Radiology, Cardiology, & Musculoskeletal Programs

Network Health Wisconsin Platform Migration

December 11, 2023

Agenda

Review of Current Services Managed by eviCore

What is Changing: (Platform Migration)

CareCore National Portal Overview

CareCore National Portal Features

Remember our Provider Resources

Questions

Current non-emergent services managed by eviCore

Commercial only

All ambulatory CT, MRI, MRA, PET scans – Migrating to CareCore National on 12/11/2023

All ambulatory cardiac diagnostics including diagnostic cardiac catheterizations, nuclear cardiology scans, stress echocardiograms, transesophageal echocardiograms and transthoracic echocardiograms – Migrating to CareCore National on 12/11/2023

Spinal procedures (adding Medicare on 1/1/2024) – Migrating to CareCore National on 12/11/2023

Commercial and Medicare

Interventional pain procedures – Migrating to CareCore National on 12/11/2023

Joint procedures of the hip-knee-shoulder– Migrating to CareCore National on 12/11/2023

Medical oncology services (including Medicare Part D drugs)

Molecular genetic laboratory testing

Outpatient oncology radiation therapy

Gastroenterology services including EGD, capsule endoscopy, diagnostic colonoscopy effective

Therapy services including physical and occupational therapy

What is Changing:
Platform Migration

Platform Migration – Effective December 11, 2023

- **eviCore currently accepts Radiology, Cardiology, & Musculoskeletal prior authorization requests for Network Health Wisconsin members through the MedSolutions portal. Beginning December 11, 2023, all Network Health requests should be entered through the CareCore National portal at www.eviCore.com.**

- **If a provider has an existing login, the <u>same</u> credentials are used for both portals and a new account does <u>not</u> need to be created.**

- **Any authorizations requested prior to December 11, 2023 can still be viewed on the MedSolutions portal, but as of December 11, 2023 all new requests must be created on the CareCore National portal, as shown below.**

MedSolutions Portal verses CareCore National Portal

	Current Experience (Medsolutions)	Future Experience (CareCore National)
User View	Single screen view of case questions	Step-by-step case build using sequential screens
Ability to Upload documents	Yes	Yes – in multiple places on the portal
Authorization Lookup	Yes	Yes – includes links to view correspondences, uploads and faxes, link to submit uploads, link to schedule a P2P, link to start an appeal if delegated to eviCore, etc.
Worklists	Limited	Yes – via the Certification Summary Tab
Radiology Bundling	No	Yes - ability to create one authorization for multiple, ongoing, diagnostic imaging studies, where chemotherapy has already been approved
Opportunity for Real Time Decision	Yes	Yes
Finish Later Feature	No	Yes - allows user to interrupt the submission without timing out, and go back later in the day to pick up where they left off and complete the case

Welcome Screen | MedSolutions
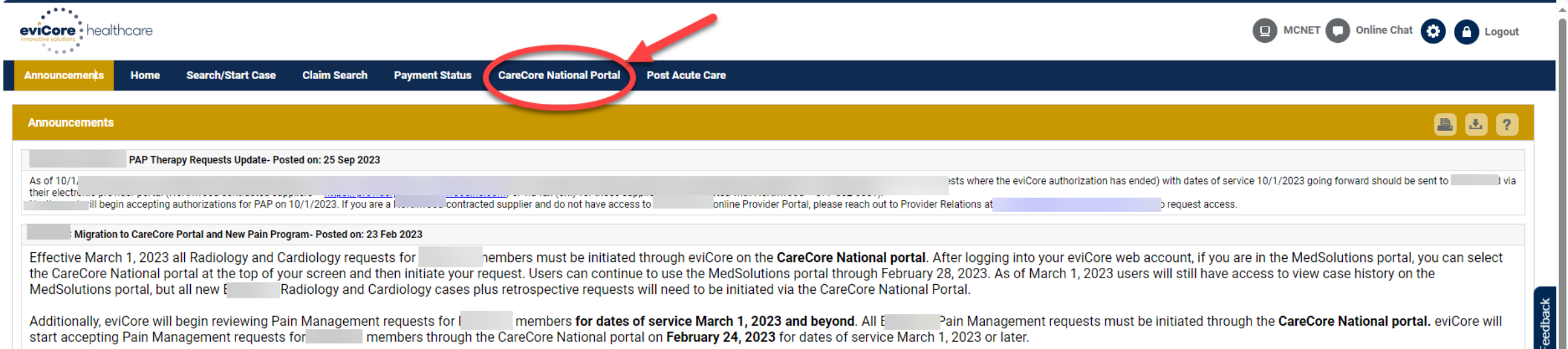
If your login takes you to the MedSolutions Portal, you can click the CareCore National Portal button (as seen above) to seamlessly toggle back and forth between the two portals.

