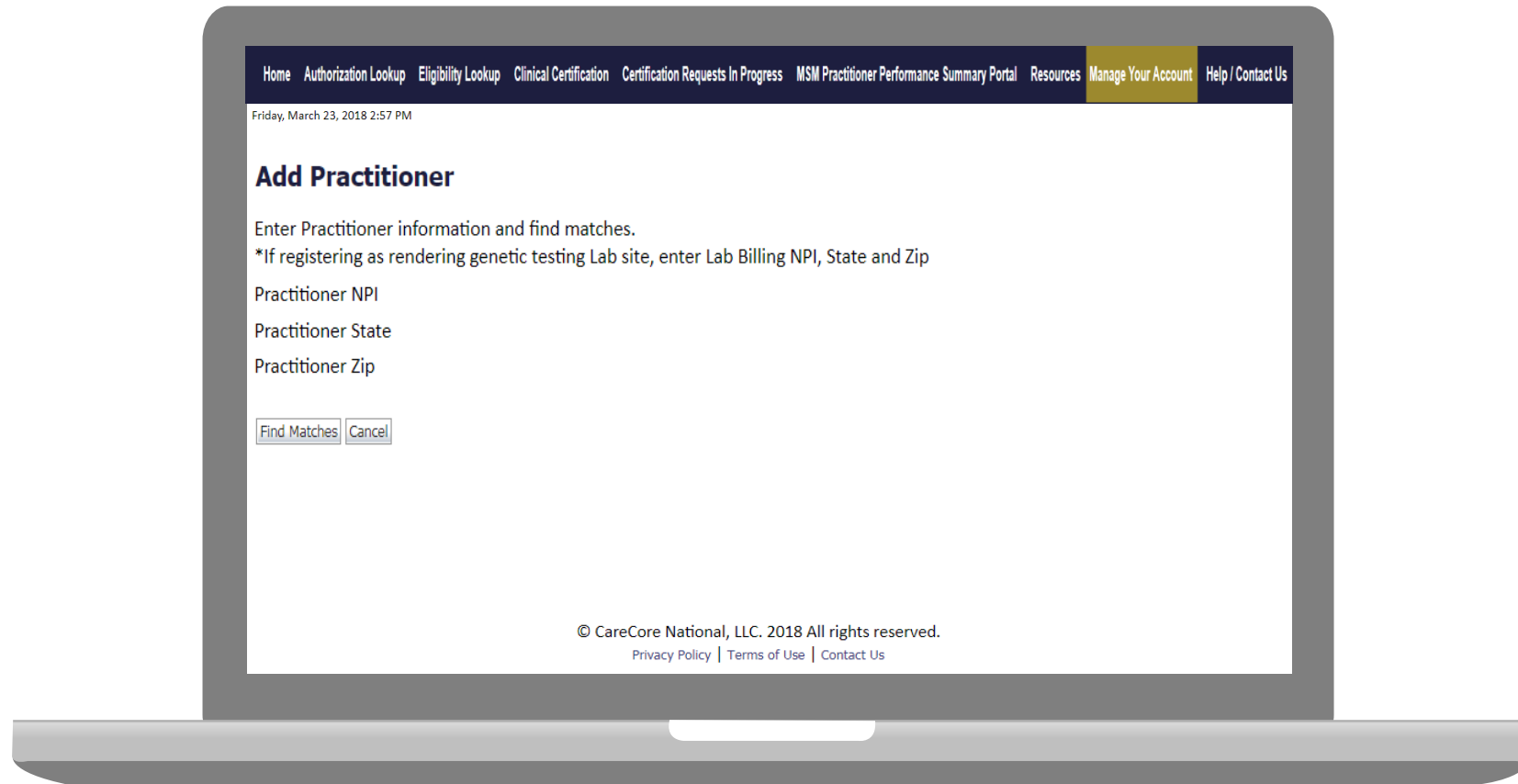


# Add Practitioners



Click the “**Add Provider**” button.

# Add Practitioners



The screenshot shows a web application interface for adding practitioners. At the top is a dark blue 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'. There are three input fields labeled 'Practitioner NPI', 'Practitioner State', and 'Practitioner Zip'. Below these fields are two buttons: 'Find Matches' and 'Cancel'. At the bottom of the page, the copyright notice '© CareCore National, LLC. 2018 All rights reserved.' is shown, along with 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

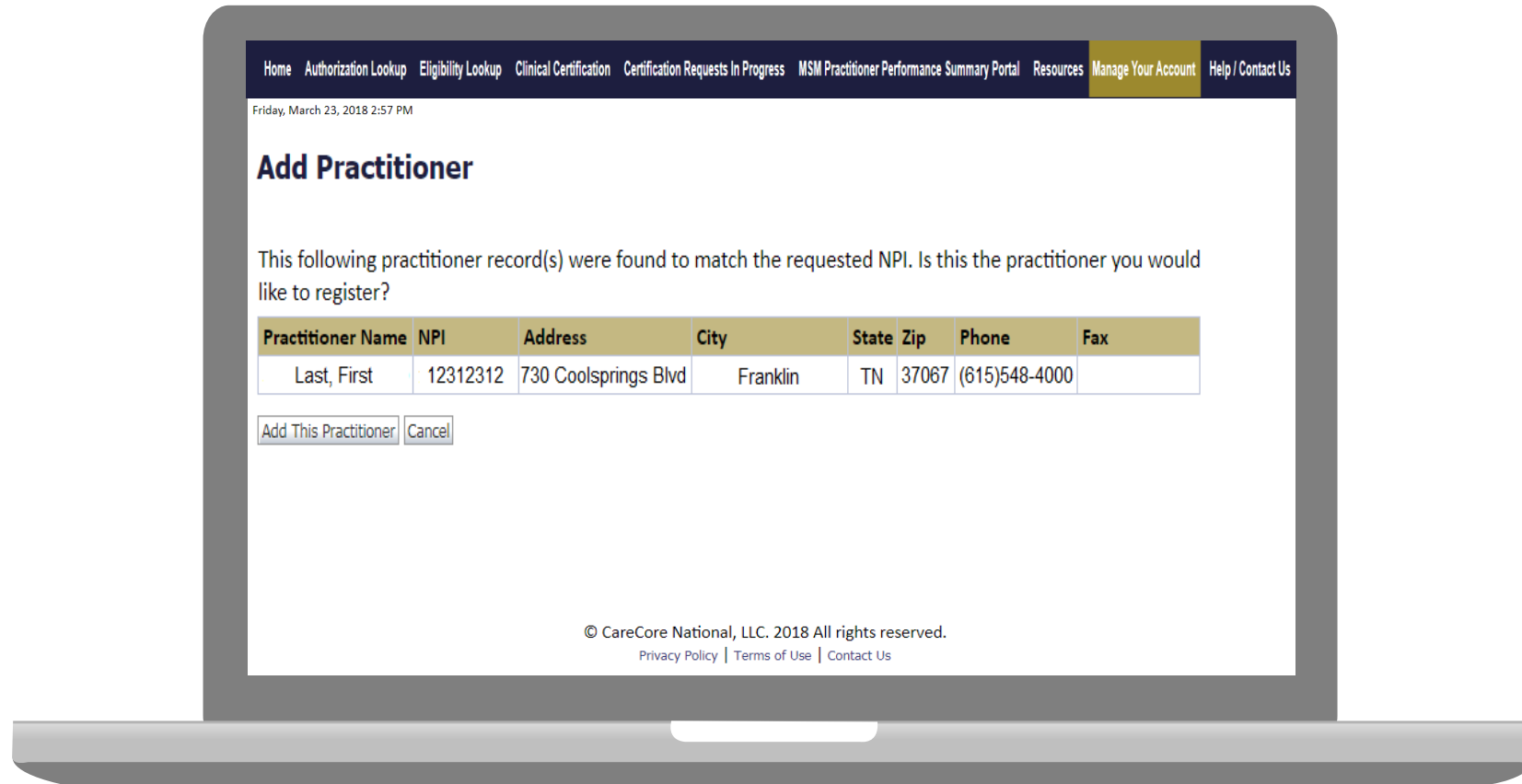
Enter Practitioner information and find matches.  
\*If registering as rendering genetic testing Lab site, enter Lab Billing NPI, State and Zip

