

Radiation Oncology

Blue Care Network of Michigan

EviCore
By EVERNORTH



© 2024 EviCore healthcare. All Rights Reserved.
This presentation contains CONFIDENTIAL and PROPRIETARY information.

4/8/2024

1

Agenda



- Program Overview
- Submitting Requests
- Prior Authorization Outcomes, Special Considerations & Post Decision Options
- Provider Portal Overview
- Additional Provider Portal Features
- Provider Resources
- Q & A
- Appendix
 - Portal Case Submission
 - Online P2P Scheduling Tool

Solution Overview

Blue Care Network of Michigan Prior Authorization Services

Authorization requests need to be submitted on the EviCore platform beginning May 27, 2019 this includes all new and retro requests.

Applicable Membership:

- BCN HMO (Commercial)
- BCN Advantage (Medicare)

Prior authorization applies to the following services:

- Radiation Oncology

Prior authorization from EviCore does NOT apply to services performed in:

- Emergency Rooms
- Observation Services
- Inpatient Stays



EviCore
By EVERNORTH

Providers should verify member eligibility and benefits on the secured provider log-in section at:

<https://www.EviCore.com/resources/healthplan/blue-care-network>

Holistic Treatment Plan Review | Radiation Therapy

EviCore relies on information about the patient's unique presentation and physician's intended treatment plan to authorize all services.

- Providers specify the cancer type or body part being treated rather than requesting individual CPT and HCPCS codes.
- The intended treatment plan for cancer type is compared to the evidence-based guidelines developed by our Medical Advisory Board.
- For Medicare Cases, LCD and NCDs are followed if there is one applicable to the treatment.
- If a request is authorized or partially authorized, then the requested treatment technique and number of fractions will be provided, and the provider and member will be notified.
- If Image Guidance (IGRT) is requested, it may or may not be approved, separate from the primary treatment technique.

For questions about specific CPT codes that are generally included with each episode of care, please reference the [EviCore Radiation Therapy Coding Guidelines](#).



