Radiology and Cardiology

Security Health Plan Platform Migration

December 4, 2023

eviCore healthcare
by Evernorth

SecurityHealthPlan℠
Promises kept, plain and simple.

Agenda

What is Changing: (Platform Migration)

CareCore National Portal Overview

CareCore National Portal Features

Remember our Provider Resources

Questions
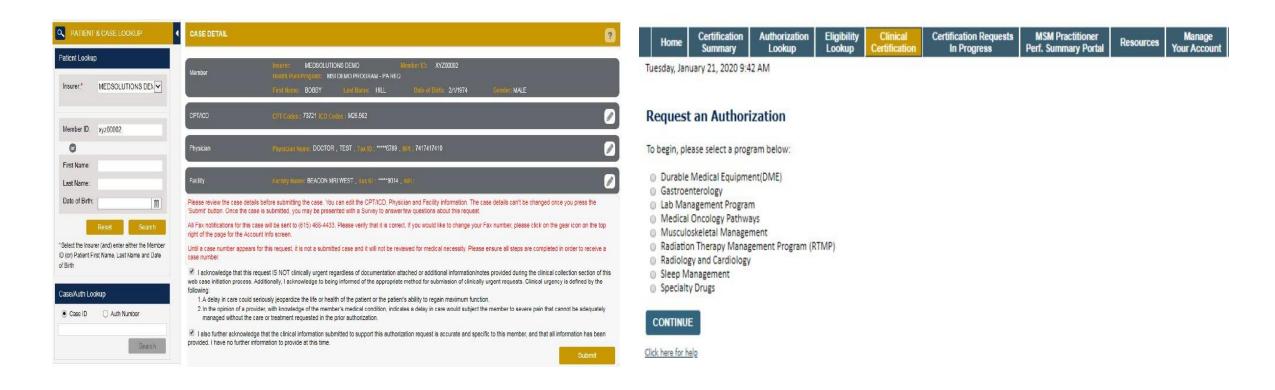
What is Changing:
Platform Migration

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 <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 4, 2023 can still be <u>viewed</u> on the MedSolutions portal, but as of December 4, 2023 all new requests must be <u>created</u> on the CareCore National portal, as shown below.
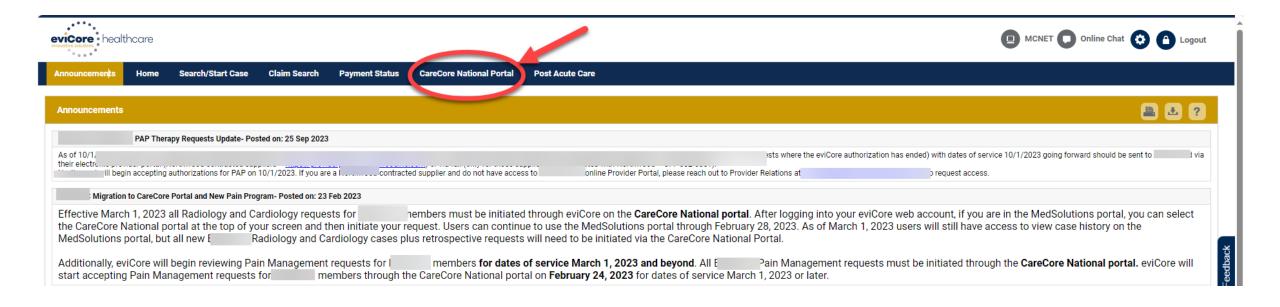
| Home | Authorization Lookup | MedSolutions Portal | CareCore National Portal | Help / Contact Us | |