Practitioner NPI  
Practitioner State  
Practitioner Zip

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

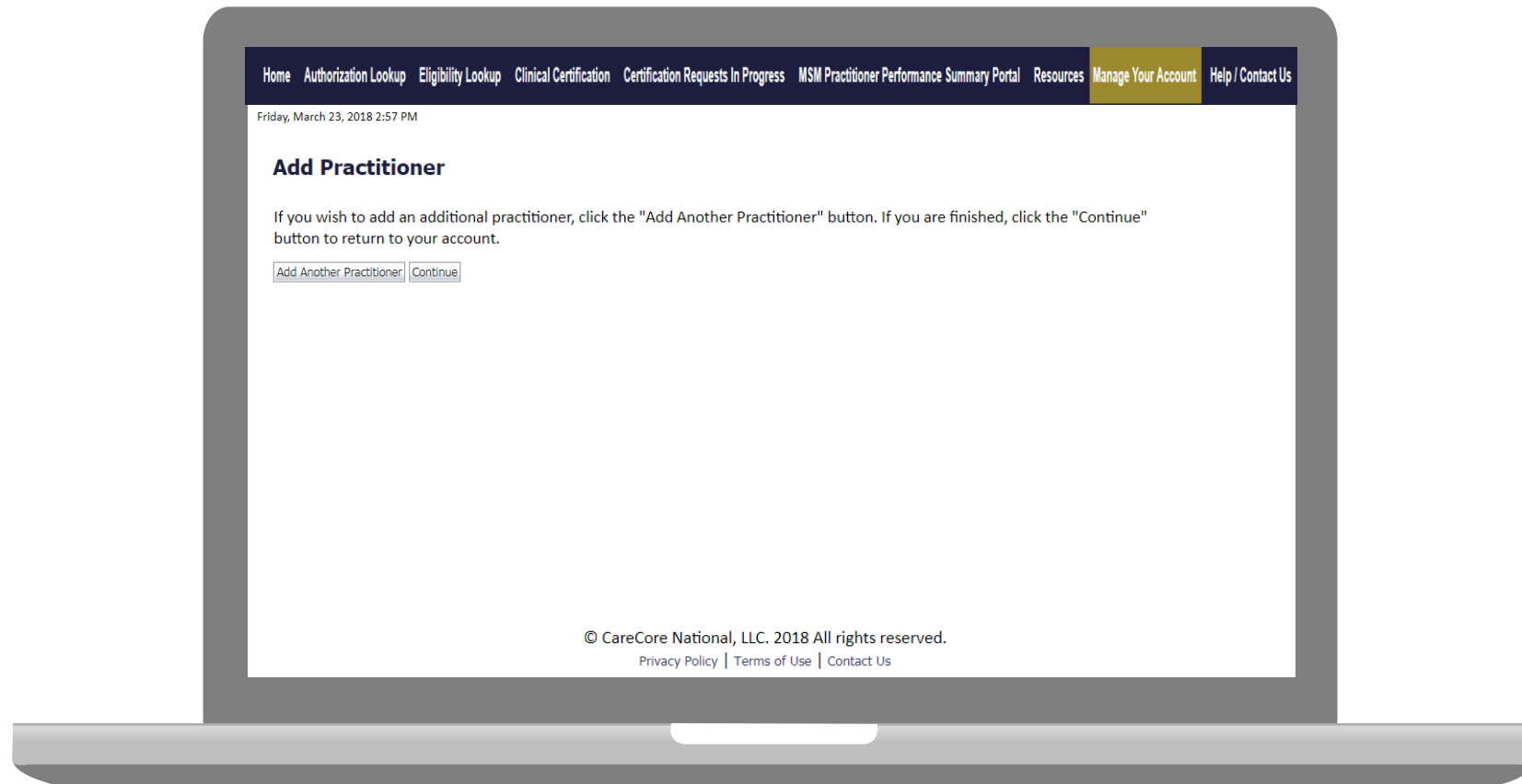
Enter the **Provider's NPI**, **State**, and **Zip Code** to search for the provider record to add to your account. You are able to add multiple Providers to your account.