As you will see from the Announcements, many health plan programs are migrating from the MedSolutions Portal to the CareCore National portal. Eventually, all programs on MedSolutions will migrate to CareCore National.

CareCore National Portal Overview

Welcome Screen | CareCore National

You can access the MedSolutions Portal at any time Click the MedSolutions Portal on the banner to seamlessly toggle back and forth between the two portals.

Any authorizations requested prior to December 11, 2023 can still be viewed on the MedSolutions portal.

eviCore Provider Portal | Add Providers

On the CareCore National Portal, practioners/groups will need to be added to your account prior to case submission. To add practioners/groups:

- Click the **Manage Your Account** tab to add provider information

- Select **Add Provider**

- Enter the NPI, state, and zip code to search for the provider

- Select the matching record based upon your search criteria

- Once you have selected a practitioner, your registration will be complete

- You can also click **Add Provider** to add another practitioner/group to your account

- You can access the **Manage Your Account** at any time to make any necessary updates or changes
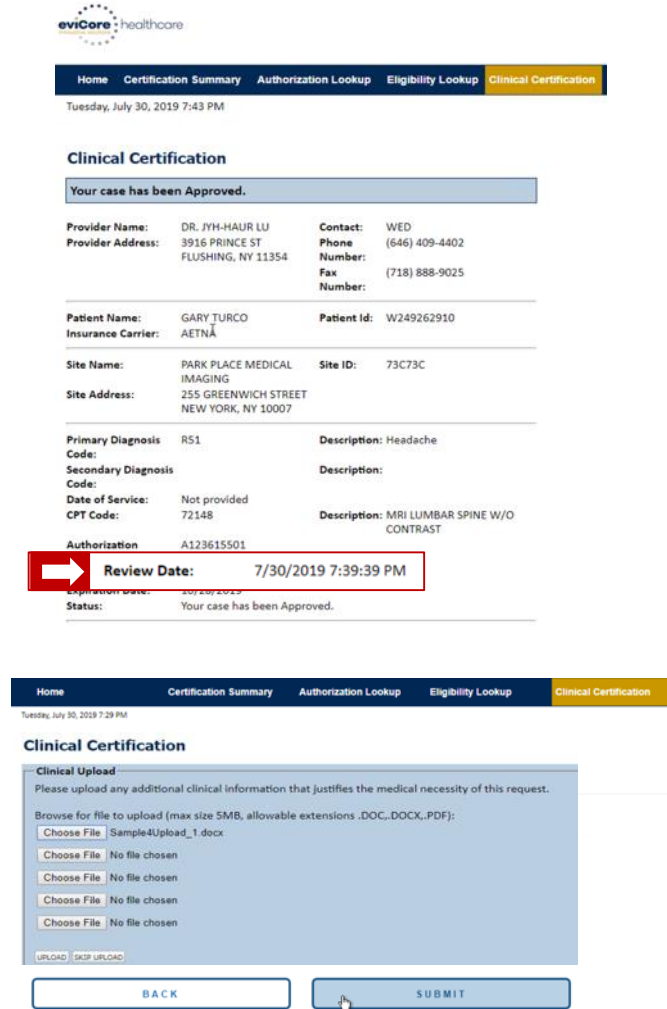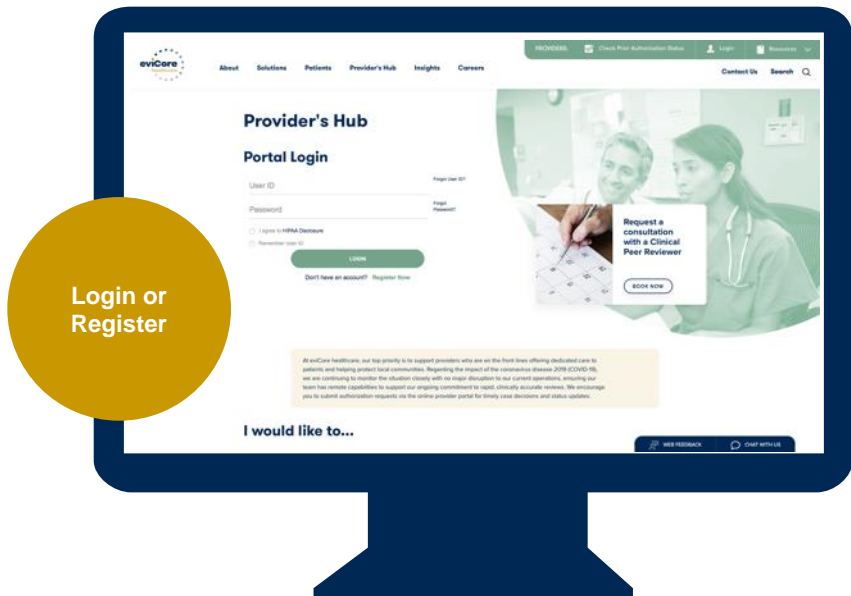
Provider Portal Demo | Radiology
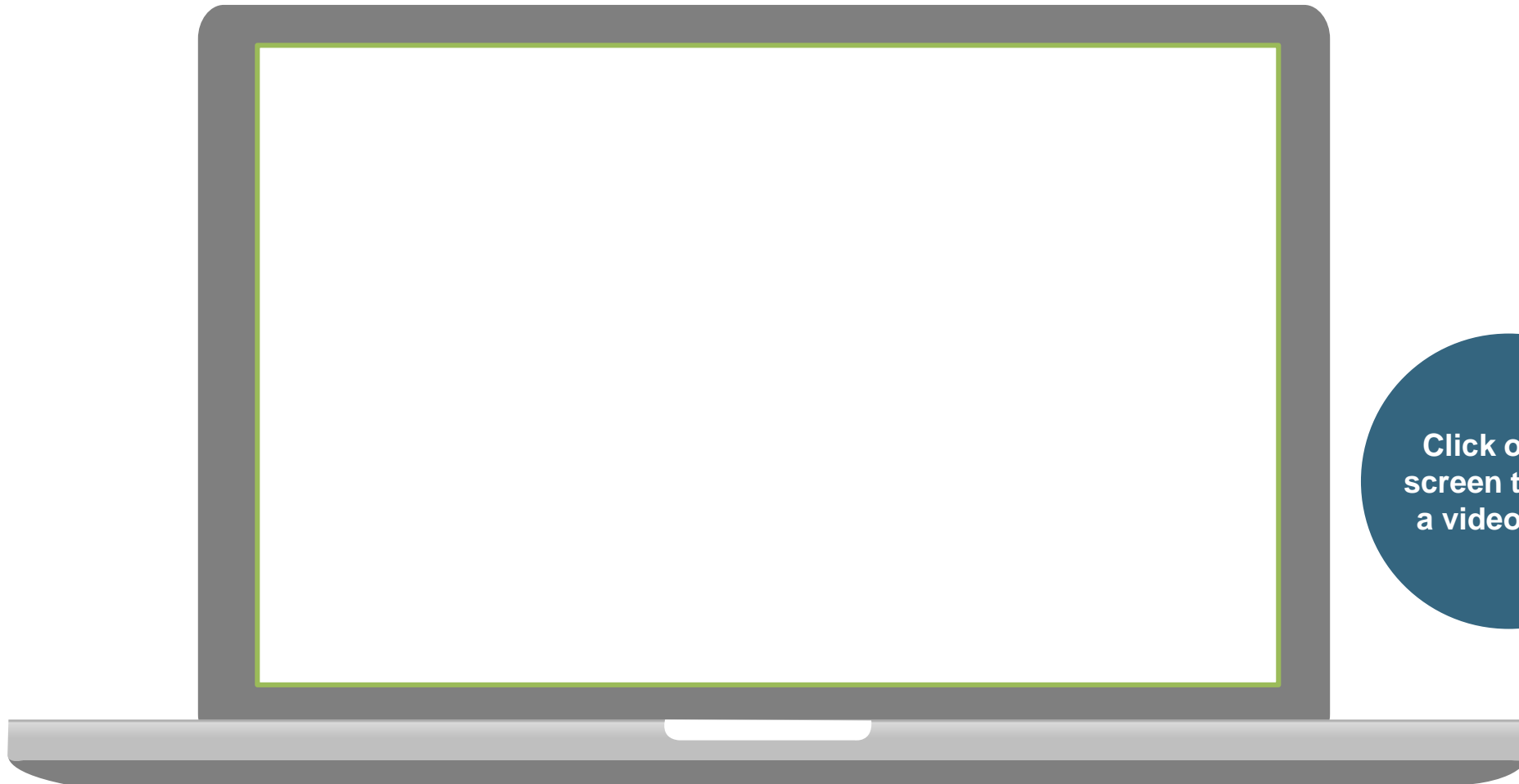
Click on the screen to view a video (2 min)