Portal Differences | – MedSolutions vs. CareCore National

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.
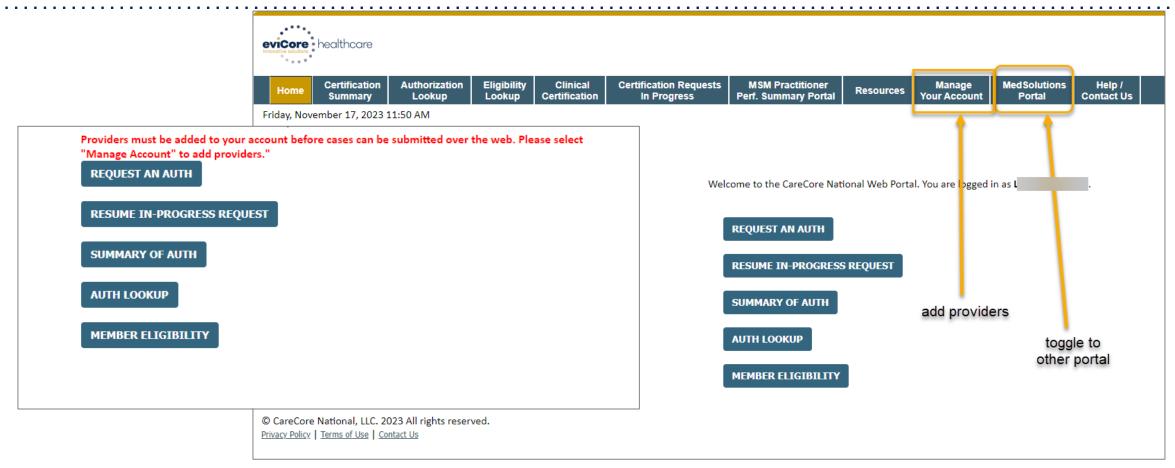
Welcome Screen | MedSolutions

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

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.
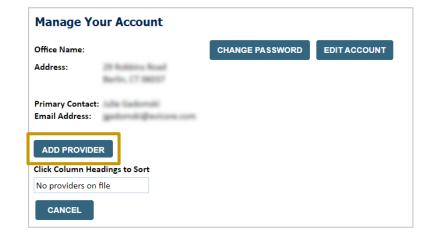
eviCore Provider Portal | Add Providers

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

Provider Portal Demo | Radiology

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

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."**

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

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 **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

Add Your Contact Info

Provider's Name:* [BI SUCAI] [?]

Who to Contact:* [ ] [?]

Fax:* [(812) 485-8445] [?]

Phone:* [(812) 258-4875] [?]

Ext.: [ ] [?]

Cell Phone: [ ]

Email: [amyn888v@gmail.com]

☑ 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

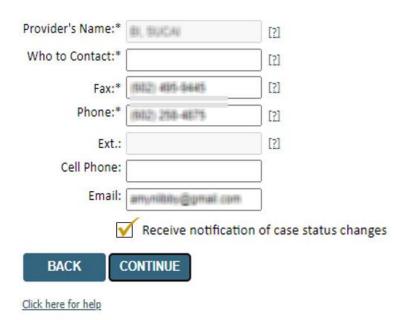| Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:*   MM/DD/YYYY

Patient Last Name Only:*   [?]

ELIGIBILITY LOOKUP

BACK

Click here for help

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

Search Results

	Patient ID	Member Code	Name	DOB	Gender	Address
SELECT						

BACK

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

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

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: [_____]   Zip Code: [_____]   Site Name: [_____]

TIN: [_____]   City: [_____]   ○ Exact match
                                        ○ Starts with

LOOKUP SITE

- 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

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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):
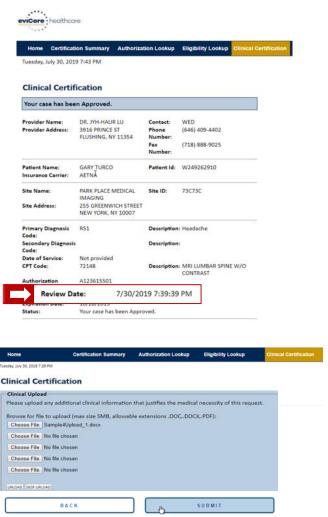
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen

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 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

