

Radiology and Cardiology

Security Health Plan Platform Migration

December 4, 2023



SecurityHealth PlanSM
Promises kept, plain and simple.



Agenda



What is Changing: (Platform Migration)

CareCore National Portal Overview

CareCore National Portal Features

Remember our Provider Resources

Questions

What is Changing: Platform Migration



Platform Migration – Effective 12/4/2023



- eviCore currently accepts Radiology & Cardiology prior authorization requests for Security Health Plan members through the MedSolutions portal. Beginning **December 4, 2023**, these requests will need to be entered through the CareCore National portal at www.eviCore.com.
- If a provider has an existing login, the same credentials are used for both portals and a new account does not need to be created.
- Any authorizations requested prior to December 4, 2023 can still be viewed on the MedSolutions portal, but as of December 4, 2023 all new requests must be created on the CareCore National portal, as shown below.



Portal Differences | – MedSolutions vs. CareCore National

PATIENT & CASE LOOKUP | **CASE DETAIL**

Patient Lookup

Insurer: MEDSOLUTIONS DEMO

Member ID: xyz00002

First Name: Last Name: Date of Birth: Gender: MALE

CPT/ICD

CPT Codes: 73721 ICD Codes: M25.562

Physician

Physician Name: DOCTOR, TEST, Tax ID: ****5789, 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) 468-4433. 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.

Until a case number appears for this request, it is not a submitted case and it will not be reviewed for medical necessity. Please ensure all steps are completed in order to receive a case number.

I acknowledge that this request IS NOT clinically urgent regardless of documentation attached or additional information/notes provided during the clinical collection section of this web case initiation process. Additionally, I acknowledge to being informed of the appropriate method for submission of clinically urgent requests. Clinical urgency is defined by the following:

1. A delay in care could seriously jeopardize the life or health of the patient or the patient's ability to regain maximum function.
2. In the opinion of a provider, with knowledge of the member's medical condition, indicates 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.

I also further 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.

Submit

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account
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Tuesday, January 21, 2020 9:42 AM

Request an Authorization

To begin, please select a program below:

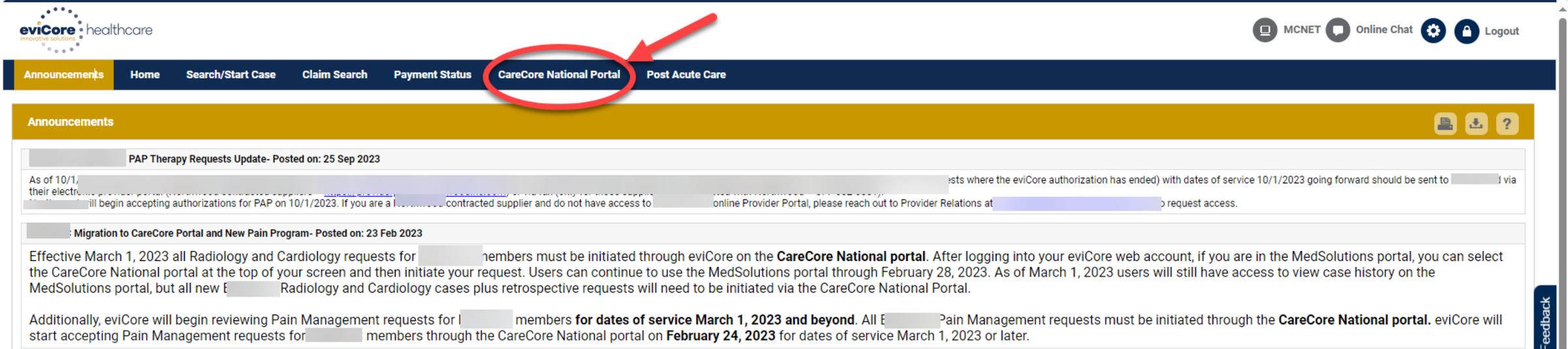
- Durable Medical Equipment(DME)
- Gastroenterology
- Lab Management Program
- Medical Oncology Pathways
- Musculoskeletal Management
- Radiation Therapy Management Program (RTMP)
- Radiology and Cardiology
- Sleep Management
- Specialty Drugs

CONTINUE

[Click here for help](#)

The MedSolutions portal shows the majority of case build information in a single screen view, while the CareCore portal prompts you step by step how to build a case, starting with program selection.

