

Musculoskeletal Services: Pain, Joint & Spine Procedures

Jefferson Health Plans Platform Migration

January 2024



Agenda



What is Changing: MSK – Pain, Joint & Spine Procedures

CareCore National Portal Overview

CareCore National Portal Features

Remember our Provider Resources

Questions

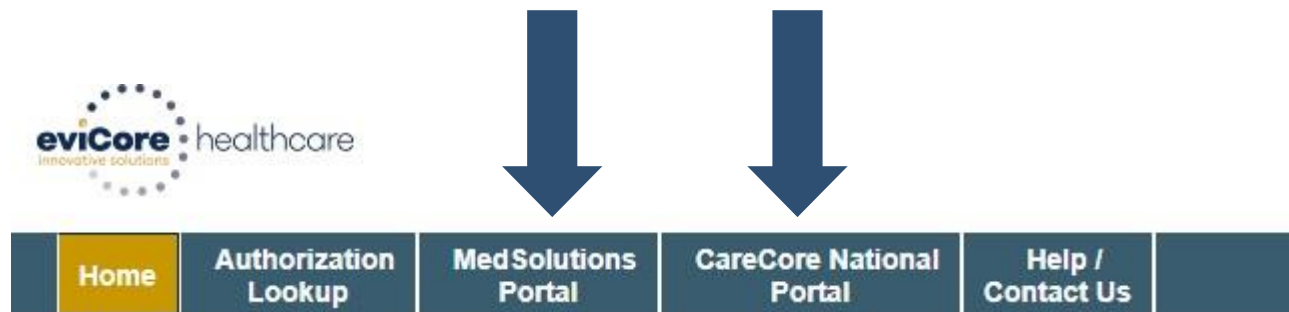
What is Changing: Platform Migration



Platform Migration – Effective January 1, 2024



- eviCore currently accepts radiology prior authorization requests for Jefferson Health Plan members through the MedSolutions portal. Beginning January 1, 2024, these requests should be entered through the CareCore National portal at 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 1/1/2024 can still be viewed on the MedSolutions portal, but as of 1/1/2024 all new requests must be created on the CareCore National portal, as shown below.



Welcome Screen | MedSolutions

The screenshot shows the MedSolutions Welcome Screen. At the top left is the eviCore healthcare logo. On the right are icons for MCNET, Online Chat, settings, and Logout. The navigation bar contains buttons for Announcements, Home, Search/Start Case, Claim Search, Payment Status, **CareCore National Portal** (circled in red with an arrow), and Post Acute Care. Below the navigation bar is an Announcements section with a message titled 'Migration to CareCore Portal and New Pain Program - Posted on: 23 Feb 2023'. The message text is as follows:

Effective March 1, 2023 all Radiology and Cardiology requests for [redacted] members **must be initiated through eviCore on the CareCore National portal.** After logging into your eviCore web account, if you are in the MedSolutions portal, you can select the CareCore National portal at the top of your screen and then initiate your request. Users can continue to use the MedSolutions portal through February 28, 2023. As of March 1, 2023 users will still have access to view case history on the MedSolutions portal, but all new [redacted] Radiology and Cardiology cases plus retrospective requests will need to be initiated via the CareCore National Portal.

Additionally, eviCore will begin reviewing Pain Management requests for BCBS-KC members **for dates of service March 1, 2023 and beyond.** All [redacted] Pain Management **requests must be initiated through the CareCore National portal.** eviCore will start accepting Pain Management requests for [redacted] members through the CareCore National portal on **February 24, 2023** for dates of service March 1, 2023 or later.

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 can see from the Announcements on this screen, many health plan programs are migrating from the MedSolutions Portal to the CareCore National portal.

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

Monday, November 20, 2023 4:07 PM

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

REQUEST AN AUTH

RESUME IN-PROGRESS REQUEST

SUMMARY OF AUTH

AUTH LOOKUP

MEMBER ELIGIBILITY

Add Providers

Toggle Between Portals

© CareCore National, LLC. 2023 All rights reserved.
[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

- 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 1/1/2024 can still be viewed on the MedSolutions portal.