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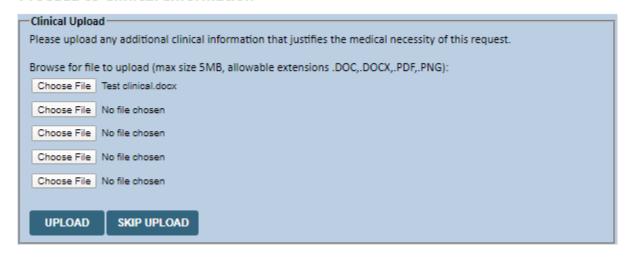
Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account

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.
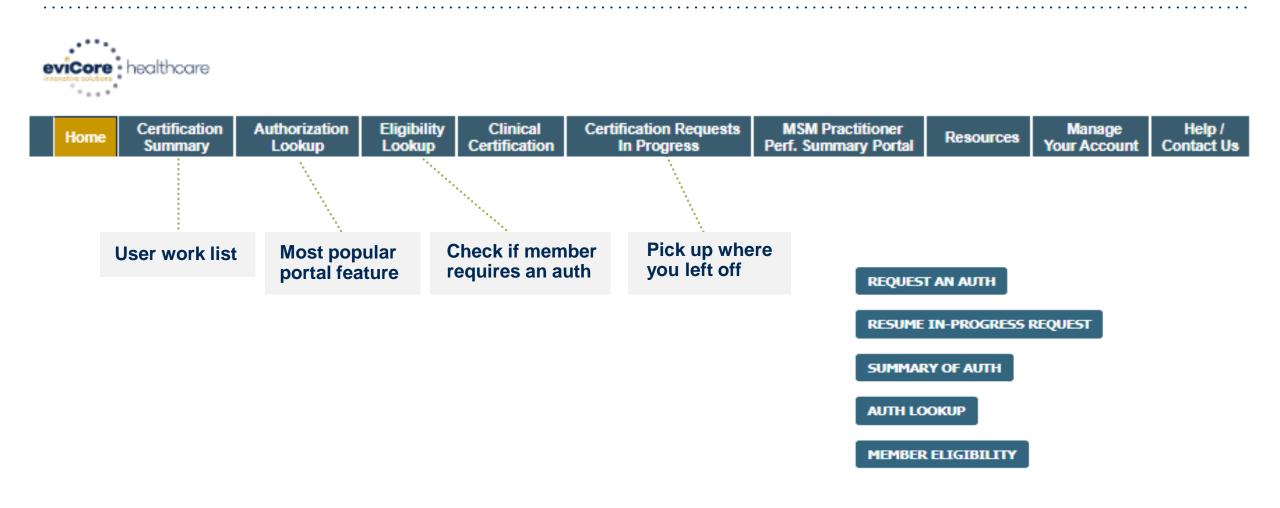
Tips:

- 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'
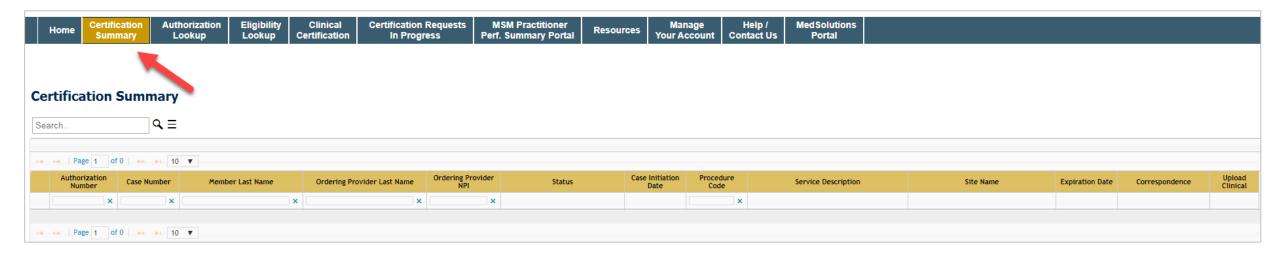
CareCore National
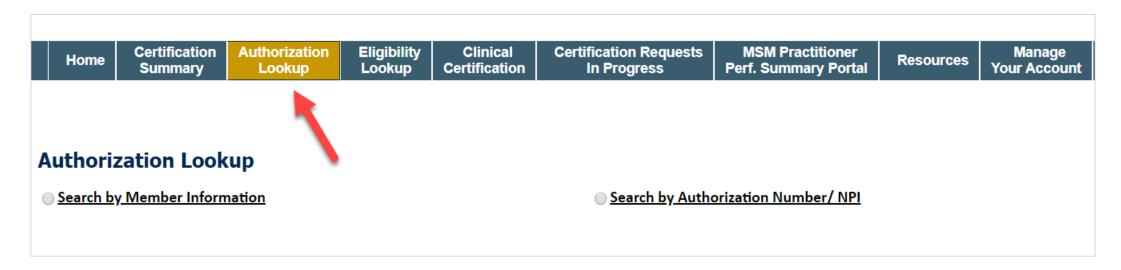# Portal Features

