

# Musculoskeletal Pain Management

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## Provider Orientation Session for Aetna Better Health of Michigan

Updated September 2023



**aetna**<sup>®</sup>

AETNA BETTER HEALTH<sup>®</sup> OF MICHIGAN

**eviCore**  
healthcare  
by Evernorth



# Agenda

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## **Solutions Overview**

Musculoskeletal Pain Management

## **Submitting Requests**

**Prior Authorization Outcomes, Special Considerations,  
and Post-Decision Options**

## **eviCore Provider Portal**

Overview, Features, and Benefits

## **Provider Resources**

## **Questions & Next Steps**

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# Solution Overview

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# Aetna Better Health of Michigan Prior Authorization Services

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eviCore healthcare (eviCore) will begin accepting prior authorization requests on July 24, 2017 for dates of service August 1, 2017 and after.

## Applicable Membership:

- All Aetna Better Health of Michigan members require an authorization from eviCore.

## Prior authorization applies to the following services:

- Outpatient
- Elective / Non-emergent

## Prior authorization does NOT apply to services performed in:

- Emergency Rooms
- Observation Services
- Inpatient Stays

# Musculoskeletal Solution

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## Covered Services:

### Interventional Pain

- Spinal Injections
- Spinal Implants
  - Spinal cord stimulators
  - Pain Pumps

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

<https://www.evicore.com/resources/healthplan/aetna-better-health-michigan>



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# Submitting Requests

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# How to Request Prior Authorization

The eviCore Provider Portal is the easiest, most efficient way to request clinical reviews and check statuses.

- **Save time:** Quicker process than requests by phone or fax.
- **Available 24/7**
- **Save your progress:** If you need to step away, you can save your progress and resume later.
- **Upload additional clinical information:** No need to fax supporting clinical documentation; it can be uploaded on the portal.
- **View and print determination information:** Check case status in real time.
- **Dashboard:** View all recently submitted cases.
- **E-notification:** Opt to receive email notifications when there is a change to case status.
- **Duplication feature:** If you are submitting more than one request, you can duplicate information to expedite submissions.

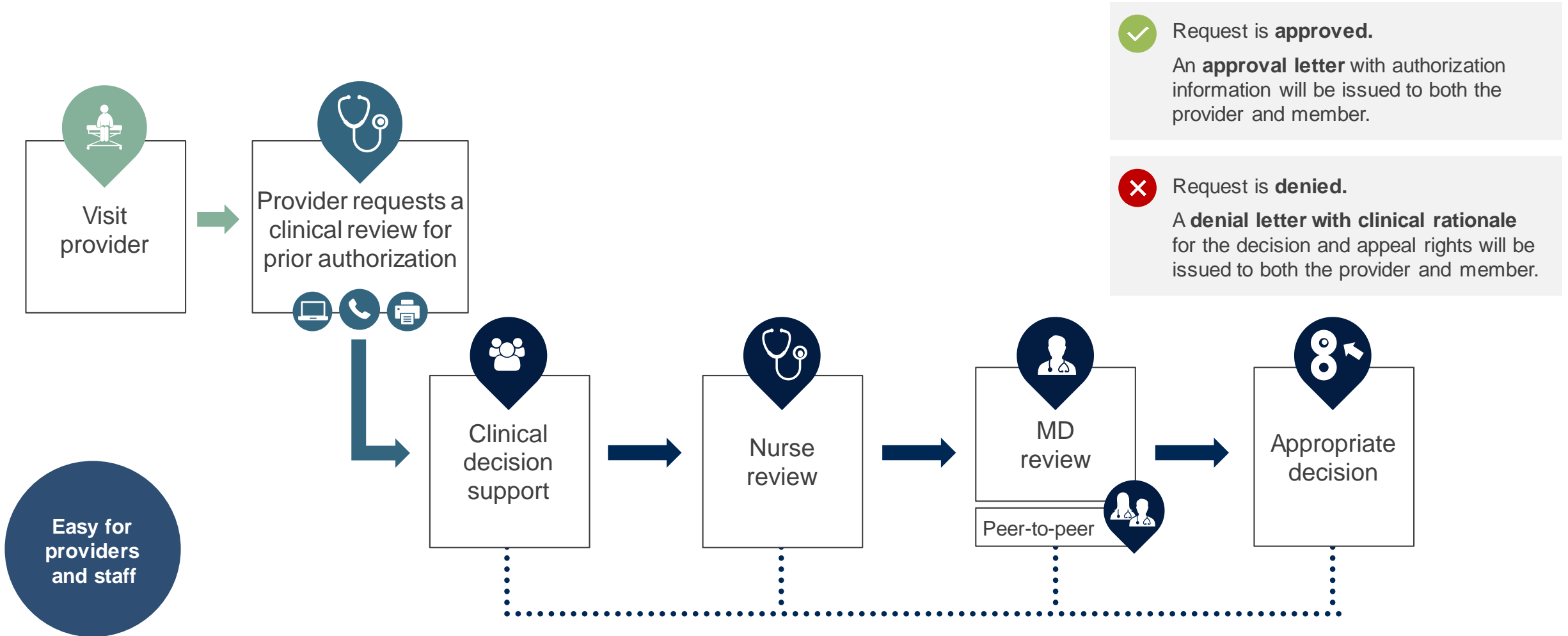
To access the eviCore Provider Portal, visit [www.eviCore.com](http://www.eviCore.com)

**Phone: 888-693-3211**  
Monday – Friday  
7:00AM – 7:00PM EST

**Fax: 844-822-3862**



# Utilization Management | Prior Authorization





# Necessary Information for Prior Authorization

To obtain prior authorization on the very first submission, the provider submitting the request will need to gather information within four categories:

## Member

- Health Plan ID
- Member name
- Date of birth (DOB)



## Referring (Ordering) Physician

- Physician name
- National provider identifier (NPI)
- Phone & fax number

## Rendering Facility

- Facility name
- Address
- National provider identifier (NPI)
- Tax identification number (TIN)
- Phone & fax number

## Supporting Clinical

- Pertinent clinical information to substantiate medical necessity for the requested service
- CPT/HCPCS Code(s)
- Diagnosis Code(s)
- Previous test results

# Insufficient Clinical | Additional Documentation Needed

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If during case build all required pieces of documentation are not received, or are insufficient for eviCore to reach a determination, the following will occur:

A hold letter will be faxed to the requesting provider requesting additional documentation.

The provider must submit the additional information to eviCore.

eviCore will review the additional documentation and reach a determination.

The hold letter will inform the provider about what clinical information is needed as well as the **date by which it is needed**.

Requested information must be received within the timeframe as specified in the hold letter, or eviCore will render a determination based on the original submission.

Determination notifications will be sent.

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# **Prior Authorization Outcomes, Special Considerations, and Post-Decision Options**

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# Prior Authorization Outcomes

## Determination Outcomes:

- **Approved Requests:** Authorizations are valid for **60 calendar days** from the date of the determination.
- **Denied Requests:** Based on evidence-based guidelines, if a request is determined as inappropriate, a notification with the rationale for the decision and post decision/ appeal rights will be issued.
- **Partially Approved Requests:** In instances where multiple CPT codes are requested, some may be approved and some denied. In these instances, the determination letter will specify what has been approved as well as post decision options for denied codes.