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

eviCore healthcare

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

Friday, November 17, 2023 11:50 AM

Providers must be added to your account before cases can be submitted over the web. Please select "Manage Account" to add providers.

REQUEST AN AUTH

RESUME IN-PROGRESS REQUEST

SUMMARY OF AUTH

AUTH LOOKUP

MEMBER ELIGIBILITY

Welcome to the CareCore National Web Portal. You are logged in as L [redacted]

REQUEST AN AUTH

RESUME IN-PROGRESS REQUEST

SUMMARY OF AUTH

AUTH LOOKUP

MEMBER ELIGIBILITY

add providers

toggle to other portal

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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 4, 2023** can still be viewed on the MedSolutions portal.

eviCore Provider Portal | Add Providers



Providers will need to be added to your account prior to case submission

- 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 Another Practitioner** to add another provider to your account
- You can access the **Manage Your Account** at any time to make any necessary updates or changes

Manage Your Account

Office Name: [CHANGE PASSWORD](#) [EDIT ACCOUNT](#)

Address:

Primary Contact:

Email Address:

[ADD PROVIDER](#)

Click Column Headings to Sort

No providers on file

[CANCEL](#)

Add Practitioner

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

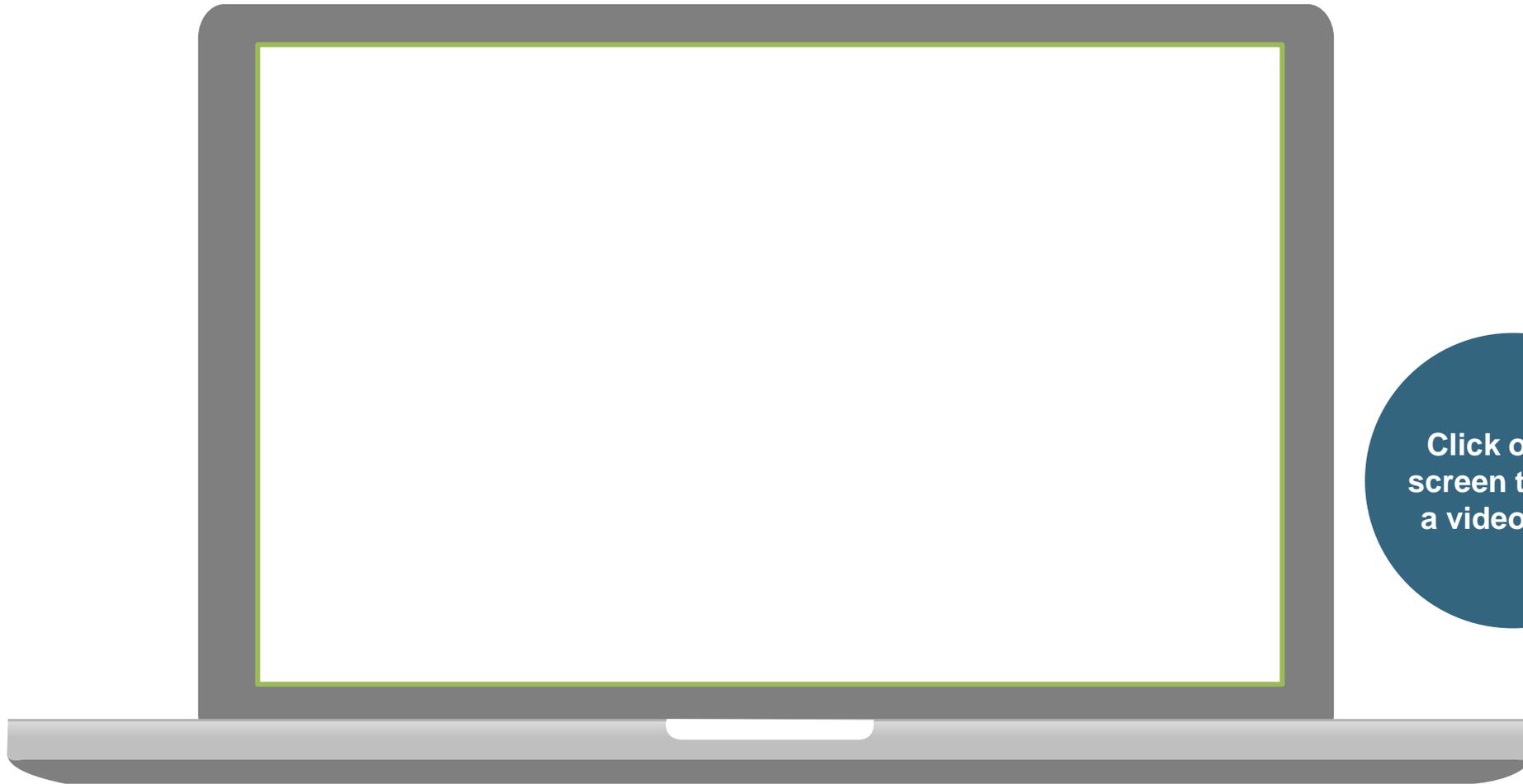
Practitioner NPI

Practitioner State

Practitioner Zip

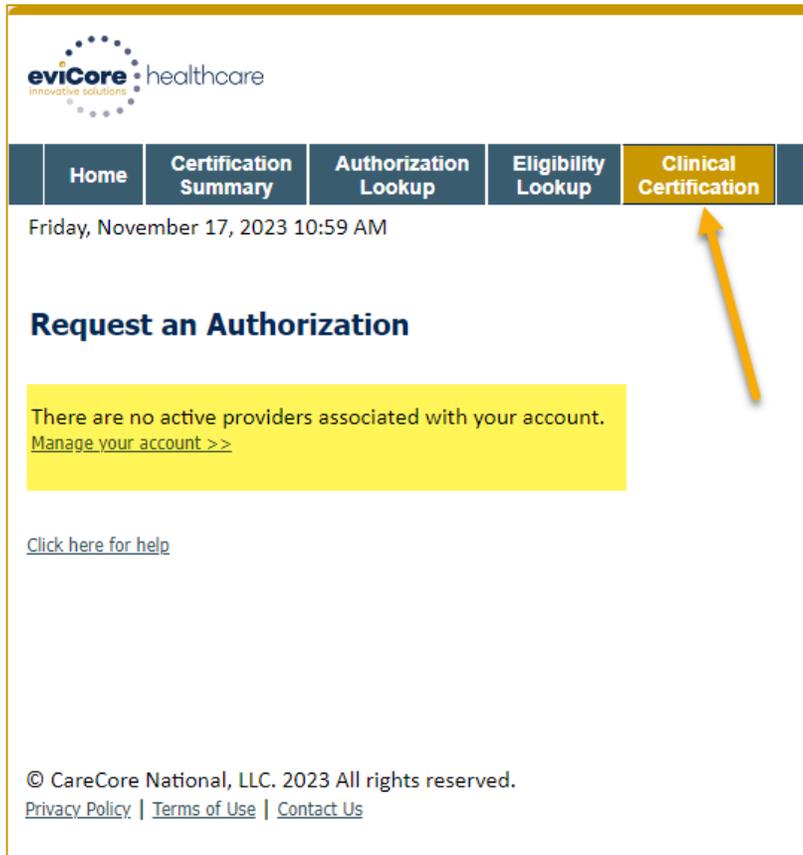
[FIND MATCHES](#) [CANCEL](#)

Provider Portal Demo | Radiology



**Click on the
screen to view
a video (2 min)**

Clinical Certification Request | Initiating a Case



The screenshot shows the eviCore healthcare web application interface. At the top left is the eviCore healthcare logo. Below it is a navigation bar with five items: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, and Clinical Certification. The 'Clinical Certification' item is highlighted in yellow, and an orange arrow points to it from the right. Below the navigation bar, the date and time 'Friday, November 17, 2023 10:59 AM' are displayed. The main heading is 'Request an Authorization'. Below this is a yellow box containing the text: 'There are no active providers associated with your account. [Manage your account >>](#)'. At the bottom left of the page, there is a link 'Click here for help' and a footer with copyright information: '© CareCore National, LLC. 2023 All rights reserved. [Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)'.