Provider Portal | Feature Access

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

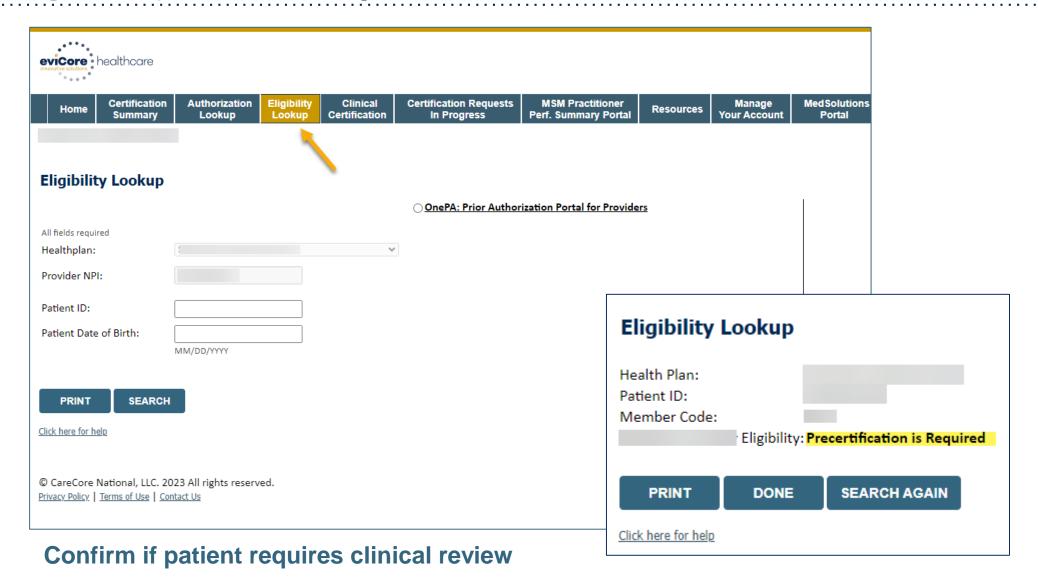# Certification Summary | User Worklist

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

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

Eligibility Look-up| Is Prior authorization required?

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 ( )
○ Program and Provider (Radiation Therapy Management Program and)
○ 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
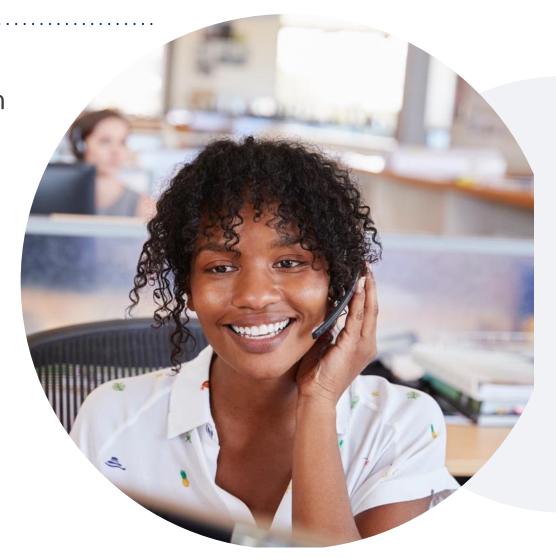
Contact eviCore's Dedicated Teams

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

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** 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

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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- Enter a valid email address

Thank You