# Adding Practitioners



Select the matching record based upon your search criteria

# Manage Your Account



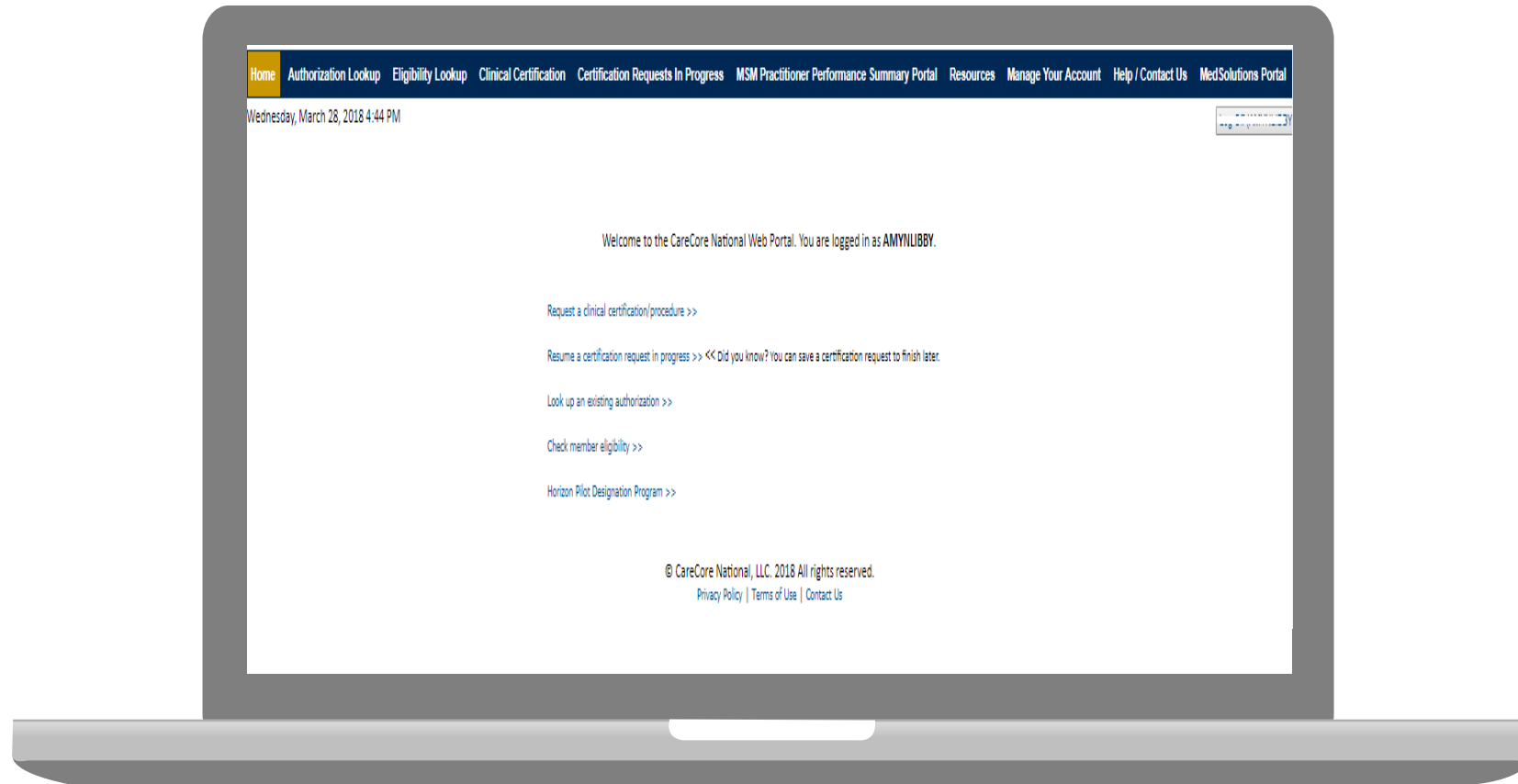
- Once you have selected a practitioner, your registration will be completed. You can then access the **“Manage Your Account”** tab to make any necessary updates or changes.
- You can also click **“Add Another Practitioner”** to add another provider to your account.

---

# Case Initiation

---

# Initiating A Case



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

# Select Program

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

Cancel Print Continue

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

Select the **Program** for your certification.

# Select Provider

The screenshot shows a web application 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. Below the navigation bar, the date and time are displayed: Friday, March 23, 2018 2:57 PM. The main content area is titled "Clinical Certification" and contains the following text: "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." Below this text, there is a "Filter Last Name or NPI:" section with a text input field and "FILTER" and "CLEAR FILTER" buttons. The "Selected Physician:" section displays "Last, First" and "NPI 1234567890". To the right of this text is a table with a "Provider" header and a "SELECT" button. The table contains one row with the text "1234567890 - Last, First". At the bottom of the page, there are "Cancel", "Back", "Print", and "Continue" buttons, and a link to "Click here for help or technical support". On the left side of the page, there is a progress bar showing 10% completion.

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**

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:

Selected Physician:  
**Last, First**  
**NPI 1234567890**

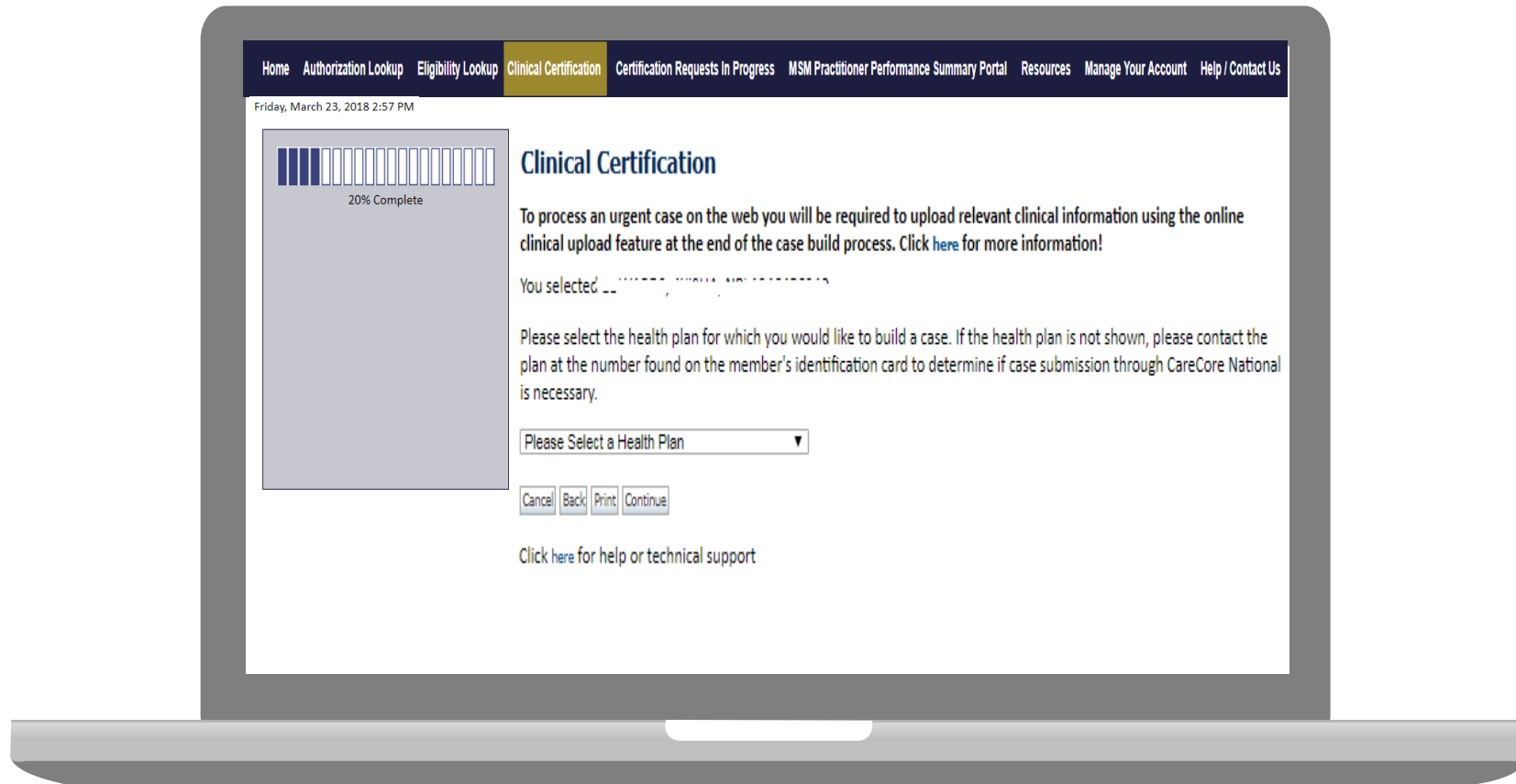
	Provider
<input type="button" value="SELECT"/>	1234567890 - Last, First

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

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



# Select Health Plan



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 'Friday, March 23, 2018 2:57 PM' are displayed. On the left side, there is a progress bar with 10 segments, the first two of which are 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 are four buttons: 'Cancel', 'Back', 'Print', and 'Continue'. A link 'Click [here](#) for help or technical support' is located at the very bottom of the page.

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.

# Contact Information

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, and a Log Off (INTGTEST) button is in the top right. On the left, a progress bar shows 30% completion for the 'Provider and NPI' section. The main form area is titled 'Clinical Certification' and contains several input fields: Provider's Name, Who to Contact (with 'eviCore' entered), Fax, Phone, Ext., Cell Phone, and Email (with 'Test@test.com' entered). Each field has a help icon ([?]). 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 located below the 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 [Log Off \(INTGTEST\)](#)

**Clinical Certification**

Provider's Name  [?]

Who to Contact  [?]

Fax  [?]

Phone  [?]

Ext.  [?]