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.”**



The screenshot shows the program selection screen. At the top, it says 'To begin, please select a program below:'. Below this is a list of radio button options: Durable Medical Equipment (DME), Gastroenterology, Lab Management Program, Medical Oncology Pathways, Musculoskeletal Management, Radiation Therapy Management Program (RTMP), Radiology and Cardiology (which is selected), Sleep Management, and Specialty Drugs. Below the list is a blue 'CONTINUE' button. At the bottom left of the screen is a link '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
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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:

	Provider
<input type="button" value="SELECT"/>	12312312 - Provider Name

Search for and select the **Practitioner/Group** for whom you want to build a case

[Click here for help](#)

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
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Choose Your Insurer

Requesting Provider: [REDACTED]

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 **provider**
- 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
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Add Your Contact Info

Provider's Name:* [?]

Who to Contact:* [?]

Fax:* [?]

Phone:* [?]

Ext.: [?]

Cell Phone:

Email:

Receive notification of case status changes

BACK

CONTINUE

[Click here for help](#)

- Enter the **Provider's name** and appropriate information for the point of contact individual
- Provider 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
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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	000000000		WATKINS, JONATHAN	6/25/1982	M	100 WATKINS RD SPRINGVILLE, FL 32086

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
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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
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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

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

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:	<input type="text"/>	Zip Code:	<input type="text"/>	Site Name:	<input type="text"/>
TIN:	<input type="text"/>	City:	<input type="text"/>	<input checked="" type="radio"/> Exact match	
				<input type="radio"/> Starts with	

- 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
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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
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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

UPLOAD

Proceed to Clinical Information

Is this case Routine/Standard?