Submitting Requests

How to Request Prior Authorization

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

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

To access the EviCore Provider Portal, visit www.EviCore.com

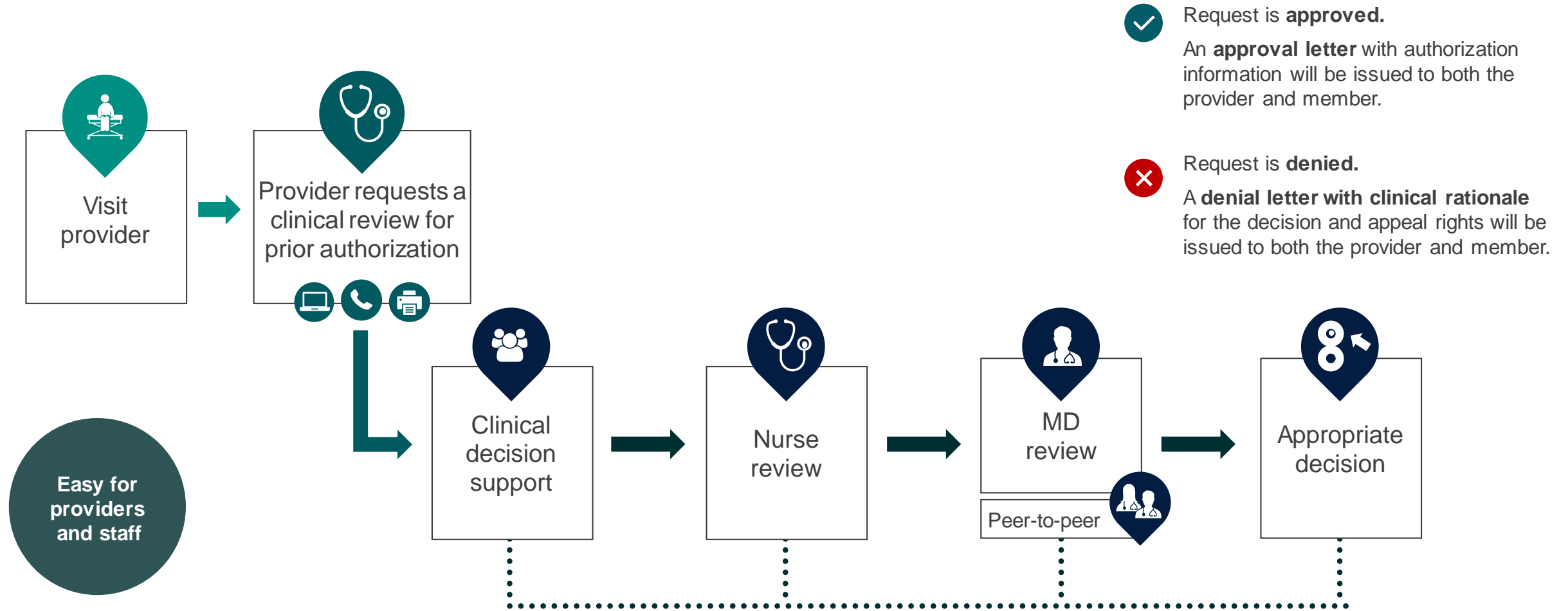


Phone: 855-774-1317

Monday – Friday
7 AM – 7 PM (local time)

Fax: 800-540-2406

Utilization Management | Prior Authorization



Necessary Information for Prior Authorization | Radiation Oncology

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

Member

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



Referring (Ordering) Physician

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

Rendering Facility

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



Supporting Clinical

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



Clinical Information Needed

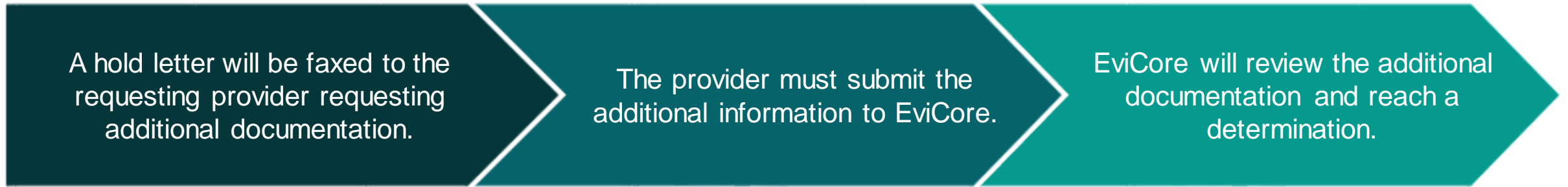
If clinical information is needed, please be able to supply the following information:

- Patient's clinical presentation.
- Diagnosis Codes.
- Type and duration of treatments performed to date for the diagnosis
- Disease-Specific Clinical Information:
 - Primary site of treatment (e.g. Breast Cancer, Prostate Cancer)
 - Diagnosis at onset
 - Stage of disease
 - Clinical presentation
 - Histopathology
 - Comorbidities
 - Patient risk factors
 - Performance status
 - Genetic alterations
 - Line of treatment
- Specific to Radiation Oncology:
 - Treatment plan: technique, phases, number of treatment sessions
 - Radiation Oncology consultation note
 - Treatment comparative plans



Insufficient Clinical | Additional Documentation Needed

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



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

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

Determination notifications will be sent.

Providing Additional Information

I've received a request for additional clinical information. What's next?

There are three ways to supply the requested information to EviCore for review:

- EviCore will notify providers telephonically and in writing before a denial decision is issued on Medicare cases.
 - Additional clinical information must be submitted to EviCore prior to the due date referenced in the request.
- Additional clinical information should be submitted to EviCore for consideration per the instructions received, clinical can be **faxed** to **800-540-2406** or **uploaded** directly into the case via the provider portal at www.EviCore.com.
- Alternatively, providers can choose to request a **Pre-Decision Clinical Consultation** instead of submitting additional clinical information. This consultation can be requested via the EviCore website (see the end of this presentation for instructions).
 - The Pre-Decision Clinical Consultation must occur prior to the due date referenced in the request.
- If the additional clinical information is faxed/uploaded, that clinical is what is used for the review and determination. The case is **not** held further for a Pre-Decision Clinical Consultation, even if the due date has not yet lapsed.
- Once the determination is made, notifications will go out to the provider and member, and status will be available on www.EviCore.com.

Prior Authorization Outcomes, Special Considerations & Post-Decision Options

Prior Authorization Outcomes

Approvals and Denials

Approved Requests

- All requests are processed within 3 business days after receipt of all necessary clinical information.

Denied Requests

- Communication of the denial determination and rationale.
- Letter contains reconsideration options based on the members health plan and line of business.
- Instructions on how to request a Clinical Consultation (peer-to-peer).

