Medical Oncology Part D Enhancement

Provider Orientation Session for Network Health Wisconsin

eviCore: Medical Benefits Management (MBM)

Addressing the complexity of the healthcare system

10 Comprehensive solutions

Evidence-based clinical guidelines

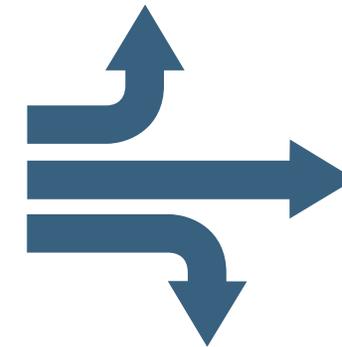5k+ employees including **1k+ clinicians**

Advanced, innovative, and intelligent technology

Evidence-Based Guidelines

The foundation of our solutions

National Comprehensive Cancer Network® (NCCN)

26 of the World's Leading Cancer Centers Aligned

Represents **97%** of all cancers

Continually Updated

Inclusive of **45** cancer types

eviCore Guideline Management

What is new for Medicare's Medical Oncology?

- **Mirroring the commercial process, eviCore will now conduct coverage reviews for both medical (Part C) and pharmacy (Part D) drugs used for <u>oncologic treatment only.</u>**
  - All other request processes are unchanged.

- **The request process for Medicare Part D will be identical to the current commercial process.**

- **No need to request the oncology Part D treatment separately.**

- **eviCore will send all Part D authorizations to Express Scripts.**

- **The process for filling prescriptions and pharmacy claims is <u>not</u> changing with this enhancement.**

Medicare Specific Process – Important Notes

- **Part C and Part D drugs will be included in the recommended regimens**
  - Part C and Part D drugs will also be available in the Custom list
- **A single determination will be issued for the entire regimen – no partial approvals**
- **Individual CMS compliant notifications will be sent for Part C and Part D drugs**
- **Formulary policies still apply for Part D drugs as usual.**
- **Notifications will include information on Quantity limits for each approved drug.**
  - Exception requests will be submitted through Express Scripts.
- **Tiering exception requests must be submitted through Express Scripts**
- **Supportive drugs will continue to require separate authorizations**
- **Appeals will continue to be handled by Network Health Plan and instructions for those appeals will be included on notifications.**
  - Please read the decision notices closely to understand post decision timelines and options.

Medical Oncology Solution Defines a Complete Episode of Care

eviCore Medical Oncology Guideline Management

Disease-Specific Clinical Information
- Diagnosis at onset
- Stage of disease
- Clinical presentation
- Histopathology
- Comorbidities
- Patient risk factors
- Performance status
- Genetic alterations
- Line of treatment