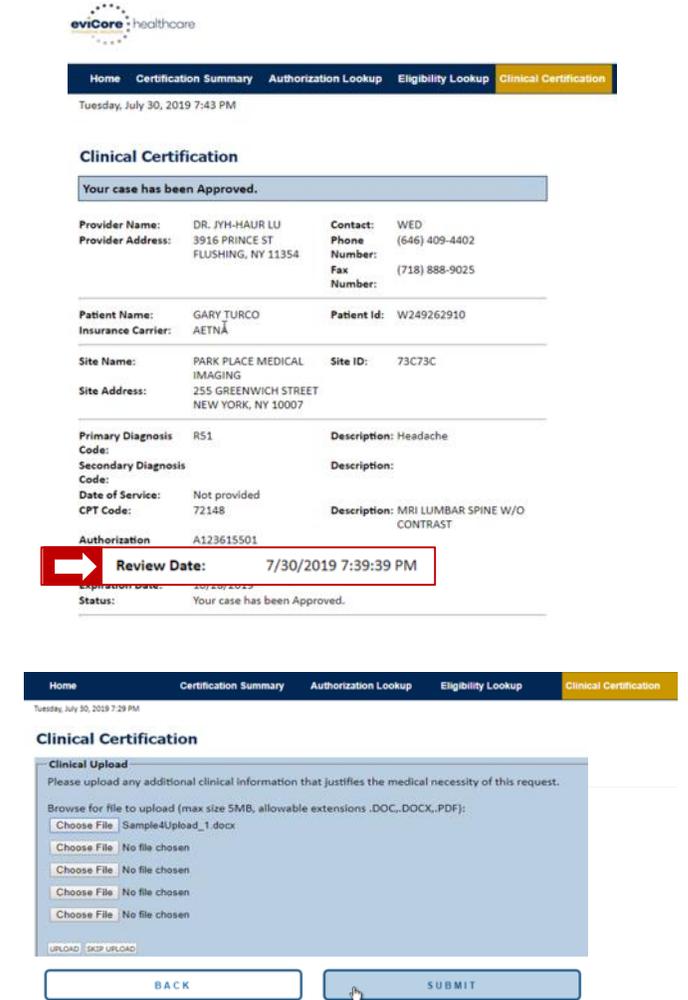
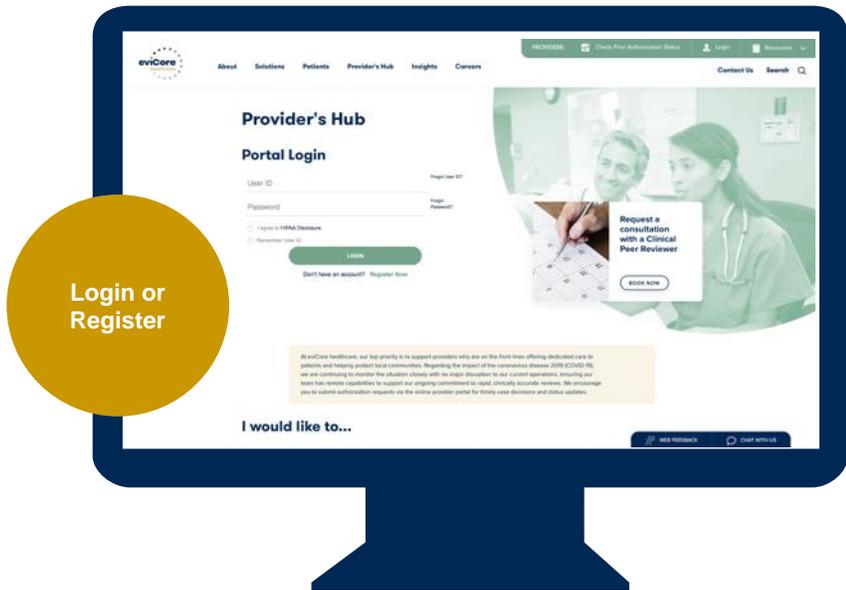
YES

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 5MB size)
- Your case will only be considered urgent if there is a successful upload

Improved Provider Experience

Real-Time Decision or Clinical Documentation 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
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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):

Test clinical.docx

No file chosen

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



Provider Portal | Feature Access



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
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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

Certification Summary | User Worklist

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 MedSolutions Portal

Certification Summary

Search..  

Page 1 of 0

Authorization Number	Case Number	Member Last Name	Ordering Provider Last Name	Ordering Provider NPI	Status	Case Initiation Date	Procedure Code	Service Description	Site Name	Expiration Date	Correspondence	Upload Clinical
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			<input type="text"/>					

Page 1 of 0

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

Authorization Lookup | Popular Tool

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

Search by Member Information Search by Authorization Number/ NPI



- 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

Eligibility Look-up| Is Prior authorization required?

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 Med Solutions Portal

Eligibility Lookup

OnePA: Prior Authorization Portal for Providers

All fields required

Healthplan:

Provider NPI:

Patient ID:

Patient Date of Birth:
MM/DD/YYYY

PRINT **SEARCH**

[Click here for help](#)

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Eligibility Lookup

Health Plan:

Patient ID:

Member Code:

Eligibility: **Precertification is Required**

PRINT **DONE** **SEARCH AGAIN**

[Click here for help](#)

Confirm if patient requires clinical review

Duplication Feature | Saves Clicks

Success

Thank you for submitting a request for clinical certification. Would you like to:

- [Return to the main menu](#)
- [Start a new request](#)
- [Resume an in-progress request](#)

You can also start a new request using some of the same information.