Authorization Letter

- The letter will be faxed to the ordering provider.
- The member will receive the letter by mail.
- Approval information can be printed on demand from the EviCore portal.

Denial Letter

- The letter will be faxed to the ordering provider.
- The member will receive the letter in the mail.
- The letter will contain the denial rationale and reconsideration options and instructions.



Special Circumstances

Retrospective (Retro) Authorization Requests

- Must be submitted within **730 calendar days (two years)** from the date of services.
- Retro requests submitted beyond this timeframe will be administratively denied.
- Reviewed for **clinical urgency** and medical necessity.
- Retro requests are processed within **three (3) business days**.
- When authorized, the start date will be the submitted date of service.
- Clinical submitted for retrospective review should include:
 - The requested number of visits and date range.
 - Information from patient-reported functional outcome measures, progress notes, and/or clinical worksheets.

Urgent Prior Authorization Requests

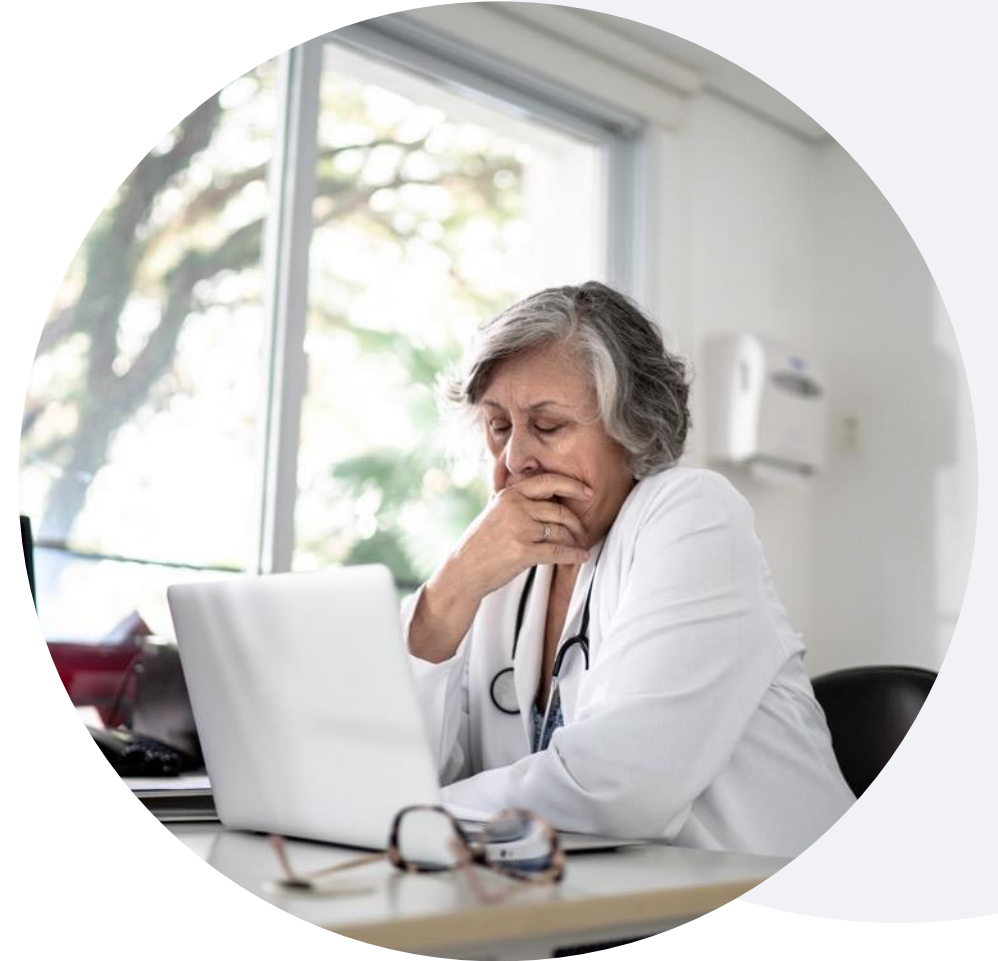
- EviCore uses the NCQA/URAC definition of **urgent**: when a delay in decision-making may seriously jeopardize the life or health of the member.
- Can be initiated on provider portal or by phone.
- Urgent cases are typically reviewed within 24 to 72 hours.



Special Circumstances

Authorization Update

- If updates are needed on an existing authorization, you can contact EviCore by phone.
- While EviCore needs to know if changes are made to the approved request, any change could result in the need for a separate clinical review and require a new request (and the original approved request would need to be withdrawn).
- If the authorization is not updated, it may result in a claim denial.