## Notifications:

- Authorization letters will be faxed to the ordering physician.
- Web initiated cases will receive e-notifications when a user opts to receive.
- Members will receive a determination letter by mail\*.
- Approval information can be printed on demand from the eviCore portal:  
[www.eviCore.com](http://www.eviCore.com)



# Special Circumstances

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## Urgent Prior Authorization Requests

- eviCore uses the NCQA/URAC definition of **urgent**: when a delay in decision-making may seriously jeopardize the life or health of the member.
- Can be initiated on provider portal or by phone.
- Urgent cases are typically reviewed within 24 to 72 hours.



# Special Circumstances

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## Alternative Recommendation

- An alternative recommendation may be offered, based on eviCore's evidence-based clinical guidelines.
- The ordering provider can either accept the alternative recommendation or request a reconsideration for the original request.

## Authorization Update

- If updates are needed on an existing authorization, you can contact eviCore by phone.
- Updates must be submitted within 3 business days from the date of service & may be subject to clinical review.
- If the authorization is not updated and a different facility location or CPT code is submitted on the claim, it may result in a claim denial.



# Post-Decision Options: Medicare Members

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## My case has been denied. What's next?

### Clinical Consultation

- Providers can request a Clinical Consultation with an eviCore physician to better understand the reason for denial.
- Once a denial decision has been made, however, the decision cannot be overturned via Clinical Consultation.

### Reconsideration

- Medicare cases do not include a Reconsideration option.

### Appeals

- eviCore **will not** process first-level appeals.
- Please refer to the denial notice for instructions, and requirements, to submit an appeal.

# Post-Decision Options: Medicaid Members

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## My case has been denied. What's next?

Your determination letter is the best immediate source of information to assess what options exist on a case that has been denied. You may also call eviCore at **888-693-3211** to speak to an agent who can provide available option(s) and instruction on how to proceed. Alternatively, select **All Post Decisions** on [www.eviCore.com](http://www.eviCore.com) under the authorization lookup function to see available options.

### Reconsiderations

- Reconsiderations can be requested in writing or verbally via a Clinical Consultation with an eviCore physician
  - Additional clinical information can be provided without the need for a physician to participate. Must be requested on or before the anticipated date of service.
  - If a request is denied and requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians. In certain instances, additional information provided may be sufficient to satisfy the medical necessity criteria for approval.

### Appeals

- eviCore **will not** process first-level appeals.
- A denial notification with the rationale for the decision and appeal rights will be provided to the ordering provider.



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# eviCore Provider Portal

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# eviCore Provider Portal | Features

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## Eligibility Lookup

- Confirm if patient requires clinical review.

## Clinical Certification

- Request a clinical review for prior authorization on the portal.

## Prior Authorization Status Lookup

- View and print any correspondence associated with the case.
- Search by member information OR by case number with ordering national provider identifier (NPI).
- Review post-decision options, submit appeal, and schedule a peer-to-peer.

## Certification Summary

- Track recently submitted cases.



# eviCore Provider Portal | Access and Compatibility

Most providers are already saving time submitting clinical review requests online vs. telephone

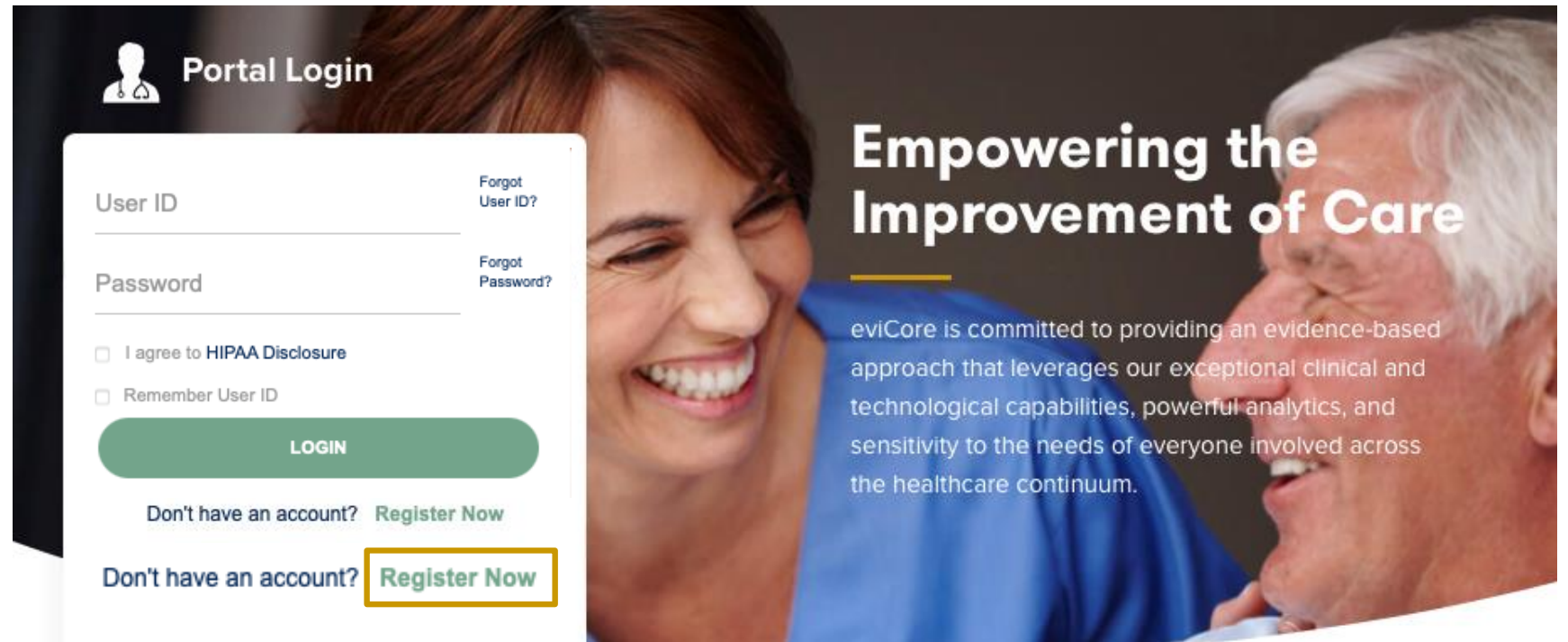
To access resources on the eviCore Provider Portal, visit [www.eviCore.com](http://www.eviCore.com).

Already a user?

**Log in** with User ID & Password.

Don't have an account?

Click **Register Now**.