Start a new request using the same:

- Program (Radiation Therapy Management Program)
- Provider ([REDACTED])
- Program and Provider (Radiation Therapy Management Program and [REDACTED])
- Program and Health Plan (Radiation Therapy Management Program and CIGNA)

GO

- 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

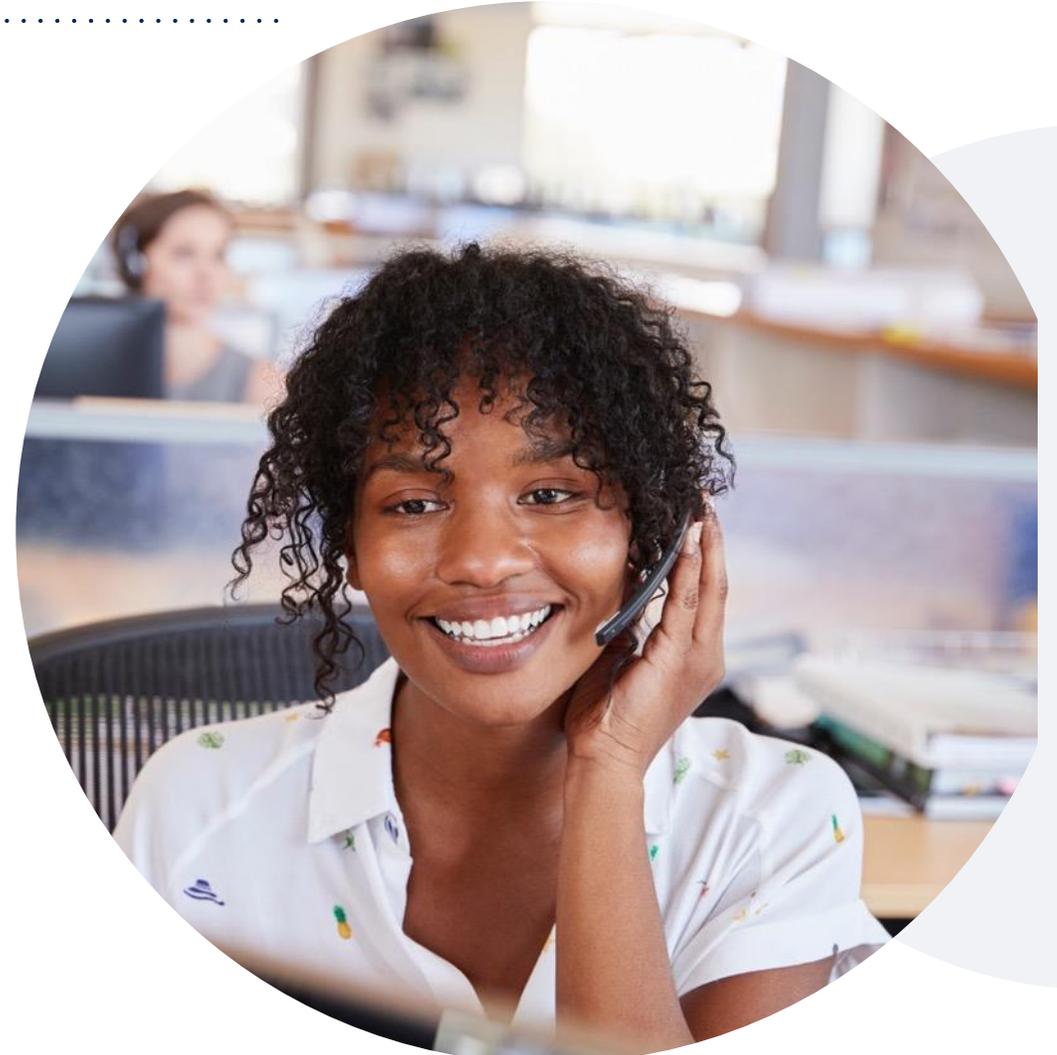
Client and Provider Services

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 Resources on eviCore.com

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eviCore maintains provider resource pages that contain handy provider resources and educational materials, such as Guidelines and our required clinical information checklist, to assist providers and their staff on a daily basis.

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

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](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:

Go to: [eviCore Healthcare \(webex.com\)](https://www.eviCore.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



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.**



eviCore's Provider Newsletter

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Thank You