Post-Decision Options | Commercial Members

My case has been denied. What's next?

Your determination letter is the best immediate source of information to assess what options exist on a case that has been denied.

You may also call EviCore at **855-774-1317** to speak with an agent who can provide available option(s) and instruction on how to proceed.

Alternatively, select “All Post Decisions” under the authorization lookup function on [EviCore.com](https://www.evicore.com) to see available options.

Reconsiderations

- Reconsiderations must be requested within **45 calendar days** of the determination date.
- Reconsiderations can be requested in writing or verbally via a Clinical Consultation with an EviCore physician.



Appeals

- EviCore **will** process first-level appeals.
- Appeal requests must be submitted to EviCore within **730 calendar days (two years)** from the initial determination date.
- A written notice of the appeal decision will be mailed to the member and faxed to the ordering provider.

Post-Decision Options | Medicare Members

My case has been denied. What's next?

Clinical Consultation

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

Reconsideration

- Medicare cases do not include a reconsideration option

+Appeals

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



EviCore Provider Portal

EviCore Provider Portal | Features

Eligibility Lookup

- Confirm if patient requires clinical review.

Clinical Certification

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

Prior Authorization Status Lookup

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

Certification Summary

- Track recently submitted cases.



EviCore Provider Portal | Access and Compatibility

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

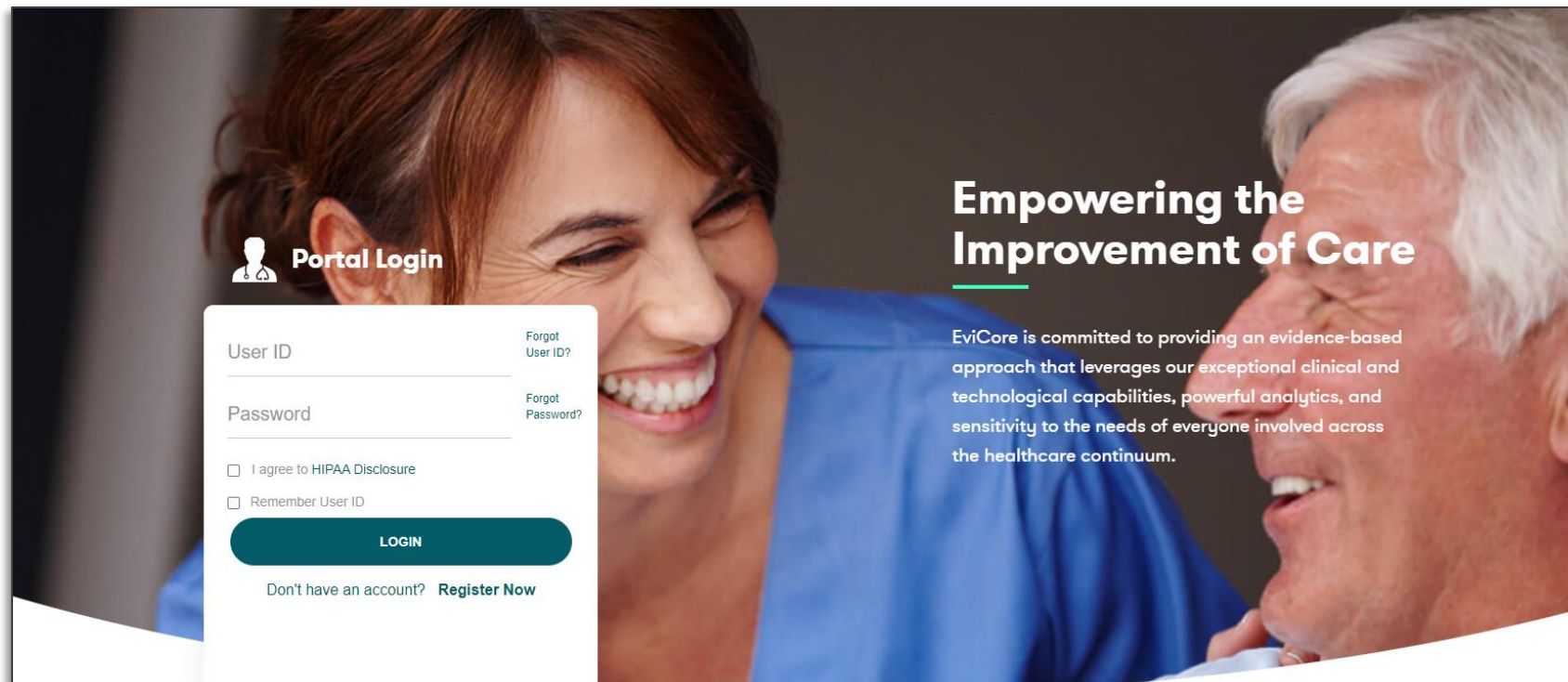
To access resources on the EviCore Provider Portal, visit EviCore.com/provider

Already a user?