Select Disease

Collect disease-specific clinical information

List of all NCCN treatment options

Select NCCN treatment regimen

Custom treatment regimen

Auto-approve multidrug regimen

Clinical review

Peer-to-peer

Authorize multidrug regimen

Not approved

Health Plan and / or PBM

Colon Cancer

80
unique attributes

>1,000
possible traversals

45 NCCN
treatment regimens

3-9 minutes to enter a complete case
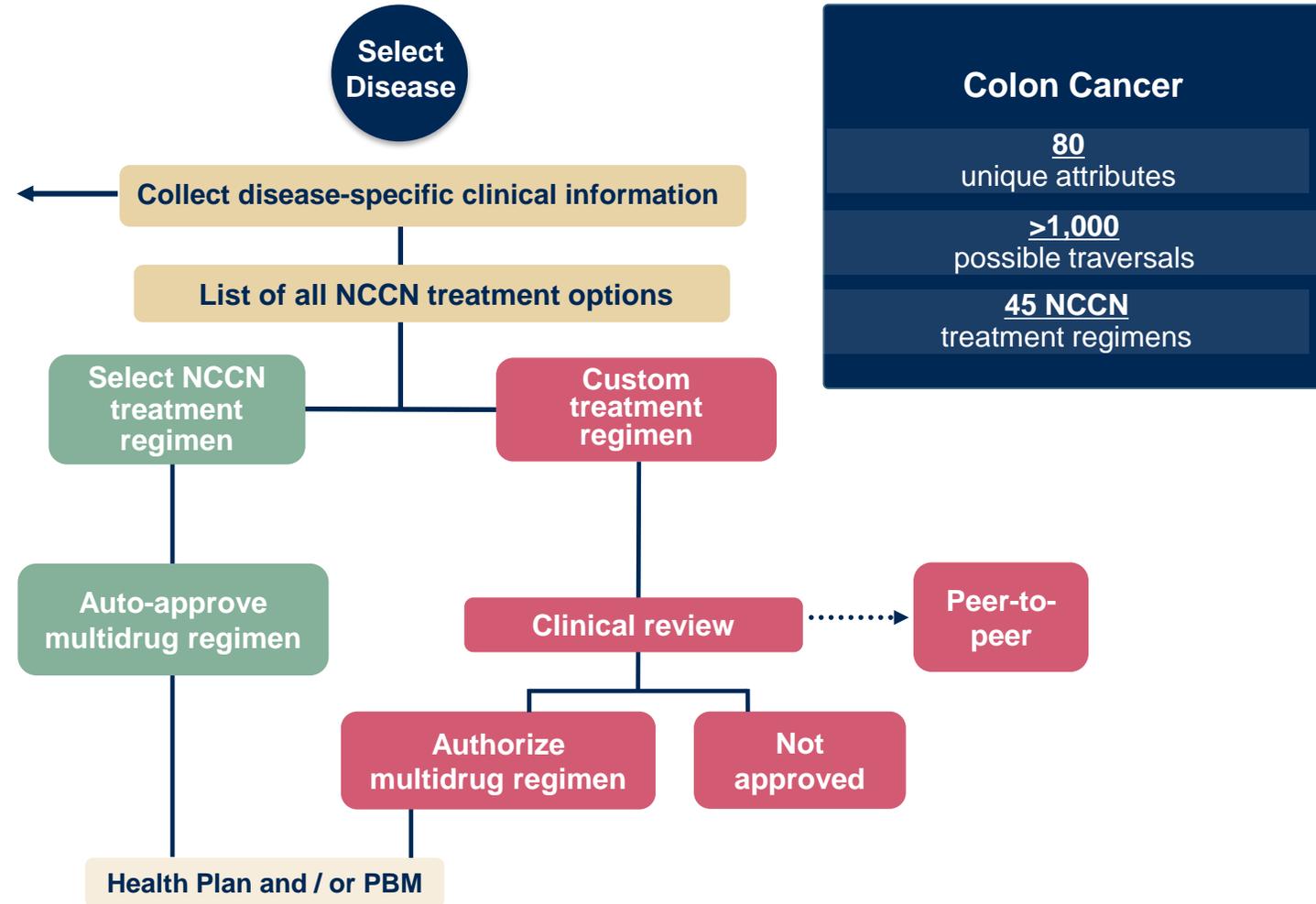
Treatment options may be modified to align with formulary

Clinical Information Needed

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

- Patient's clinical presentation

- Diagnosis Codes

- Type and duration of treatments performed to date for the diagnosis

- Disease-Specific Clinical Information:

  - ✓ Diagnosis at onset

  - ✓ Stage of disease

  - ✓ Clinical presentation

  - ✓ Histopathology

  - ✓ Comorbidities

  - ✓ Patient risk factors

  - ✓ Performance status

  - ✓ Genetic alterations

  - ✓ Line of treatment

Portal Demonstration

https://vimeo.com/497406663/76663cc5de
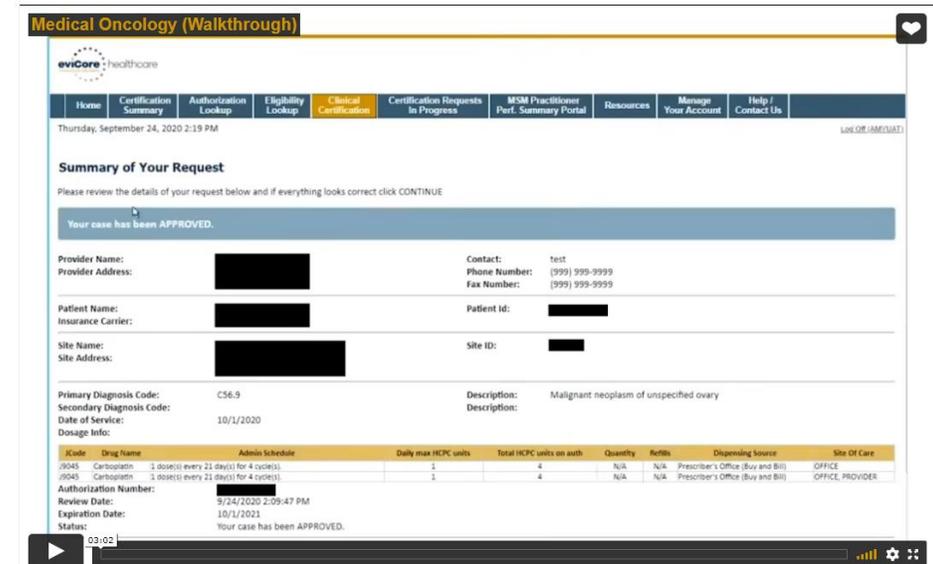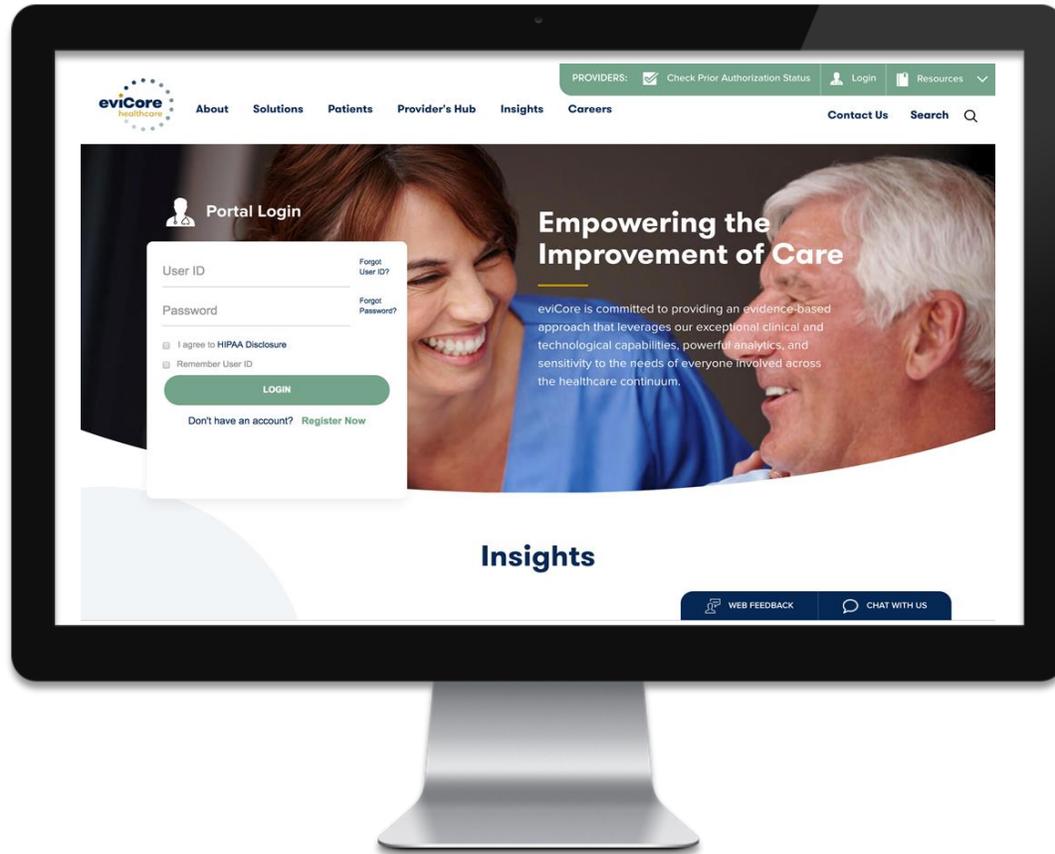
Verify Service Selection

eviCore healthcare

Tuesday, November 05, 2019 9:09 AM

Log Off

60% Complete

Provider and NPI

Patient   EDIT

Clinical Certification

Confirm your service selection.

Procedure Date:	1/20/2019
Medical Oncology Pathways:	CHEMO
Description:	CHEMOTHERAPY
Primary Diagnosis Code:	R68.89
Primary Diagnosis:	Other general symptoms and signs
Secondary Diagnosis Code:	
Secondary Diagnosis:	

Change Procedure or Primary Diagnosis
Change Secondary Diagnosis

Cancel Back Print Continue

Click here for help or technical support

© CareCore National, LLC. 2019 All rights reserved.
Privacy Policy | Terms of Use | Contact Us

Clinical Collection Process – Treatment Selection

Select an NCCN Recommendation from the list.
These options will vary based on the clinical & diagnosis submitted.

Clinical Collection Process – Treatment Selection

Non-NCCN "custom" regimens may be created by selecting individual drugs from the drop-down list.
All custom regimen request will require a Medical Director Review for approval.

Clinical Collection Process – Treatment Selection

Indicate the Place of Service and Dispensing Source for each drug in the treatment

Authorization Lookup Tool (Continued)

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

Provider Resources

Resources – Call Center (Intake)

Prior Authorization Call Center – 855-727-7444

Our call centers are open from 7:00 a.m. to 7:00 p.m. (local time).