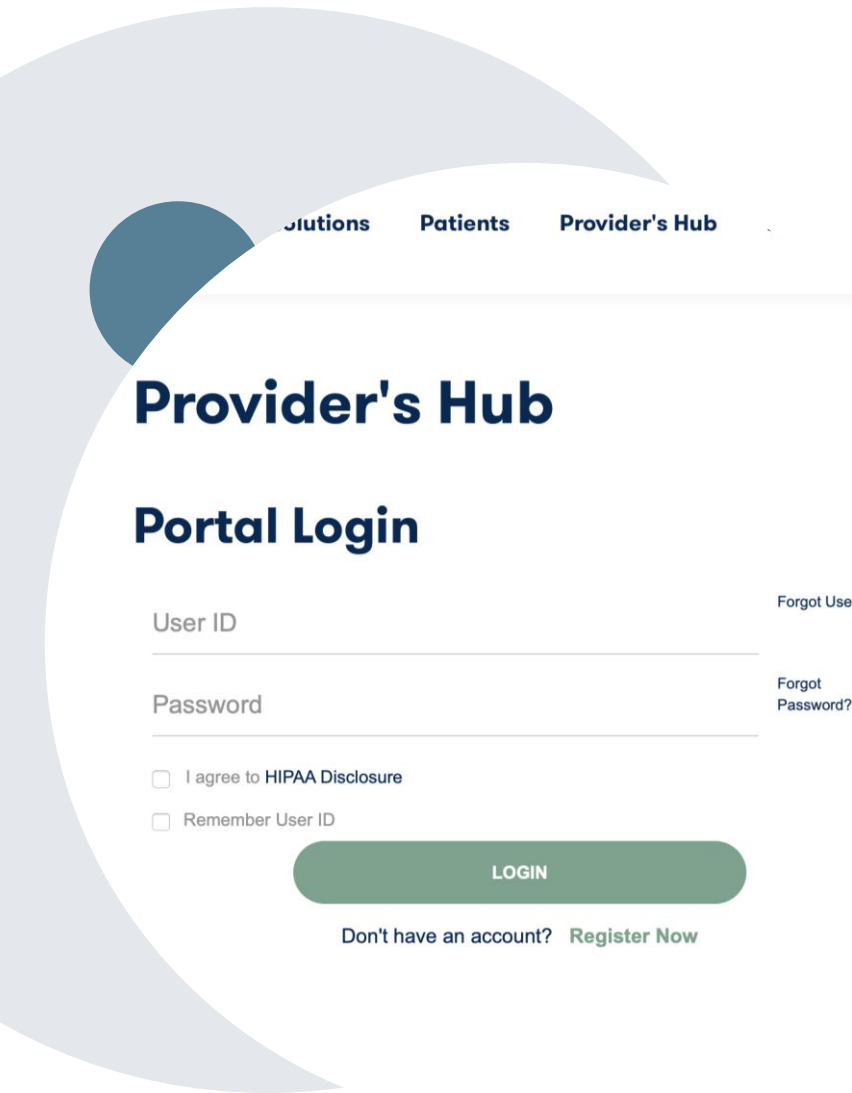
eviCore's website is compatible with all web browsers. If you experience issues, you may need to disable pop-up blockers to access the site.

# Portal Compatibility

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

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

**Note:** You may need to disable pop-up blockers to access the site.




# Creating An Account

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\* 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\*:  

### User Information

All Pre-Authorization notifications will be sent to the fax number and email address provided below. Please make sure you provide valid information.

User Name\*:  Address\*:   
Email\*:  Phone\*:   
Confirm Email\*:  City\*:  Ext\*:   
First Name\*:  State\*:  Zip\*:  Fax\*:   
Last Name\*:  Office Name:

### Provider Information

Account Type:

Please Select the Physician that you represent. A notification will be sent to the organization regarding this registration

Physician First Name:  Physician Last Name\*:   
Tax ID\*:  NPI:

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.

- Select a **MedSolutions** as the **Default Portal**.
- Choose the **Account Type**, and complete the registration form. There are four (4) account types: 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\*:

### User Registration

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

### Provider Information

<b>Physician FirstName:</b>	TEST	<b>Physician LastName:</b>	DOCTOR	<b>Street Address:</b>	730 COOL SPRINGS BLVD
<b>State:</b>	TN	<b>Tax ID:</b>	****6789	<b>NPI:</b>	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.

[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 LastN**  
**State:** TN **Tax ID:**

Please read below to sign up as an appropriate user.  
**Physician:** An Individual Practitioner, A Medical Group Practice or an assis  
**Facility:** Diagnostic Imaging Center, In-Office Provider (IOP), Hospital or Fa  
**Billi**

### 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 any use of eviCore's web based applications is subject

Accept Terms and Conditions \*

Submit Cancel

Accept the Terms and Conditions, and click Submit.

# Setting Up Multi-Factor Authentication (MFA)

To safeguard your patients' private health information (PHI), we have implemented a multi-factor authentication (MFA) process.

After you log in, you will be prompted to register your device for MFA.

Choose which authentication method you prefer: Email or SMS. Then, **enter your email address or mobile phone number.**

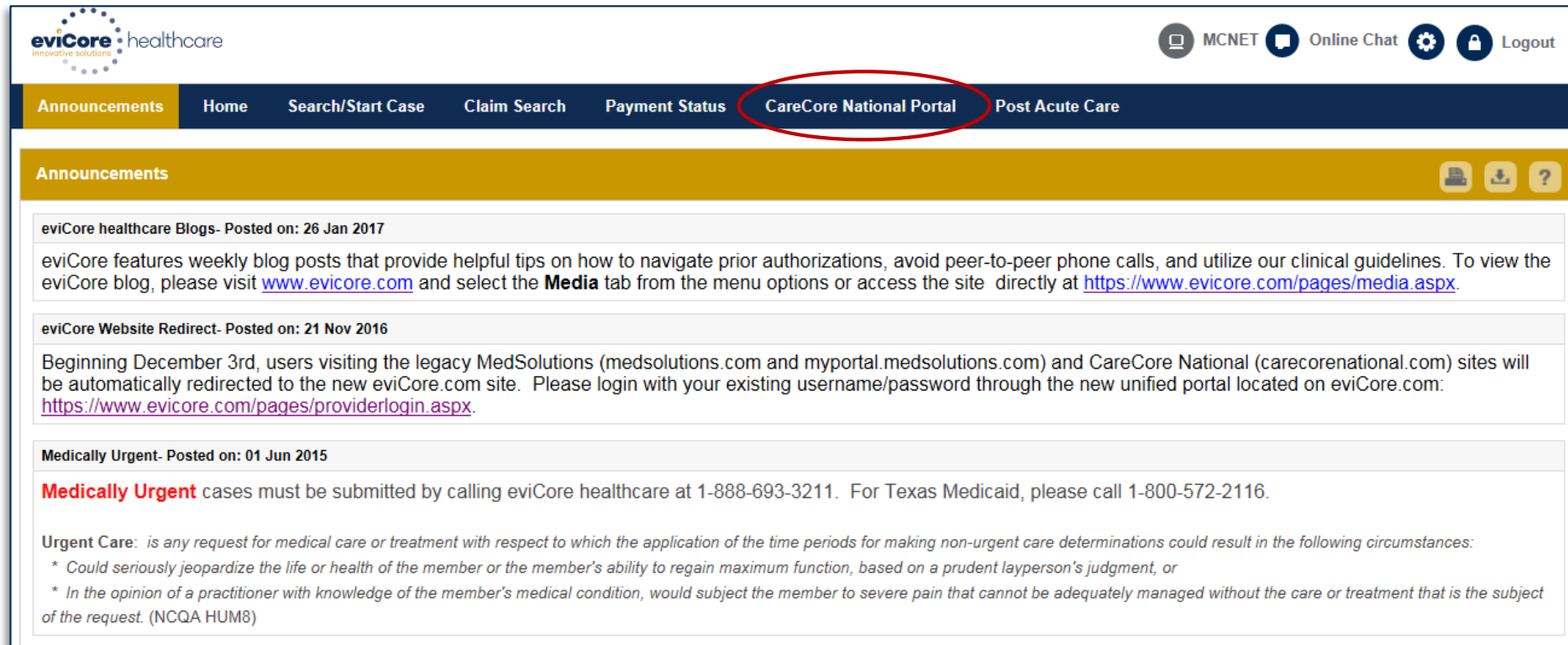
Select **Send PIN**, and a 6-digit pin will be generated and sent to your chosen device.