eviCore Provider Portal | Add Providers



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

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

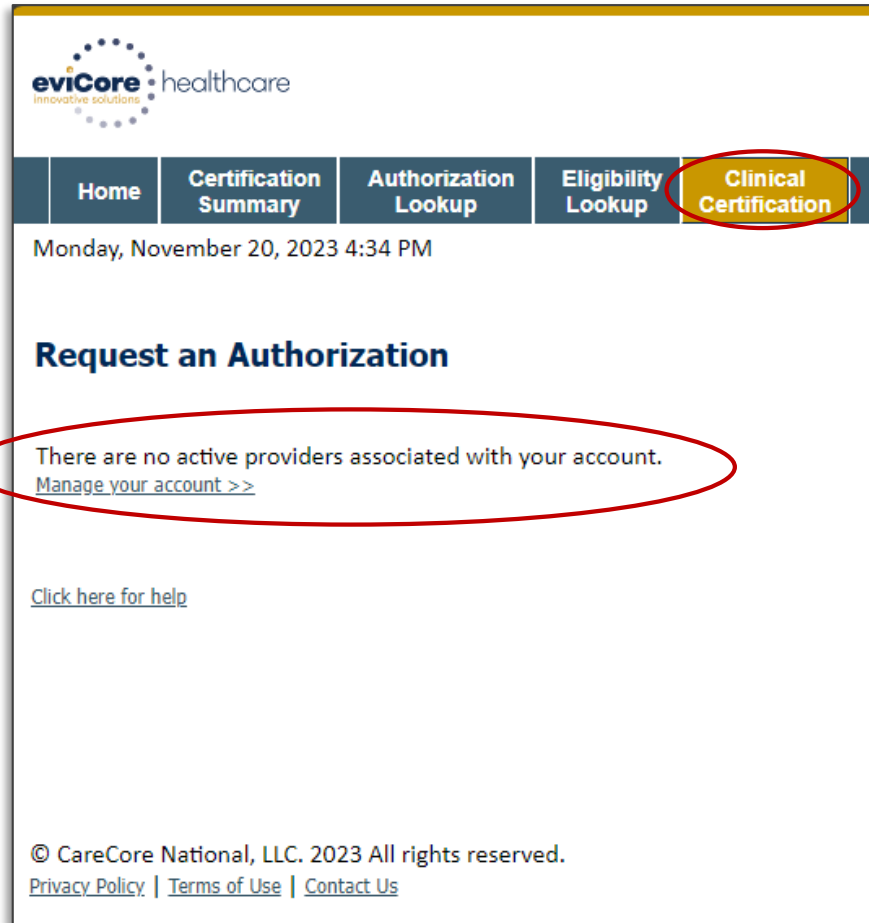
Practitioner NPI

Practitioner State

Practitioner Zip

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

Clinical Certification Request | Initiating a Case



eviCore healthcare
Innovative solutions

Home Certification Summary Authorization Lookup Eligibility Lookup **Clinical Certification**

Monday, November 20, 2023 4:34 PM

Request an Authorization

There are no active providers associated with your account.
[Manage your account >>](#)

[Click here for help](#)

© 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, then you will get a message indicating **There are no active providers associated with your account**. Then, click **Manage Your Account**.

Request an Authorization

To begin, please select a program below:

- Durable Medical Equipment(DME)
- Gastroenterology
- Lab Management Program
- Medical Oncology Pathways
- Musculoskeletal Management
- Pharmacy Drugs (Express Scripts Coverage)
- 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:

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

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

[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
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------

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/group**.
- Click **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:* [?]

Who to Contact:* [?]

Fax:* [?]

Phone:* [?]

Ext.: [?]

Cell Phone:

Email:

Receive notification of case status changes

[BACK](#) [CONTINUE](#)

[Click here for help](#)

- Enter/edit the **provider'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	000000000		WATSON, JONATHAN	8/28/1982	M	100 WATSON RD SPRINGVILLE, FL 32086

BACK

- Enter **member information**, including patient ID number, date of birth, and last name.
- 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 will be performed on 7/5/2020. [CHANGE](#)

Musculoskeletal Management Procedures

Select a Procedure by CPT Code[?] or Description[?]

SPINE SPINE SURGERY

Don't see your procedure code or type of service? [Click here](#)

Diagnosis

Primary Diagnosis Code: **M54.16**
Description: **Radiculopathy, lumbar region**
[Change Primary Diagnosis](#)

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

 [LOOKUP](#)

- Select appropriate **CPT** and **diagnosis codes**.
- For spine surgery, choose **SPINE**.
- For joint surgery, choose **JOINT**.
- For pain management injections, choose the numeric CPT code.

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: 7/5/2020
CPT Code: SPINE
Description: SPINE SURGERY
Primary Diagnosis Code: M54.16
Primary Diagnosis: Radiculopathy, lumbar region
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, TIN, **or** zip code).
- **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.**

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):

No file chosen

No file chosen

No file chosen

No file chosen

No file chosen

Proceed to Clinical Information

Is this case Routine/Standard?

- 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.

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

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.