Providers can contact our call center to do one of the following:

- Request Prior Authorization

- Check Status of existing authorization requests

- Discuss questions regarding authorizations and case decisions

- Change facility or CPT Code(s) on an existing case

- Request to speak to a clinical reviewer

- Schedule a clinical consultation with an eviCore Medical Director

Online Provider Resources

Web Based Services and Online Resources

- You can access important tools, health plan specific contact information and resources at www.evicore.com

- Select the Resources to view Clinical Guidelines, Online Forms, and more.

- The Quick Reference Tool can be found by clicking the resources tab then select 'Find Contact Information,' under the 'learn how to' section. Simply select 'Network Health' and 'Solution' to populate the contact phone and fax numbers as well as the appropriate legacy portal to utilize for case requests.

- Provider forums and portal training are offered weekly, you can find a session on www.eviCore.WebEx.com, select WebEx Training, and search upcoming for a "eviCore Portal Training" or "Provider Resource Review Forum"
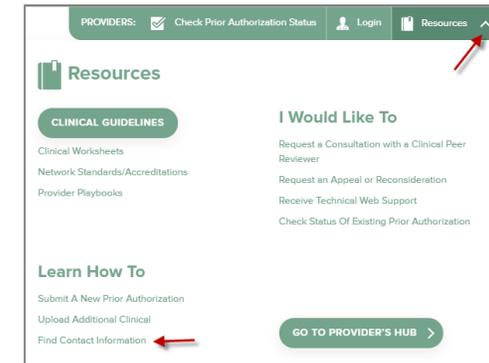
The quickest, most efficient way to request prior authorization is through our provider portal. We have a dedicated **Web Support** team that can assist providers in navigating the portal and addressing any web related issues during the online submission process.

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

More online Provider Resources

Client Specific Provider Resource Pages

eviCore's Provider Experience team maintains provider resource pages that contain client and solution specific educational materials to assist providers and their staff on a daily basis. The provider resource page will include but is not limited to the following educational materials:

- Frequently Asked Questions

- Quick Reference Guides

- Solution PowerPoint Overview

- Announcements

- Detailed list of procedure codes that require prior authorization

- To access these helpful resources, please visit:
  https://www.evicore.com/resources/healthplan/network-health-wisconsin

Network Health Wisconsin Provider Services: 800-207-5769

TTY/TDD# 800-947-3529

Fax 920-720-1918

Provider Services - Resolution of Issues

Client and Provider Services

eviCore healthcare has a dedicated Client and Provider Services team to address provider related requests and concerns. In most instances, this team can provide a resolution within 24-48 hours from the date the request was submitted. Here are some common requests that can be sent to our Client and Provider Services team for assistance:

- Questions regarding Accuracy Assessment, Accreditation, and/or Credentialing

- Requests for an authorization to be resent to the health plan

- Eligibility issues (member, rendering facility, and/or ordering physician)

- Issues experienced during case creation

How to Contact our Client and Provider Services team

Email: ClientServices@evicore.com

Phone: 1 (800) 646 - 0418 (option 4)

For prompt service, please have all pertinent information available when calling Client Services. If emailing, make sure to include a description of the issue with member/ provider/case details when applicable. Outside of normal business hours, please e-mail Client Services with your inquiry.

eviCore uses the Cherwell Ticketing System for all email inquiries. You will be assigned a ticket number starting with T. This number will identify a specific issue which you have provided for review.

Provider Engagement Team

Provider Engagement team

Regional team that on-boards providers for new solutions and provides continued support to the provider community. How can the provider engagement team help?

- Partner with the health plan to create a market-readiness strategy for a new and/or existing program
- Conduct onsite and WebEx provider-orientation sessions
- Provide education to supporting staff to improve overall experience and efficiency
- Create training materials
- Monitor and review metrics and overall activity
- Conduct provider-outreach activities when opportunities for improvement have been identified
- Generate and review provider profile reports specific to a TIN or NPI
- Facilitate clinical discussions with ordering providers and eviCore medical directors

How to contact the Provider Engagement team?