Improved Provider Experience
Real-Time Decision or Clinical Documentation Upload

Login or Register

Real-Time Decision or Clinical Upload

*In some circumstances, you may be asked to complete a series of clinical questions which may result in an immediate approval or a request for clinical upload

Clinical Certification Request | Request for Clinical Upload

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

Proceed to Clinical Information

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,.PNG):

[Choose File] Test clinical.docx
[Choose File] No file chosen
[Choose File] No file chosen
[Choose File] No file chosen
[Choose File] No file chosen

[UPLOAD] [SKIP UPLOAD]

If **additional information** is required, you will have the option to upload more clinical information for review.

Tips:

- Providing clinical information via the web is the fastest and most efficient method

- Enter additional notes in the space provided only when necessary
- Additional information uploaded to the case will be sent for clinical review
- Print out a summary of the request that includes the case # and indicates 'Your case has been sent to clinical review'

CareCore National
Portal Features

Bundling Feature

When there is history of a chemotherapy request being approved, and the request for imaging is identified as part of on-going surveillance for chemotherapy, upon initiation of the subsequent diagnostic/radiology request to monitor the progress of the chemotherapy treatment, eviCore will 'bundle' the radiology authorizations.   The purpose - instead of requiring 6-12 separate authorizations, only 1 will be required.

When the initial request for one of the listed diagnostic/radiology studies to monitor the response of the chemotherapy is made, the requestor will provide case demographics and will then be presented a question:

Are you requesting <CPTCode> in order to monitor the response to previously approved chemotherapy?
- If no, there will be a standard radiology review for 1 unit
- If yes, you will be presented with the following example message:

This patient is eligible to have diagnostic studies authorized to monitor the response to chemotherapy treatment. These diagnostic studies include 6 units of 71260 (CT Chest with contrast) and 6 units of 74177 (CT Abdomen and Pelvis with contrast) over a 12 month span. These diagnostic studies should be performed no more frequently than every 2 cycles of chemotherapy.

Submit

Provider Portal | Feature Access on the Home Page

eviCore healthcare
innovative solutions

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

User work list

Most popular portal feature

Check if member requires an auth

Pick up where you left off

REQUEST AN AUTH

RESUME IN-PROGRESS REQUEST

SUMMARY OF AUTH

AUTH LOOKUP

MEMBER ELIGIBILITY

...esentation contains CONFIDENTIAL and PROPRIETARY information.

Certification Summary

- Certification Summary tab allows you to track recently submitted cases
- The work list can also be filtered as shown

Expand your list as desired

Authorization Lookup | Popular Tool

- You can lookup an authorization case status on the portal
- Search by member information OR
- Search by authorization number with ordering NPI
- Initiate Appeals and/or Schedule Peer to Peers
- View and print any correspondence

Duplication Feature | Saves Clicks

- **Once a case has been submitted, the Duplication feature allows a new request to be started using some of the same information**
- **The duplication feature eliminates the need to enter duplicate information and allows multiple cases to be built efficiently.**

Remember our Provider Resources

Contact eviCore's Dedicated Teams

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**
- Phone: **(800) 646-0418** (option 4).

Web-Based Services and Portal Support

- Live chat
- Email: **portal.support@evicore.com**
- Phone: **800-646-0418** (option 2)

Provider Engagement

Regional team that works directly with the provider community.

Lisa Mekkelsen for Wisconsin

- Email: **lisa.mekkelsen@evicore.com**
- Phone: **843-949-0022**.

Intake Center/ Customer Service

Call **855-727-4444**, agents are available from 7 a.m. to 7 p.m. central time.

Provider Resources on eviCore.com

eviCore maintains provider resource pages that contain health plan specific, 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 [Network Health Wisconsin Implementation Resources | eviCore healthcare](#)

eviCore also maintains online resources **not** specific to health plans, such as Guidelines and our required clinical information checklist.