Cell Phone

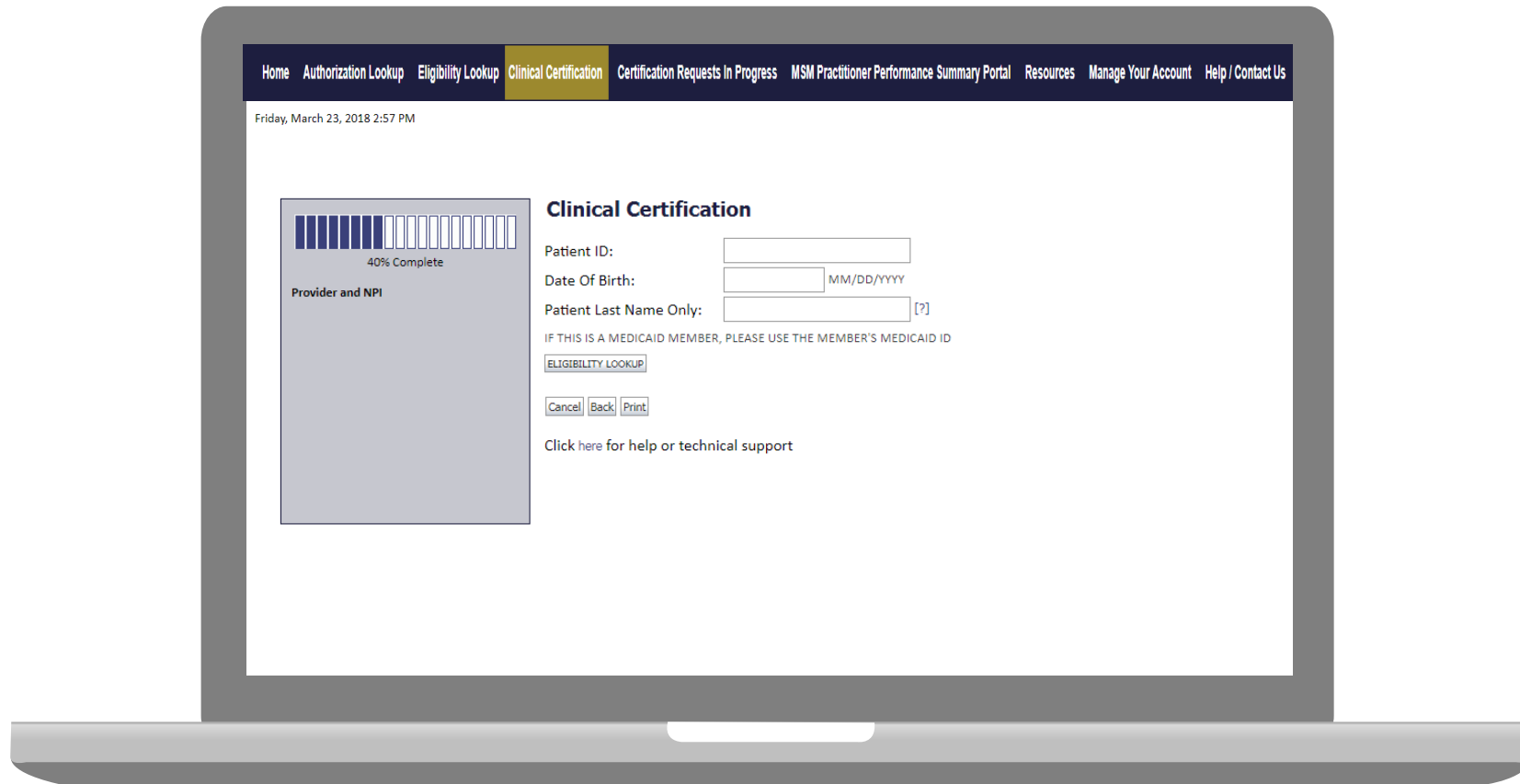
Email

[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.

# Member Information



The screenshot shows a web application interface on a laptop screen. At the top is a dark 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. The main content area is titled 'Clinical Certification'. On the left, there is a progress bar with 12 segments, 5 of which are filled, with the text '40% Complete' below it. Below the progress bar is a section labeled 'Provider and NPI' with a large, empty gray box. To the right of the progress bar, the form fields are: 'Patient ID:' with a text input box; 'Date Of Birth:' with a text input box and a 'MM/DD/YYYY' label; and 'Patient Last Name Only:' with a text input box and a '[?]' icon. Below these fields is a note: 'IF THIS IS A MEDICAID MEMBER, PLEASE USE THE MEMBER'S MEDICAID ID'. Under this note is a button labeled 'ELIGIBILITY LOOKUP'. At the bottom of the form are three buttons: 'Cancel', 'Back', and 'Print'. Below the buttons is a link: 'Click here for help or technical support'.

Enter the **member information** including the Patient ID number, date of birth, and patient's last name. Click **“Eligibility Lookup.”**

# 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 located below the last name field. At the bottom of the form are 'Cancel', 'Back', 'Print', and 'Continue' buttons. A link for help or technical support is also present. A modal dialog box titled 'Attention!' is open, containing fields for Patient ID, Patient Name, and Time, followed by 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 has not been performed. [CHANGE](#)

**Radiology Procedures**

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

70551 ▼ MRI Brain W/O CONTRAST ▼

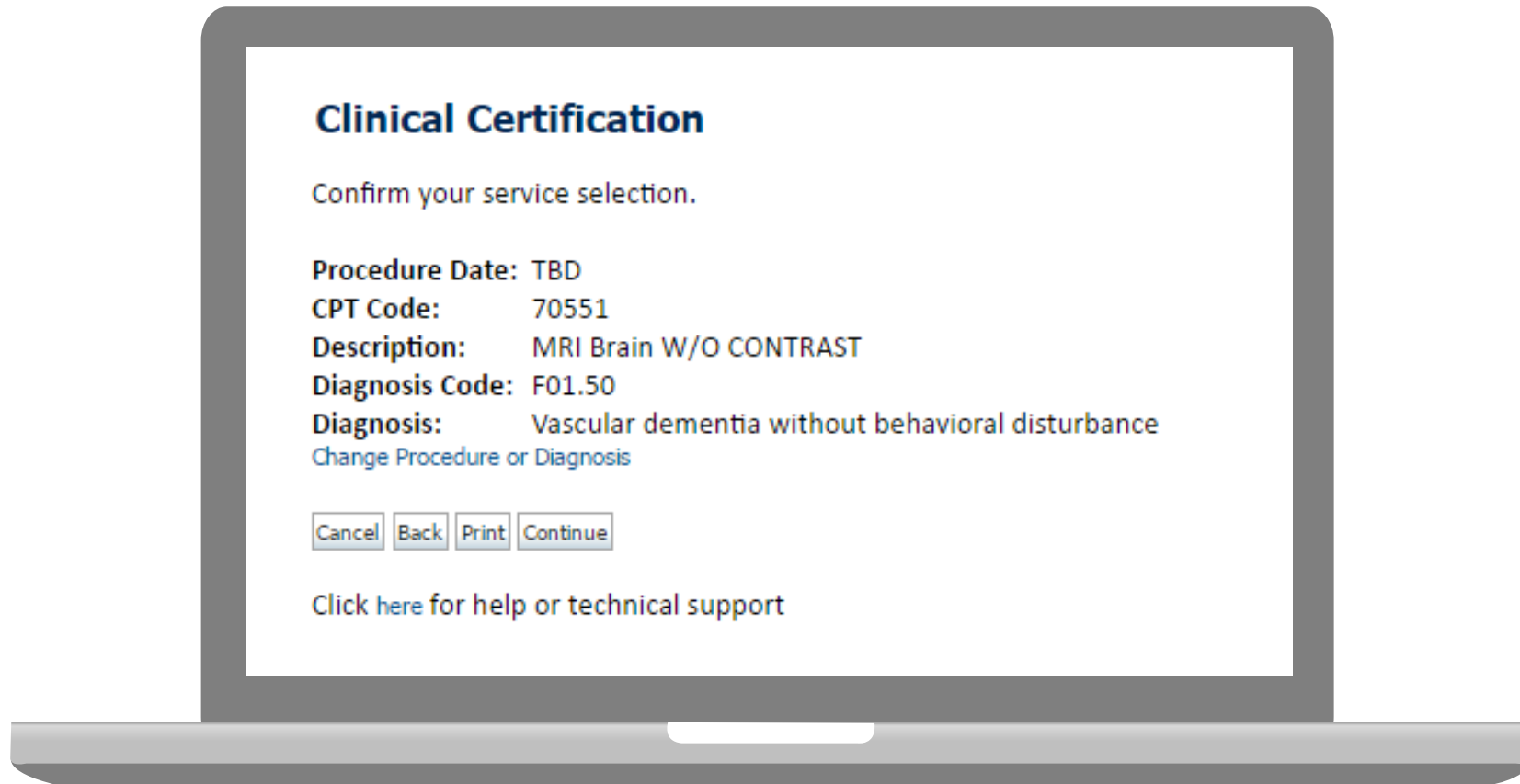
**Diagnosis**

Diagnosis Code: **F01.50**  
Description: **Vascular dementia without behavioral disturbance**  
[Change Diagnosis](#)

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

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

# Verify Service Selection



**Clinical Certification**

Confirm your service selection.