After entering the provided PIN in the portal display, you will successfully be authenticated and logged in.

The screenshot displays a web interface for setting up two-factor authentication. At the top, it says "Set up Two Factor Authentication". Below this, there are two radio buttons: "Email" (which is selected) and "SMS". Underneath, there is a section titled "Register Email Address" with a text input field containing the email address "meh\*\*\*\*@evicore.com". A green button labeled "Send PIN" is positioned below the input field. Further down, there is a section titled "Please enter PIN sent to your Email Address" with a text input field containing the PIN "768342". A green button labeled "Submit" is below this field, and a grey button labeled "Skip" is at the bottom.



# Announcements



The screenshot displays the eviCore healthcare website interface. At the top left is the eviCore healthcare logo. On the top right, there are icons for MCNET, Online Chat, a settings gear, a lock icon, and a Logout button. Below this is a dark blue navigation bar with several menu items: Announcements (highlighted in yellow), Home, Search/Start Case, Claim Search, Payment Status, CareCore National Portal (circled in red), and Post Acute Care. The main content area has a yellow header with the word 'Announcements' and three icons (a printer, a download arrow, and a question mark). Below this header are three announcement boxes. The first is titled 'eviCore healthcare Blogs- Posted on: 26 Jan 2017' and contains text about weekly blog posts and links to the eviCore blog. The second is titled 'eviCore Website Redirect- Posted on: 21 Nov 2016' and contains text about a website migration from MedSolutions and CareCore National to the new eviCore.com site, with a link to the provider login page. The third is titled 'Medically Urgent- Posted on: 01 Jun 2015' and contains text about submitting medically urgent cases, including a phone number and a definition of urgent care with two bullet points.

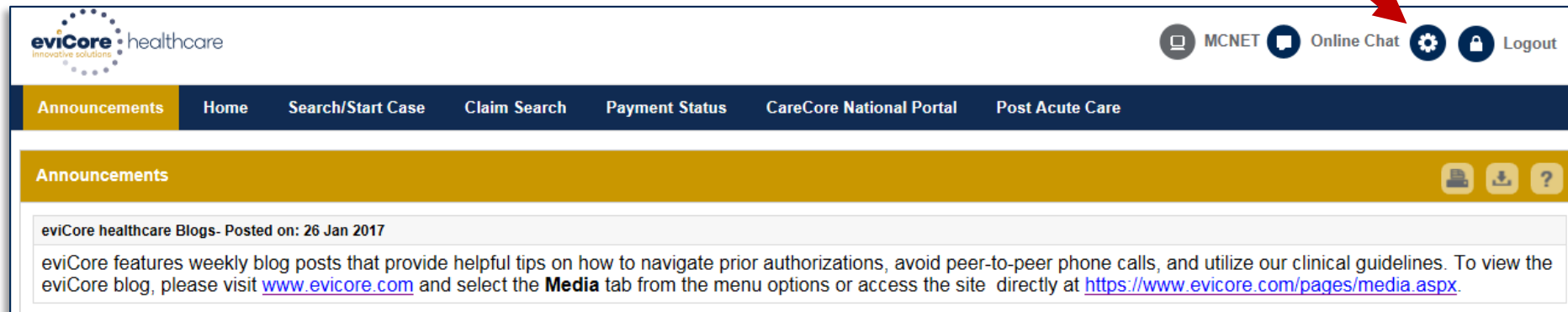
Once you have logged in to the site, you will be directed to the main landing page that includes important announcements.

**Note:** You can access the CareCore National Portal at any time without having to provide additional log-in information. Click the CareCore National Portal button on the top right corner to seamlessly toggle back and forth between the two portals.

# Account Settings

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

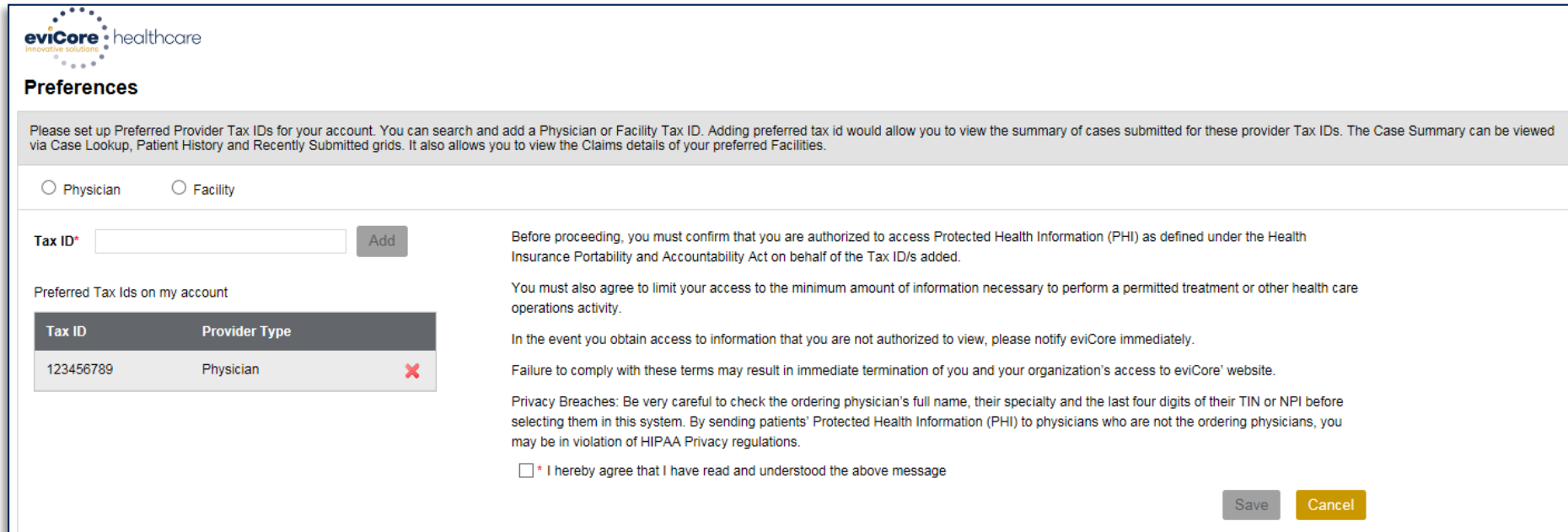
- Change password
- Update user account information (address, phone number, etc.)
- Set up preferred Tax ID numbers of physicians or facilities