To access these helpful resources, visit [eviCore's Provider Hub](#)

Ongoing Provider Portal Training

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 | Tips and Tools

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 **Prior Authorization Online Portal Tips and Tools** to learn how to navigate **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:

Go to: eviCore Healthcare (webex.com)

Click the **Upcoming** tab and search for "Prior Authorization Online Portal Tips and Tools."

Click register next to the session that fits your schedule

eviCore's Provider Newsletter

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Stay up-to-date with our free provider newsletter

To subscribe:

- Visit **eviCore.com**

- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**

- Enter a valid email address

Thank You

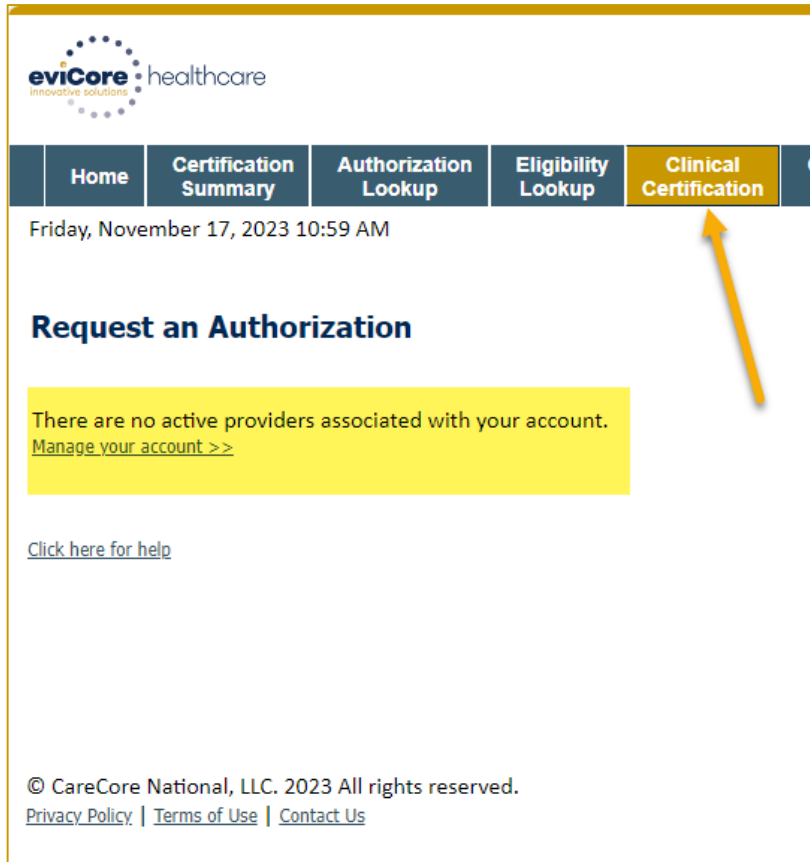# Appendix – slide by slide of the case build

Clinical Certification Request | Initiating a Case

Click **Clinical Certification** to begin a new request

If you did not add providers to your account, you will get the message that **"There are no active providers associated with your account."** Then, click the link to **"Manage your account."**

To begin, please select a program below:

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

CONTINUE

Click here for help

Select the **Program** for your certification

Clinical Certification Request | Search for and Select Provider

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

Requesting Provider Information

Select the provider for whom you want to submit an authorization request. If you don't see them listed, click Manage Your Account to add them.

Filter Last Name or NPI:

[   ] SEARCH   CLEAR SEARCH

	Provider
SELECT	12312312 - Provider Name

BACK   CONTINUE

Click here for help

Search for, and select, the **Practitioner/Group** for whom you want to build a case. This is the list of providers you added to your account.

Clinical Certification Request | Select Health Plan

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

Choose Your Insurer

Requesting Provider:

Please select the insurer for this authorization request.

Please Select a Health Plan ▼

BACK   CONTINUE

- Choose the appropriate **Health Plan** for the request
- Another drop down will appear to select the appropriate address for the p**ractitioner/group**
- Select **CONTINUE**

Clinical Certification Request | Enter Contact Information

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

Add Your Contact Info

Provider's Name:* [field] [2]

Who to Contact:* [field] [2]

Fax:* [field] [2]

Phone:* [field] [2]

Ext.: [field] [2]

Cell Phone: [field]

Email: [field]

☑ Receive notification of case status changes

BACK   CONTINUE

Click here for help

- Enter/edit the **Practitioner's name** and appropriate information for the point of contact/who to contact individual

- Practitioner name, fax and phone will pre-populate, edit as necessary

The e-notification box is checked by default to enable email notices for any updates on case status changes. Make sure to uncheck this box if you prefer to receive faxed notices.