You can find a list of Regional Provider Engagement Managers at evicore.com → Provider's Hub → Training Resources

Provider Newsletter

Stay Updated With Our Free Provider Newsletter

eviCore's provider newsletter is sent out to the provider community with important updates and tips. If you are interested in staying current, feel free to subscribe:

- Go to eviCore.com

- Scroll down and add a valid email to subscribe

- You will begin receiving email provider newsletters with updates

Supplemental information

Portal Registration

eviCore Provider Portal
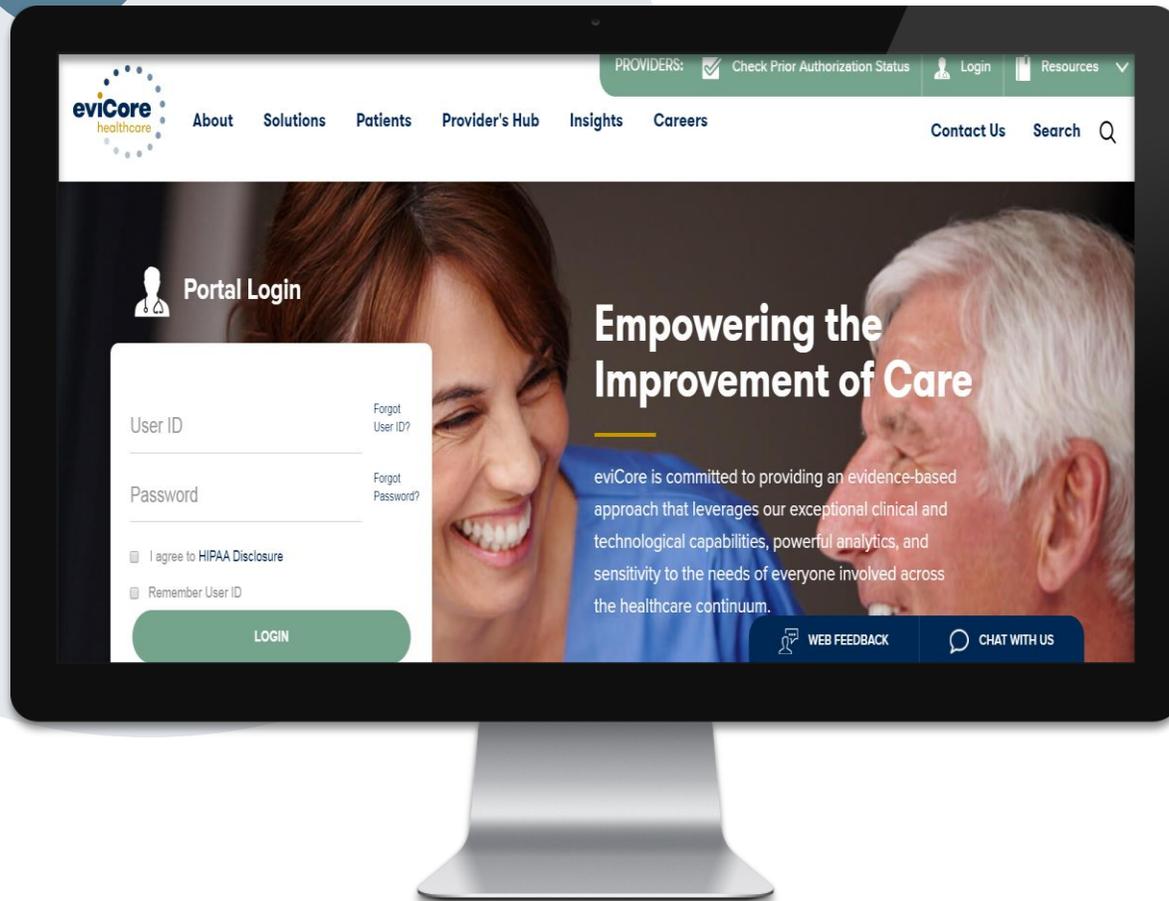
The eviCore online portal is the quickest, most efficient way to request prior authorization and check authorization status and is available 24/7.

By visiting www.eviCore.com providers can spend their time where it matters most — with their patients!

Or by phone:

(866) 668 -9250

7:00 a.m. to 7:00 p.m.

Monday - Friday

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.

Click "Register Now" if you don't already have an account

Registration Form

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

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

User Access Agreement

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

Registration Successful

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

eviCore healthcare
innovative solutions

Registration Successful

Your Registration has been accepted. An email has been sent to your registered email account allowing you to set your password. Please close the browser.

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

Password Maintenance

Please set up a new password for your account.

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

New Password*   [   ]

Confirm New Password* [   ]

[Save]

✔ Uppercase letters

✔ Lowercase letters

✔ Numbers

✔ Characters (e.g., ! ? *)

Account Login

To log-in to your account, enter your User ID and Password.

Agree to the HIPAA Disclosure, and click "Login."

Adding Providers to your Account

Adding Providers

Under the "Manage Your Account" tab Click the "Add Provider" button.

Adding Providers

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 Providers

Select the matching record based upon your search criteria

Thank you