# Account Settings

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

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



The screenshot shows the 'Preferences' section of the eviCore healthcare account settings. It includes a header with the eviCore logo and the text 'Please set up Preferred Provider Tax IDs for your account. You can search and add a Physician or Facility Tax ID. Adding preferred tax id would allow you to view the summary of cases submitted for these provider Tax IDs. The Case Summary can be viewed via Case Lookup, Patient History and Recently Submitted grids. It also allows you to view the Claims details of your preferred Facilities.'

Below the header, there are two radio buttons: 'Physician' (selected) and 'Facility'. To the right, there is a 'Tax ID\*' input field with an 'Add' button. Below this is a table titled 'Preferred Tax Ids on my account' with columns 'Tax ID' and 'Provider Type'. The table contains one entry: '123456789' under 'Tax ID' and 'Physician' under 'Provider Type', with a red 'X' icon in the right margin.

On the right side of the form, there is a series of text blocks: 'Before proceeding, you must confirm that you are authorized to access Protected Health Information (PHI) as defined under the Health Insurance Portability and Accountability Act on behalf of the Tax ID/s added.', 'You must also agree to limit your access to the minimum amount of information necessary to perform a permitted treatment or other health care operations activity.', 'In the event you obtain access to information that you are not authorized to view, please notify eviCore immediately.', 'Failure to comply with these terms may result in immediate termination of you and your organization's access to eviCore' website.', and 'Privacy Breaches: Be very careful to check the ordering physician's full name, their specialty and the last four digits of their TIN or NPI before selecting them in this system. By sending patients' Protected Health Information (PHI) to physicians who are not the ordering physicians, you may be in violation of HIPAA Privacy regulations.'

At the bottom right, there is a checkbox labeled '\* I hereby agree that I have read and understood the above message' and two buttons: 'Save' and 'Cancel'.

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# Portal Case Submission

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# Home Tab

The Home tab will have two worklists: **My Pending Worklist** and **Recently Submitted Cases**.

## My Pending Worklist

- Save case information and complete case at a later time.
- Submit additional clinical to a pending case after submission without having to fax.

## Recently Submitted Cases

- Cases that are pending review and/or cases recently approved or denied.

The screenshot displays two worklist sections. The top section, 'My Pending Worklist - 1', has a yellow header with the text 'Cases Pending for Case Details and Survey will be deleted after 7 calendar days'. It includes a table with columns: Case Number, Insurer Name, Patient Name, Date Of Birth, CPT Codes, ICD Codes, ICD Version, Referring Physician, and Facility. A single row is visible with a red 'X' in the first column, and values: MEDSOLUTIONS DEMO, HILL, BOBBY, 2/1/1974, 70551, A01.4, 10. Below the table is a pagination bar showing '1' of 1 items. The bottom section, 'Recently Submitted Cases - 0', has a yellow header and includes date filters for 'Start Date' (07/19/2016) and 'End Date' (07/20/2016). It includes a table with columns: Case Number, Insurer Name, Patient Name, Date Of Birth, Case Status, Case Activity, Submit Date, Authorization Number, Effective Date, and Expiration. The table is currently empty.

# Member Lookup

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Announcements Home Search/Start Case Claim Search Payment Status

PATIENT & CASE LOOKUP Patient Search Result(s)

Patient Lookup

Insurer: MEDSOLUTIONS DEN

Member ID: xyz0002

or

First Name:

Last Name:

Date of Birth:

Reset Search

\*Select the Insurer (and) enter either the Member ID (or) Patient First Name, Last Name and Date of Birth

Case/Auth Lookup

Case ID  Auth Number

Search

To conduct a **Patient Lookup**, first select the appropriate insurance company from the *Insurer* drop down. Next, enter the *Member ID* or *First Name, Last Name* and *Date of Birth* for the result to be returned.

For **Case/Auth Lookup**, you will only need to enter the *Case ID* or *Authorization Number* at the bottom of the page and tab over to **Search**.

# Member Lookup

**Patient Search Result(s)**

Member ID	Patient Name	Date Of Birth	Gender	Address	Program	Program Effective Date	Program Term
XYZ00002	HILL, BOBBY	02/01/1974	MALE	101 MAIN ST, FRANKLIN, TN, 37067	MSI DEMO PROGRAM - PA REQ	01/01/2009	12/31/2999

PLEASE MAKE SURE YOU ARE SELECTING THE CORRECT PATIENT. [VIEW REQUEST](#)

**Patient Detail Information**

Member ID: XYZ00002      Gender: MALE  
Name: HILL, BOBBY      Address: 101 MAIN ST, FRANKLIN, TN, 37067  
Date of Birth: 02/01/1974      Insurer: MEDSOLUTIONS DEMO      Program Effective Date: 01/01/2009  
Program Term Date: 12/31/2999

This is a MEDSOLUTIONS DEMO Program [Create Case](#)

**Patient History - 49 Records found**

Case ID	Auth Number	Submit Date	Status	Notes
101840634		7/7/2016		
101837513	A31309042	7/7/2016		
101837334		7/7/2016	Canceled	
101827785		7/6/2016	Canceled	
101798766		6/30/2016	Pending	RN Review Process

1 - 5 of 49 items

If a partial ID is put in the search box, a list of members will populate. A patient can be selected once the patient is highlighted blue. Please make sure you select the correct patient by verifying the patient's name and DOB before clicking **Create Case**.

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

# Case Creation – CPT/ICD Codes

- Begin typing the **CPT** and **ICD** codes or descriptions, then click the appropriate option with your cursor. Modifier selections will populate for the code, if applicable. The portal allows selection of **unlimited** CPT and ICD codes.
- A box will populate, allowing you to enter the retro date of service if retrospective requests are able to be initiated via the web for the health plan specified.

The screenshot displays a web application interface for case creation, divided into two main sections: Patient & Case Lookup and Case Detail.

**Patient & Case Lookup:**

- Patient Lookup:** Includes a dropdown for Insurer (MEDSOLUTIONS DEN), a text input for Member ID (xyz00002), and fields for First Name, Last Name, and Date of Birth. A search button is present.
- Case/Auth Lookup:** Includes radio buttons for Case ID (selected) and Auth Number, and a search button.