Clinical Certification Request | Enter Member Information

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

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [?]

ELIGIBILITY LOOKUP

BACK

Click here for help

Search Results

	Patient ID	Member Code	Name	DOB	Gender	Address
SELECT						

BACK

Enter **member information,** including: patient ID number, date of birth, and last name then click **ELIGIBILITY LOOKUP**

Confirm your patient's information and click **SELECT** to continue

Clinical Certification Request
Enter Requested Procedure and Diagnosis

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

Requested Service + Diagnosis

This procedure has not been performed.   **CHANGE**

Radiology Procedures

Select a Primary Procedure by CPT Code[?] or Description[?]
[73721 ▼] [MRI LOWER EXTREMITY JOINT W/O ▼]
Don't see your procedure code or type of service? Click here

Diagnosis

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

[r68.89]   **LOOKUP**

Trouble selecting diagnosis code? Please follow these steps

Select a Secondary Diagnosis Code (Lookup by Code or Description)
Secondary diagnosis is optional for Radiology

[   ]   **LOOKUP**

BACK

Click here for help

Select appropriate **CPT** and **Diagnosis codes**

If applicable: OB ultrasound requests entered as 'OBUS'

Select a Primary Procedure by CPT Code[?] or Description[?]
[OBUS ▼] [OB Ultrasound ▼]
Don't see your procedure code or type of service? Click here

Clinical Certification Request | Verify Service Selection

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

Requested Service + Diagnosis

Confirm your service selection.

Procedure Date:	TBD
CPT Code:	73721
Description:	MRI LOWER EXTREMITY JOINT W/O
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

[BACK]   [CONTINUE]

Click here for help

- Verify requested service & diagnosis
- Edit any information if needed by selecting **Change Procedure** or **Primary Diagnosis**
- Click **CONTINUE** to confirm your selection

Clinical Certification Request | Site Selection

- Search for the **Site of Service** where the procedure will be performed. For best results, search with NPI **and** zip code when '**Exact match**' is selected. When searching by site name, select '**Starts with**.'

- Select the specific site where the procedure will be performed

Clinical Certification Request | Clinical Certification

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

Proceed to Clinical Information

You are about to enter the clinical information collection phase of the authorization process.

Once you have clicked "Continue," you will not be able to edit the Provider, Patient, or Service information entered in the previous steps. Please be sure that all this data has been entered correctly before continuing.

In order to ensure prompt attention to your on-line request, be sure to click SUBMIT CASE before exiting the system. This final step in the on-line process is required even if you will be submitting additional information at a later time. Failure to formally submit your request by clicking the SUBMIT CASE button will cause the case record to expire with no additional correspondence from eviCore.

BACK   CONTINUE

- Verify that all information is entered and correct

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

eviCore intelliPath®

Real-time decision

Request is complete

Clinical Certification Request | Standard or Urgent Request?

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

Proceed to Clinical Information

Urgency Indicator

If the case you are submitting is found NOT to meet one of the two conditions below, your case will be processed as a standards/routine, non Urgent request. If you have clinical information and this request meets the criteria for urgent, please indicate below.
In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case. If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Please indicate if any of the following criteria are true regarding urgency of this request :

- A delay in care could seriously jeopardize the life or health of the patient or patient's ability to regain maximum function.
- A delay in care would subject the member to severe pain that cannot be adequately managed without the care or treatment requested in the prior authorization.
- None of the above

Clinical Upload

In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case.
If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Browse for file to upload (max size 5MB, allowable extensions .DOC,.DOCX,.PDF,.PNG) :

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

Proceed to Clinical Information

Is this case Routine/Standard?

YES   NO

- If the case is **standard,** select **Yes**

- If your request is **urgent,** select **No**

- When a request is submitted as urgent, you will be **required** to upload relevant clinical information

- Upload up to **FIVE documents** *(.doc, .docx, or .pdf format; max 25MB size)*

- Your case will only be considered urgent if there is a successful upload