**Procedure Date:** TBD  
**CPT Code:** 70551  
**Description:** MRI Brain W/O CONTRAST  
**Diagnosis Code:** F01.50  
**Diagnosis:** Vascular dementia without behavioral disturbance  
[Change Procedure or Diagnosis](#)

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

# Site Selection

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

**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: 1234567890 Zip Code: Site Name: TIN: City: ☐ Exact match ☐ Starts with [LOOKUP SITE](#)

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

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

**Provider and NPI** [EDIT](#)

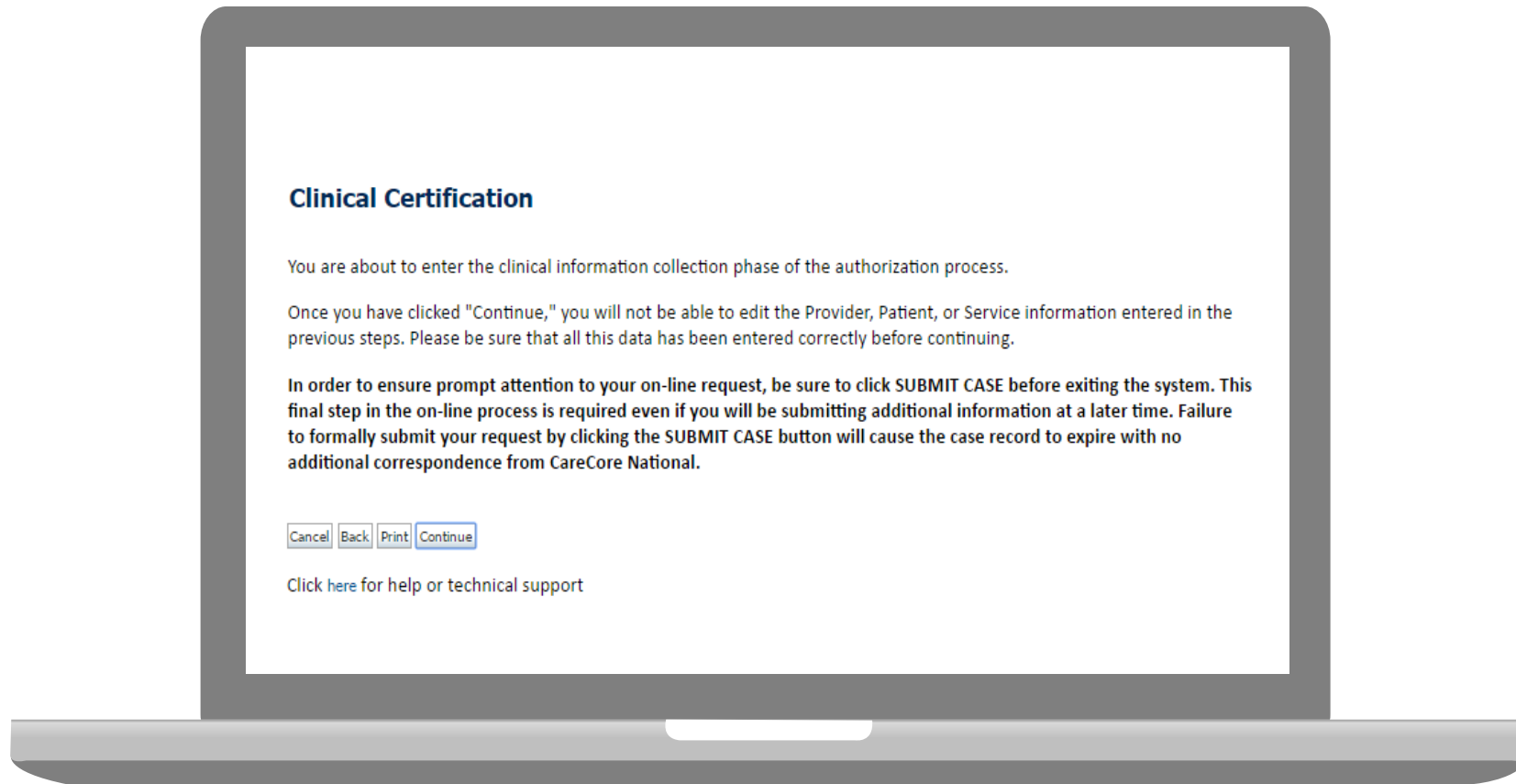
**Patient** [EDIT](#)

**Service** [EDIT](#)

71250 CT THORAX W/O CONTRAST  
R06.02 Shortness of breath

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

# 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.



**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

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

Friday, April 25, 2014 9:57 AM

## Clinical Certification

What is the PRIMARY area of complaint? (choose ONE):

- Head/Neck - Cervical Spine
- Upper Back - Thoracic Spine
- Lower Back - Lumbar Spine
- Upper Extremity
- Lower Extremity
- Unknown