**Case Detail:**

- Member Information:** Insurer: MEDSOLUTIONS DEMO, Member ID: XYZ00002, Health Plan/Program: MSI DEMO PROGRAM - PA REQ, First Name: BOBBY, Last Name: HILL, Date of Birth: 2/1/1974, Gender: MALE.
- CPT/ICD:** A section for entering codes, with a search bar and a table of results.
- CPT Codes Table:**

Code	Description	Modifier
73721	MRI Lower Extremity, any joint; without contrast material(s)	LT
- Diagnosis:** Includes radio buttons for ICD 9 and ICD 10 (selected), a search bar, and a table of results.
- Diagnosis Table:**

Code	Description
M25.562	Pain in left knee
- Date of Service:** A text input field with a calendar icon.
- Footer:** A "Save & Next" button.



# Case Creation – Ordering Physician

- Select from a default **Physician** or search by **Name**, **Tax ID**, or **NPI** number, and select the state.
- Once the correct physician displays, select by clicking on the record. Then, click **Save & Next**.
- There is the option to **Use Referring Physician as Requested Facility** if appropriate.

**PATIENT & CASE LOOKUP**

**Patient Lookup**

Insurer: MEDSOLUTIONS DEM

Member ID: xyz00002

or

First Name:

Last Name:

Date of Birth:

Reset Search

\*Select the Insurer (and) enter either the Member ID (or) Patient First Name, Last Name and Date of Birth

**Case/Auth Lookup**

Case ID  Auth Number

Search

**CASE DETAIL**

Member

Insurer: MEDSOLUTIONS DEMO Member ID: XYZ00002

Health Plan/Program: MSI DEMO PROGRAM - PA REQ

First Name: BOBBY Last Name: HILL Date of Birth: 2/1/1974 Gender: MALE

CPT/ICD

CPT Codes : 73721 ICD Codes : M25.562

Physician

Use Referring Physician as Requested Facility

**Physician Search**

First Name: Test Tax ID:  State: TN

Last Name: Doctor NPI:

Enter the First Name and Last Name or Tax Id or NPI. Lookup Physician

First Name	Last Name	Address	City	State	Zip Code	NPI	Tax ID
TEST	DOCTOR	730 COOL SPRINGS BLVD	FRANKLIN	TN	370677289	7417417410	*****6789
TEST	DOCTOR	730 COOL SPRINGS BLVD	FRANKLIN	TN	370677289	7417417410	*****6789
TEST	DOCTOR	730 COOL SPRINGS BLVD	FRANKLIN	TN	370677289	7417417410	*****6789
TEST	DOCTOR	730 COOL SPRINGS BLVD	FRANKLIN	TN	370677289	7417417410	*****6789
TEST	DOCTOR	730 COOL SPRINGS BLVD	FRANKLIN	TN	370677289	7417417410	*****6789

1 - 5 of 8 items

Save & Next

# Case Creation – Facility

- Select from a default **Facility** or search by clicking the **Search Facility** button and entering the **Facility Name**, **Tax ID**, or **NPI** number. For in-office procedures, click the Look-Up IOP button, and choose from the list.
- Once the correct facility displays, select by clicking on the record. Then, click **Save & Next**.

The screenshot shows a web application interface for patient and case management. It is divided into two main sections: 'PATIENT & CASE LOOKUP' on the left and 'CASE DETAIL' on the right.

**PATIENT & CASE LOOKUP:**

- Patient Lookup:** Includes a dropdown for 'Insurer:' (MEDSOLUTIONS DEM), a text input for 'Member ID:' (xyz00002), and fields for 'First Name:', 'Last Name:', and 'Date of Birth:'. There are 'Reset' and 'Search' buttons.
- Case/Auth Lookup:** Includes radio buttons for 'Case ID' (selected) and 'Auth Number', and a 'Search' button.

**CASE DETAIL:**

- Member:** Insurer: MEDSOLUTIONS DEMO, Member ID: XYZ00002, Health Plan/Program: MSI DEMO PROGRAM - PA REQ, First Name: BOBBY, Last Name: HILL, Date of Birth: 2/1/1974, Gender: MALE.
- CPT/CD:** CPT Codes : 73721 ICD Codes : M25.562.
- Physician:** Physician Name: DOCTOR , TEST , Tax ID : \*\*\*\*6789 , NPI : 7417417410.
- Facility:** A section with the text 'Please choose one of the following facilities:' and a table of results.

**Facility Selection Table:**

Facility Name	Address	Distance	Equipment	Tax Id	NPI	Taxonomy Codes
BEACON MRI WEST	730 COOL SPRINGS BLVD, FRANKLIN, TN, 37067	0.86	MRI, PET	*****9014		
			3D CONFORMAL, ARTHROGRAM, BRACHYTHERAPY, COMP JOINT, COMP MSK, COMP SPINE, CT,			

At the bottom of the interface are buttons for 'Search Facility', 'Look-up IOP', and 'Save & Next'.

# Case Creation – Review and Submit

- You can edit the CPT/ICD codes, Physician, and Facility information by clicking the **Edit** icons next to the field that needs to be updated.
- Review the case information. Then click **Submit**. Case details cannot be changed on the portal once you hit this button. Any changes after submission would need to be made via phone.
- Once you click **Submit**, you will either receive an automatic approval, or you will be prompted to respond to the clinical questions with additional information.

**PATIENT & CASE LOOKUP**

**Patient Lookup**

Insurer:\* MEDSOLUTIONS DEM

Member ID: xyz00002

or

First Name:

Last Name:

Date of Birth:

**Reset** **Search**

\*Select the Insurer (and) enter either the Member ID (or) Patient First Name, Last Name and Date of Birth

**Case/Auth Lookup**

Case ID  Auth Number

**Search**

**CASE DETAIL**

Member **Insurer:** MEDSOLUTIONS DEMO **Member ID:** XYZ00002  
**Health Plan/Program:** MSI DEMO PROGRAM - PA REQ  
**First Name:** BOBBY **Last Name:** HILL **Date of Birth:** 2/1/1974 **Gender:** MALE

CPT/ICD **CPT Codes :** 73721 **ICD Codes :** M25.562

Physician **Physician Name:** DOCTOR , TEST , **Tax ID :** \*\*\*\*\*6789 , **NPI :** 7417417410

Facility **Facility Name:** BEACON MRI WEST , **Tax ID :** \*\*\*\*\*9014 , **NPI :**

Please review the case details before submitting the case. You can edit the CPT/ICD, Physician and Facility information. The case details can't be changed once you press the 'Submit' button. Once the case is submitted, you may be presented with a Survey to answer few questions about this request.

All Fax notifications for this case will be sent to (615) 468-4408. Please verify that it is correct. If you would like to change your Fax number, please click on the gear icon on the top right of the page for the Account Info screen.

**Submit**

# Providing Clinical Information

- If applicable, you will be asked a series of questions beginning with a reason for the request.
- Select the reason for the request from the dropdown, or enter a rationale in the text box if none of the options is applicable.

### Survey

Member	Member ID	Date of Birth	Health Plan	Referring Physician	Specialty	Tax ID	NPI
BOBBY HILL	XYZ00002	02/01/1974	MSI DEMO PROGRAM - PA REQ	TEST DOCTOR	ALLERGY,OPTICIAN	*****	7417417410

**Select a Reason for the Requested Procedures**

73721 MRI Lower Extremity, any joint; without contrast material(s)  
Which one of the following best describes the reason for the requested study.