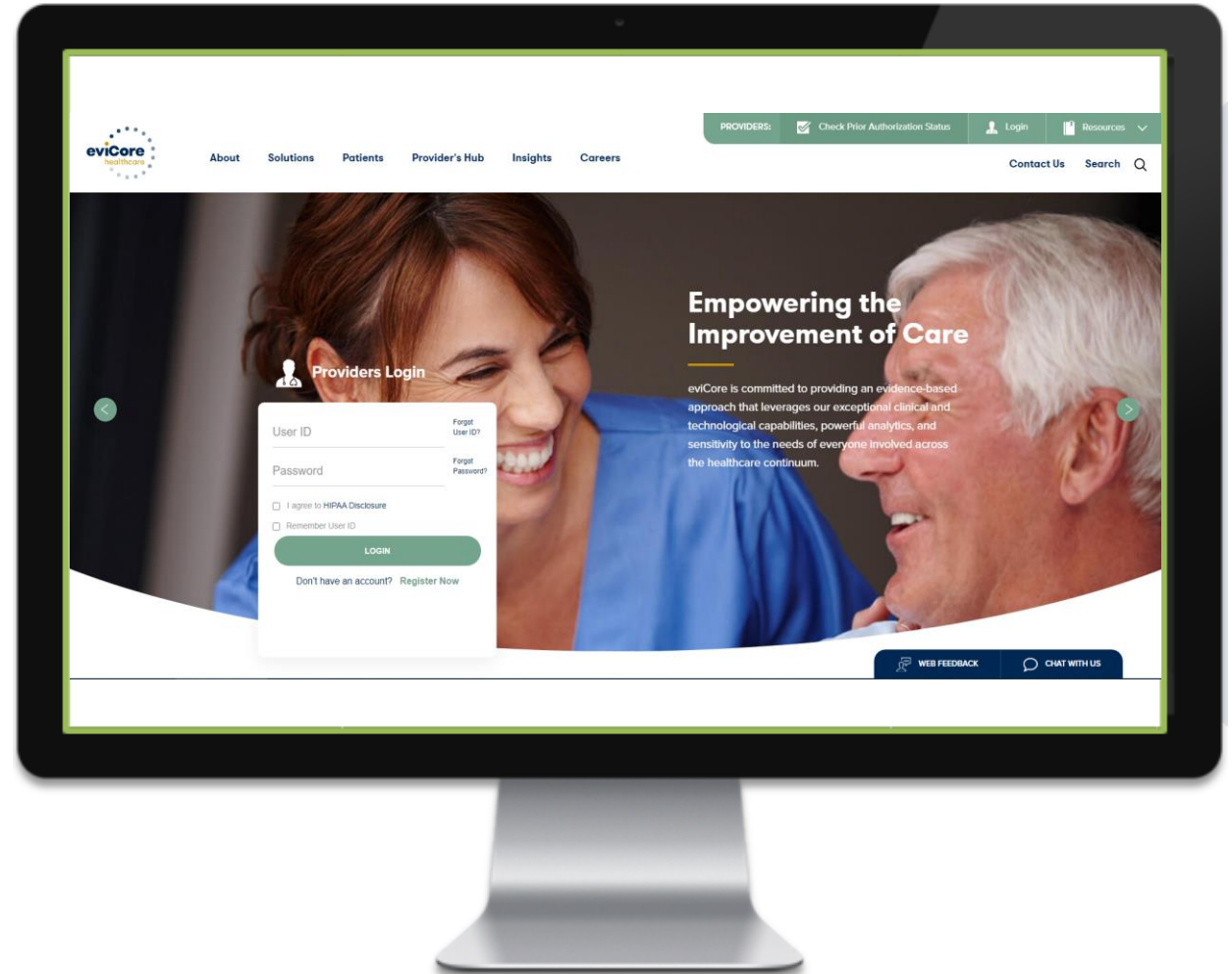
Tips:

- 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 a summary of the request that includes the case ID and indicates “Your case has been sent to clinical review.”

Provider Portal Demo | MSK: Pain, Joint & Spine Surgery

The eviCore online portal is the quickest, most efficient way to request prior authorization and check authorization status.

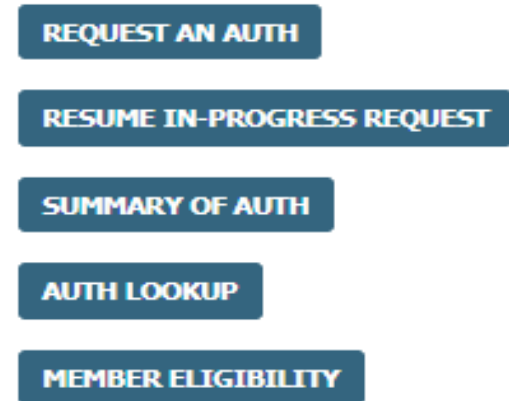
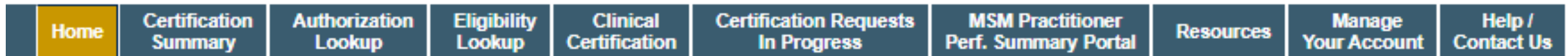
Click [HERE](#) to view a video demo (2 min)



CareCore National Portal Features



Provider Portal | Feature Access



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 10

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
----------------------	-------------	------------------	-----------------------------	-----------------------	--------	----------------------	----------------	---------------------	-----------	-----------------	----------------	-----------------

Page 1 of 0 10

- **Certification Summary** tab allows you to track recently submitted cases.
- The worklist 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

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.

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.

Michael Morgan, RN, BSN

- Email: Michael.Morgan@eviCore.com
- Phone: 615-468-4000, ext 27165



Call Center/Intake Center

Call 888-444-6178, representatives are available from 7 a.m. to 7 p.m. local time.

Provider Resources on eviCore.com

eviCore maintains provider resource pages that contain health-plan-specific and solution-specific educational material 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/Jefferson-Health-Plans>

You may also visit the Jefferson Health Plans' provider page at:

[Prior Authorization | Health Partners Plans](#)

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

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

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