☐ Finish Later

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

➤ 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

**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):

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

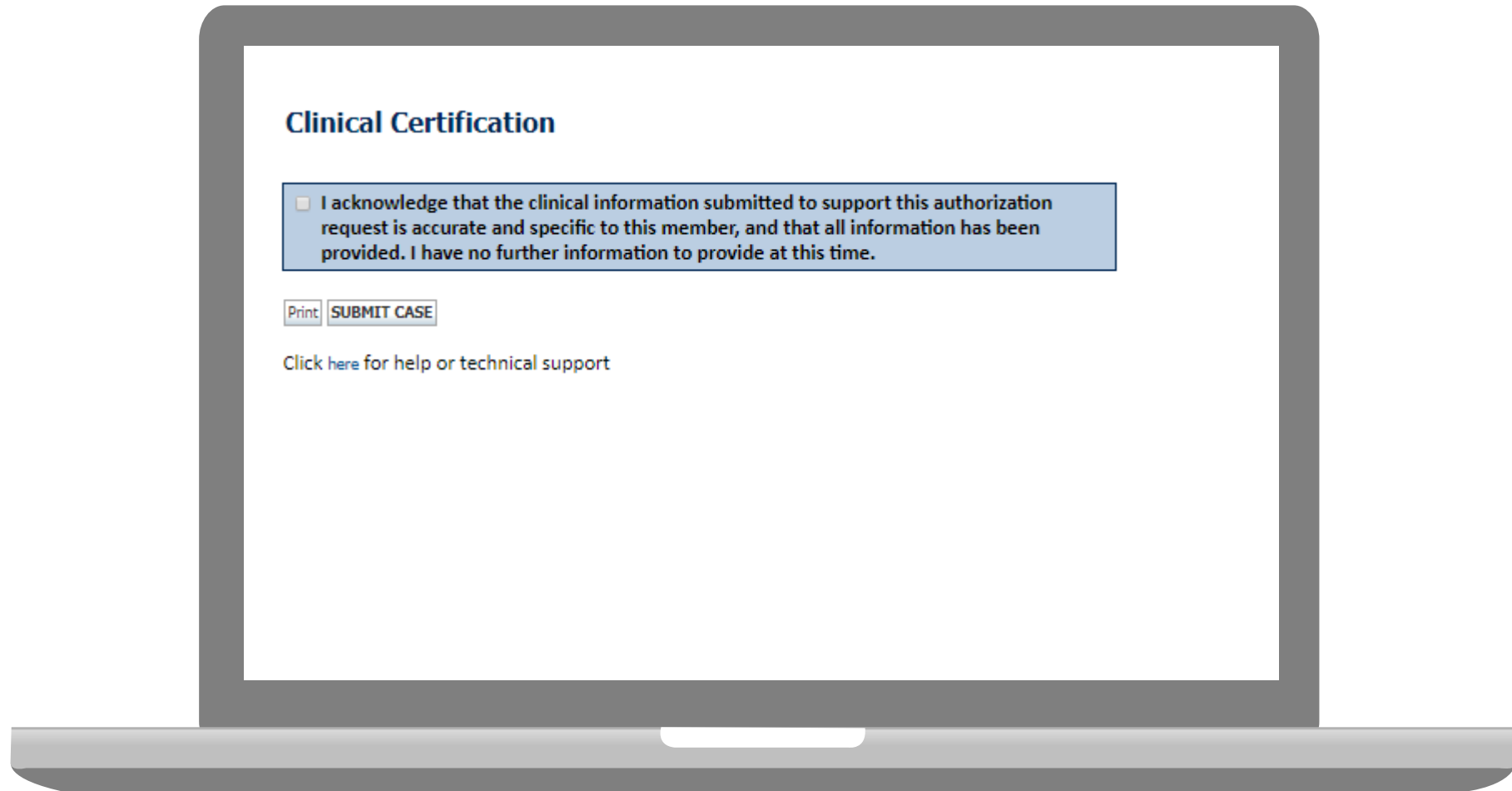
UPLOAD SKIP UPLOAD

© 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:

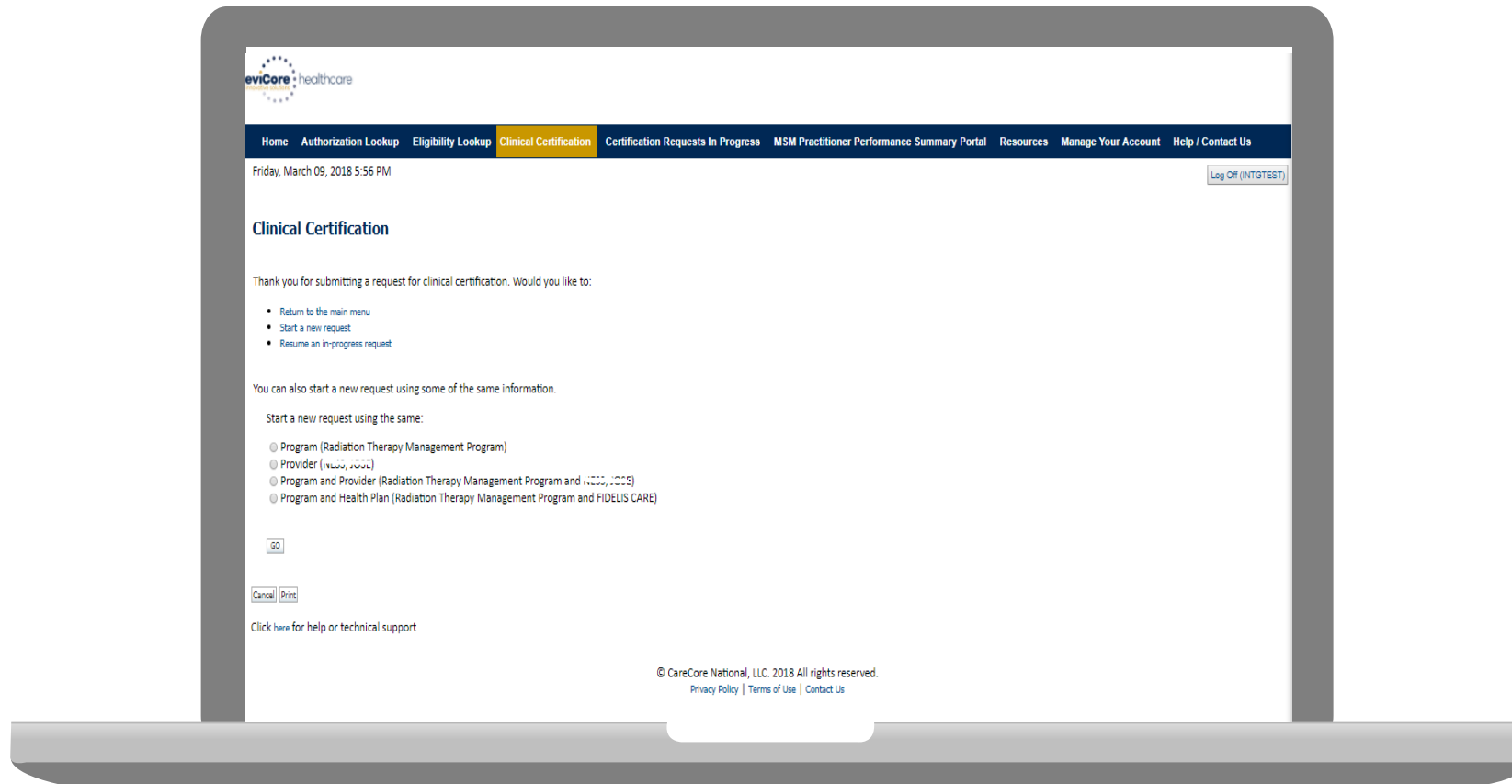
Status: Your case has been Approved.