Left       Ankle  
 Right       Foot  
                   Hip  
                   Knee

Evaluation of Knee Pain

Continue

# Providing Clinical Information

- Respond to the clinical questions that populate based upon the answers provided. You may save/print this information and come back at a later time, if needed. Cases will remain in your pending work list for seven calendar days.
- Select **Continue** to submit the survey answers.

**Survey**

Member	Member ID	Date of Birth	Health Plan	Referring Physician	Specialty	Tax ID	NPI
BOBBY HILL	XYZ00002	02/01/1974	MSI DEMO PROGRAM - PA REQ	TEST DOCTOR	ALLERGY,OPTICIAN	*****	7417417410

Requests (Purpose): 73721 (Evaluation of Knee Pain)

### General Information

**73721 - Left::Knee::Evaluation of Knee Pain**

Date of the most recent contact with a provider to evaluate the LEFT knee  
If known, enter the date and select the type of contact.

There has been provider-directed conservative treatment for this episode of LEFT knee pain  
If known, enter the date the treatment first started and select the appropriate type.

There has NOT been provider-directed conservative treatment for this episode of LEFT knee pain

There has been an X-Ray of the LEFT knee since symptoms started  
If known, enter the date of the most recent X-Ray and select the appropriate result.

There has NOT been an X-Ray of the LEFT knee since symptoms started

There has been previous advanced imaging to evaluate LEFT knee pain  
NOTE: Advanced imaging may include CT, MRI, or MR Arthrogram. If known, enter the date and select the type of advanced imaging performed.

There has NOT been previous advanced imaging to evaluate LEFT knee pain  
NOTE: Advanced imaging may include CT, MRI, or MR Arthrogram.

Print   Save   Continue

# Providing Clinical Information

- Once the survey questions have been submitted, you may receive an approval based upon the answers/information provided.
- If additional review is required, the decision criteria will populate, and you can print the criteria guidelines if needed.

### Survey

Member	Member ID	Date of Birth	Health Plan	Referring Physician	Specialty	Tax ID	NPI
BOBBY HILL	XYZ00002	02/01/1974	MSI DEMO PROGRAM - PA REQ	TEST DOCTOR	ALLERGY,OPTICIAN	*****	7417417410

## 73721 MRI any Joint of Lower Extremity without contrast

Purpose : Left::Knee::Evaluation of Knee Pain

**Based on the clinical information provided,**  
73721 Requires Clinical Review

**Decision criteria for 73721**

because based on the clinical information provided, there may not have been provider-directed conservative treatment OR the length or type of treatment indicates that advanced imaging may not be appropriate.

because based on the clinical information provided, a Knee X-ray may not have been performed since the symptoms started, and therefore advanced imaging may not be appropriate.

because based on the clinical information provided, there may not have been recent contact with the requesting provider to evaluate the knee, and therefore advanced imaging may not be appropriate.

because based on the clinical information provided, further clinical review is indicated to determine if there was a recent provider-directed trial of observation or treatment.

### Action for 73721

Submit for Additional Review

Voluntarily Cancel Request

Print Save Submit All

**This is Not a Complete Transaction.**

# Providing Clinical Information

- You can choose to **Submit for Additional Review** to proceed to the clinical upload and review process, or you can **Voluntarily Cancel Request**.
- Cancelling the request ensures there will not be a denial in the patient's history.

**Survey**

Member	Member ID	Date of Birth	Health Plan	Referring Physician	Specialty	Tax ID	NPI
BOBBY HILL	XYZ00002	02/01/1974	MSI DEMO PROGRAM - PA REQ	TEST DOCTOR	ALLERGY,OPTICIAN	*****	7417417410

**73721** MRI any Joint of Lower Extremity without contrast  
Purpose : Left::Knee::Evaluation of Knee Pain

**Based on the clinical information provided,**  
73721 Requires Clinical Review

**Decision criteria for 73721**

because based on the clinical information provided, there may not have been provider-directed conservative treatment OR the length or type of treatment indicates that advanced imaging may not be appropriate.

because based on the clinical information provided, a Knee X-ray may not have been performed since the symptoms started, and therefore advanced imaging may not be appropriate.




because based on the clinical information provided, there may not have been recent contact with the requesting provider to evaluate the knee, and therefore advanced imaging may not be appropriate.

because based on the clinical information provided, further clinical review is indicated to determine if there was a recent provider-directed trial of observation or treatment.

**Action for 73721**

Submit for Additional Review

Voluntarily Cancel Request

 Print  Save  Submit All

**This is Not a Complete Transaction.**

# Providing Clinical Information

rt Case Claim Search Payment Status

**Request for Additional Clinical Documentation**

Your request will require additional Medical Review. Additional Clinical information relevant to this request will help avoid delays in the review process.

(Examples of Clinical Information : Recent Member History, Physical Exam Results, Lab Results, Prior Imaging Results, Prior Treatment)

You must select one of the following:

- Attach / Add additional clinical information now
- Will Fax or Call to provide additional clinical information
- There is no additional clinical information to provide

Depending upon the health plan, specific options for providing clinical will be available. You will then be asked to attached the electronic clinical information available.

Continue



# Providing Clinical Information

**Upload Additional Clinical Documentation**

**Additional Documentation** ?

Warning: Please be sure and review that the attachments or notes apply to this case. Adding clinical information to the wrong case could result in a HIPAA violation.

File Name

Browse

No attachments saved

**Clinical Notes** ?

Note Text

Maximum Character limit on each note is 5000.

Save

No notes saved

Apply Cancel

You can attach clinical notes or documents by clicking **Browse** and selecting the correct file(s) located on your computer.


You can type in free text notes as clinical information. Click **Save** for any notes entered in the text box.

Click **Apply** to continue or **Cancel** to add additional information at a later time.

# Providing Clinical Information

The screenshot shows a web application window titled "Upload Additional Clinical Documentation". It features a yellow header bar with a question mark icon. Below the header, a red warning message reads: "Warning: Please be sure and review that the attachments or notes apply to this case. Adding clinical information to the wrong case could result in a HIPAA violation." The interface includes a "File Name" input field, a "Browse" button, and a "No attachments saved" status. A "Clinical Notes" section contains a "Note Text" input field with the text "test" and a character limit of 5000. At the bottom, there are "Apply" and "Cancel" buttons. A blue callout box at the bottom of the window states: "Once you click **Apply** you will receive a message that your documentation has been accepted and that your case has been sent for medical review."

Message from webpage

 Your Clinical documentation has been sent to eviCore for further review.

OK

# Case Summary Page – Approved Case

- The **Approved Case Summary Page** will provide case information such as the authorization number and effective/end date of the authorization.

**CASE SUMMARY** ? 🗑️

Thank you for submitting your preauthorization request. The Case has been Approved.