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: **Approved**  
Approval Date: \_\_\_\_\_  
Service Description: \_\_\_\_\_  
Site Name: \_\_\_\_\_  
Expiration Date: **6/28/2018**  
Date Last Updated: \_\_\_\_\_  
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**.

# 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.

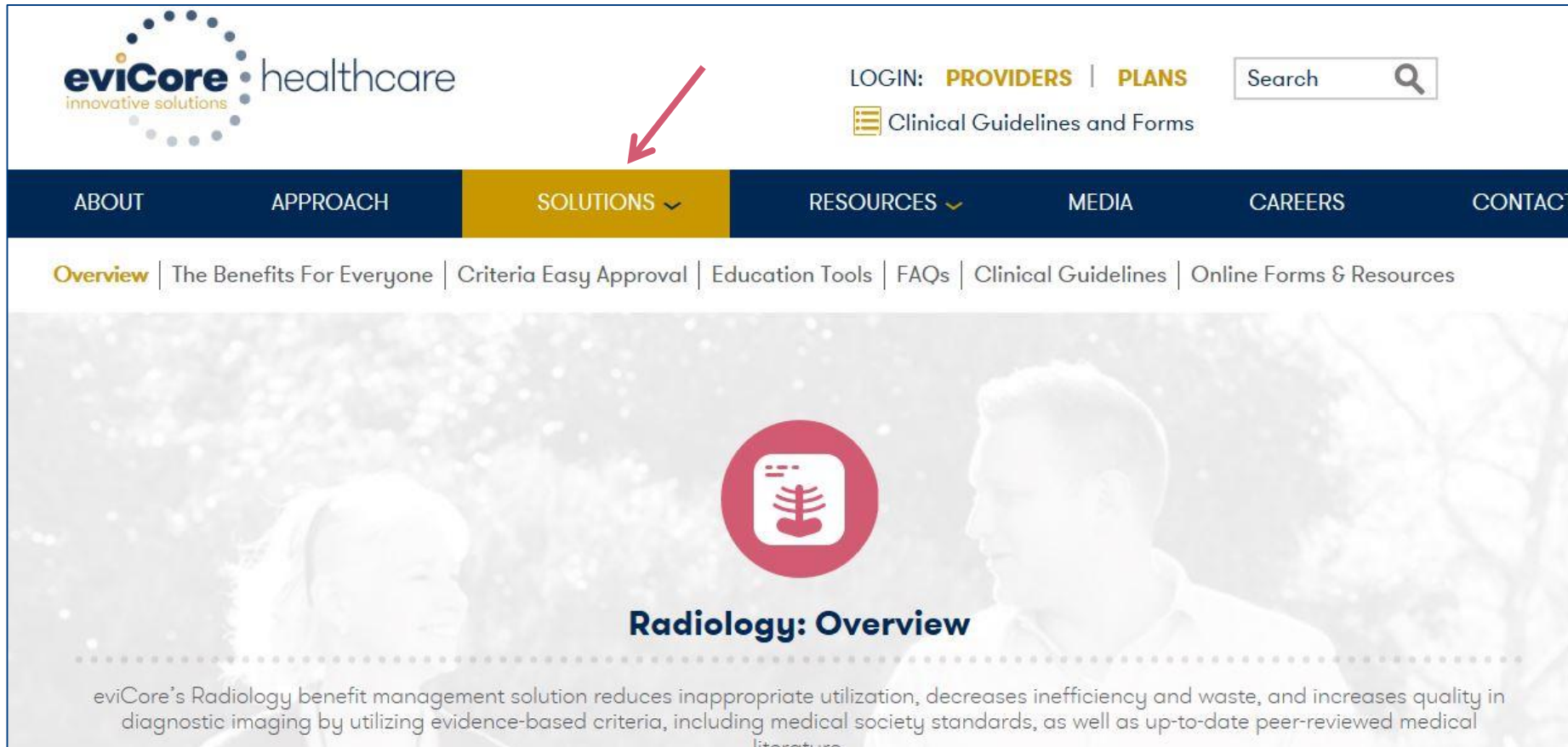
---

# Provider Resources



# Radiology/Cardiology 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 includes the eviCore logo (with the tagline 'innovative solutions') and the word 'healthcare'. To the right of the logo is a login section with links for 'PROVIDERS' and 'PLANS', and a link for 'Clinical Guidelines and Forms' accompanied by a document icon. A search bar is also present. The main navigation menu is dark blue with white text for 'ABOUT', 'APPROACH', 'SOLUTIONS', 'RESOURCES', 'MEDIA', 'CAREERS', and 'CONTACT'. The 'SOLUTIONS' menu item is highlighted in yellow and has a red arrow pointing to it. Below the navigation bar, a horizontal menu lists various topics: 'Overview', 'The Benefits For Everyone', 'Criteria Easy Approval', 'Education Tools', 'FAQs', 'Clinical Guidelines', and 'Online Forms & Resources'. The 'Overview' item is highlighted in yellow. The main content area features a large, faded background image of a man and a woman. In the center of this area is a red circular icon containing a white medical symbol (a caduceus-like symbol with a heart). Below the icon, the text 'Radiology: Overview' is displayed in a bold, dark blue font. At the bottom of the page, a paragraph of text describes eviCore's Radiology benefit management solution, mentioning its goals to reduce inappropriate utilization, decrease inefficiency and waste, and increase quality in diagnostic imaging by utilizing evidence-based criteria, including medical society standards and up-to-date peer-reviewed medical literature.

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

## Provider Resources: Prior Authorization Call Center



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

**7:00 AM - 8:00 PM (Local Time): 888-209-5762**

- 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

[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)
- Questions regarding accuracy assessment, accreditation, and/or credentialing
- Issues experienced during case creation
- Request for an authorization to be re-sent to the health plan

# Provider Resources: Implementation Site



Pre-Certification  
Call Center



Web-Based  
Services



Client Provider  
Operations



Documents

**Provider Enrollment Questions** Contact Scott & White Health Plan at 800-321-7947

**Scott & White Health Plan Implementation site - includes all implementation documents:**

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

- **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. 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!

---