**Case/Authorization**

<b>Service Order</b>	<b>Authorization Number:</b>	<b>Auth Effective Date:</b> 07/01/2016	<b>Auth End Date:</b> 09/29/2016
<b>Initiated Date:</b> 07/01/2016	<b>Decision Date:</b> 07/01/2016	<b>Decision Type:</b> Initial	<b>Case Status:</b> Approved

**Patient**

**Referring Physician**

**Requested Facility**

**First Name:** BOBBY  
**Last Name:** HILL  
**Date of Birth:** 02/01/1974  
**Address:** 101 MAIN ST, FRANKLIN, TN, 37067  
**Phone:**  
**Member ID:** XYZ00002  
**Insurer:** MEDSOLUTIONS DEMO  
**Program:** MSI DEMO PROGRAM - PA REQ

**First Name:** TEST  
**Last Name:** DOCTOR  
**Address:** 730 COOL SPRINGS BLVD, FRANKLIN, TN, 370677289  
**Phone :** 9999999999  
**Fax :** 9999999999  
**Specialty:**  
**Tax ID:**  
**NPI:**

**Name:** TEST FACILITY FOR PORTAL  
**Address:** PO, NASHVILLE, AA, 37211  
**Phone:** 1231231231  
**Fax:** 1231231231  
**Equipment:** ARTHROGRAM, COMP JOINT, COMP MSK, COMP SPINE, CT, MRI, MYELOGRAM, NCM, OPEN MR, PAIN MGMT, PET, PET/CT, SPINE FUSION  
**Tax ID:**  
**Taxonomy Code:**  
**NPI:**

**CPT Codes**

**Diagnosis Codes**

CPT C...	U...	Description	CPT St...	Cpt Modif...
73721	1	MRI Lower Extremity, any joint; without contrast material(s)	Pending	LT

ICD Code	ICD Version	Description
M25.562	10	Pain in left knee

**Additional Documentation**

**Clinical Notes**

**File Name**

**Note Text**

**Member & Provider Notifications**

# Case Summary Page – Denied Case

- The **Denied Case Summary Page** will provide case information as well as the denial rational. Case Summary reports can be accessed/printed at any time.

**CASE SUMMARY** ? 🖨

Thank you for submitting your preauthorization request. The Case has been Denied.

**Case/Authorization**

Service Order: 100528213
Initiated Date: 12/17/2015
Decision Date: 12/17/2015

Decision Type : Initial
Case Status: Denied

**Patient**

**Referring Physician**

**Requested Facility**

**First Name:** BOBBY  
**Last Name:** HILL  
**Date of Birth:** 02/01/1974  
**Address:** 101 MAIN ST, FRANKLIN, TN, 37067  
**Phone:**  
**Member ID:** XYZ00002  
**Insurer:** MEDSOLUTIONS DEMO  
**Program:** MSI DEMO PROGRAM - PA REQ

**First Name:** TEST  
**Last Name:** DOCTOR  
**Address:** 730 COOL SPRINGS BLVD, FRANKLIN, TN, 370677289  
**Phone :** 9999999999  
**Fax :** 9999999999  
**Specialty:**  
**Tax ID:**  
**NPI:**

**Name:** TEST FACILITY FOR PORTAL  
**Address:** PO, NASHVILLE, AA, 37211  
**Phone:** 1231231231  
**Fax:** 1231231231  
**Equipment:** ARTHROGRAM, COMP JOINT, COMP MSK, COMP SPINE, CT, MRI, MYELOGRAM, NCM, OPEN MR, PAIN MGMT, PET, PET/CT, SPINE FUSION  
**Tax ID:**  
**Taxonomy Code:**  
**NPI:**

**CPT Codes**

**Diagnosis Codes**

CPT C...	U...	Description	CPT St...	Cpt Modif...
73721	1	MRI Lower Extremity, any joint; without contrast material(s)	Pending	LT

ICD Code	ICD Version	Description
M25.562	10	Pain in left knee

**Additional Documentation**

**Clinical Notes**

File Name

Note Text

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# Provider Resources

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# Contact eviCore's Dedicated Teams

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## Client and Provider Services

For eligibility issues (member or provider not found in system) or transactional authorization related issues requiring research.

- Email: [ClientServices@eviCore.com](mailto:ClientServices@eviCore.com)
- Phone: **800-646-0418** (option 4).

## Provider Engagement

Regional team that works directly with the provider community.

### Michael Morgan, RN, BSN

- Email: [Michael.Morgan@eviCore.com](mailto:Michael.Morgan@eviCore.com)
- Phone: **615-468-4000, ext 27165**

## Web-Based Services and Portal Support

- Live chat
- Email: [Portal.Support@eviCore.com](mailto:Portal.Support@eviCore.com)
- Phone: **800-646-0418** (option 2)



## Call Center

Call **888-693-3211**, representatives are available from 7 a.m. to 7 p.m. local time.

# Provider Resource Website

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eviCore's Client and Provider Services team maintains provider resource pages that contain client- and solution-specific educational materials to assist providers and their staff on a daily basis.

## This page will include:

- Frequently asked questions
- Quick reference guides
- Provider training
- CPT code list

To access these helpful resources, visit:

<https://www.evicore.com/resources/healthplan/aetna-better-health-michigan>

Contact our Client and Provider Services team via email at **ClientServices@eviCore.com** or by phone at **800-646-0418 (option 4)**.

# Ongoing Provider Portal Training

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The eviCore Portal Team offers general portal training, twice a week, every week.

All online orientation sessions are free of charge and will last approximately one hour. Advance registration is required, so follow the instructions below to sign up:

## How To Register:

1. Go to <http://eviCore.webex.com/>
2. Click on the “hamburger” menu on the far left hand side (below the eviCore logo), then choose “**Webex Training.**”
3. On the **Live Sessions** screen, click the “**Upcoming**” tab. In the search box above the tabs, type: **eviCore Portal Training.**
4. Choose the date and time for the session you would like to attend, and click the “**Register**” link beside it. You will need to register separately for each session.
5. Complete the required information and click the “**Register**” button.

Immediately after registering, you will receive an e-mail containing the toll-free phone number, meeting number, conference password, and a link to the web portion of the conference. **Please keep the registration e-mail so you will have the Web conference information for the session in which you will be participating.**





# Provider Resource Review Forum

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The **eviCore** website contains multiple tools and resources to assist providers and their staff during the prior authorization process.

We invite you to attend a **Provider Resource Review Forum** to learn how to navigate [eviCore.com](https://www.evicore.com) and understand all the resources available on the Provider's Hub.

## Learn how to access:

- eviCore's evidence-based clinical guidelines
- Clinical worksheets
- Existing prior authorization request status information
- Search for contact information
- Podcasts & insights
- Training resources

## Register for a Provider Resource Review Forum:

Provider's Hub > Scroll down to eviCore Provider Orientation Session Registrations > Upcoming



# eviCore's Provider Newsletter

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Stay up-to-date with our free provider newsletter!

**To subscribe:**

- Visit [eviCore.com](https://www.eviCore.com).
- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**.
- Enter a valid email address.



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# Thank You

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