Log in with User ID & Password.

Don't have an account?

Click **Register Now**.



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

Creating an EviCore Provider Portal Account

- Select **CareCore National** as the Default Portal.
- Complete the User Information section in full and **Submit Registration**.
- You will immediately be sent an email with a link to create a password. Once you have created a password, you will be redirected to the login page.

eviCore healthcare
Innovative solutions

* Required Field

Web Portal Preference

Please select the Portal that is listed in your provider training material. This selection determines the primary portal that you will using to submit cases over the web.

Default Portal*: --Select--

User Information

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

User Name*:	<input type="text"/>	Address*:	<input type="text"/>	Phone*:	<input type="text"/>
Email*:	<input type="text"/>	City*:	<input type="text"/>	Ext:	<input type="text"/>
Confirm Email*:	<input type="text"/>	State*:	Selec	Zip*:	<input type="text"/>
First Name*:	<input type="text"/>	Office Name:	<input type="text"/>	Fax*:	<input type="text"/>
Last Name*:	<input type="text"/>				

Next

Web Support 800-646-0418

[Legal Disclaimer](#) | [Privacy Policy](#) | [Corporate Website](#) | [Report Fraud & Abuse](#) | [Guidelines and Forms](#) | [Contact Us](#)

Copyright © 2014 MedSolutions. All Rights Reserved.

Setting Up Multi-Factor Authentication (MFA)

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

- After you log in, you will be prompted to register your device for MFA.
- Choose which authentication method you prefer: Email or SMS. Then, **enter your email address or mobile phone number.**
- Once you select **Send PIN**, a 6-digit pin will be generated and sent to your chosen device.
- After entering the provided PIN in the portal display, you will successfully be authenticated and logged in.

Set up Two Factor Authentication

Email SMS

Register Email Address

example@evicore.com

Only one device (Email or SMS) is currently allowed.

Send PIN

Please enter PIN sent to your Email Address

PIN

Submit

Skip

Add Practitioners

The image shows two overlapping forms. The background form is titled 'Manage Your Account' and contains fields for 'Office Name', 'Address', 'Primary Contact', and 'Email Address'. It has buttons for 'CHANGE PASSWORD', 'EDIT ACCOUNT', and 'ADD PROVIDER'. Below these is a message 'No providers on file' and a 'CANCEL' button. The foreground form is titled 'Add Practitioner' and contains instructions: 'Enter Practitioner information and find matches.' and '*If registering as rendering genetic testing Lab site, enter Lab Billing NPI, State and Zip'. It has input fields for 'Practitioner NPI', 'Practitioner State' (a dropdown menu), and 'Practitioner Zip'. It has buttons for 'FIND MATCHES' and 'CANCEL'.

- Select the **Manage Your Account** tab, then the **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.

Select Health Plan & Provider Contact Info

Choose Your Insurer

Requesting Provider: [PREL, MICHEL, NP 000000000]

Please select the insurer for this authorization request.

Please Select a Health Plan ▼

BACK **CONTINUE**

[Click here for help](#)

Urgent Request? You will be required to upload relevant clinical info at the end of this process. [Learn More](#).

Don't see the insurer you're looking for? Please call the number on the back of the member's card to determine if an authorization through eviCore is required.

- Choose the **Health Plan** from the insurer drop-down box.
- Once the plan is chosen, select the provider address in the next drop-down box.
- Select **CONTINUE** and on the next screen Add your contact info.
- Provider name, fax, and phone will pre-populate, you can edit as necessary.
- By entering a valid email, you can receive **e-notifications** rather than fax notices.

Add Your Contact Info

Provider's Name:* [PREL, MICHEL, NP 000000000] [?]

Who to Contact:* [] [?]

Fax:* [] [?]

Phone:* [PREL, MICHEL, NP 000000000] [?]

Ext.: [] [?]

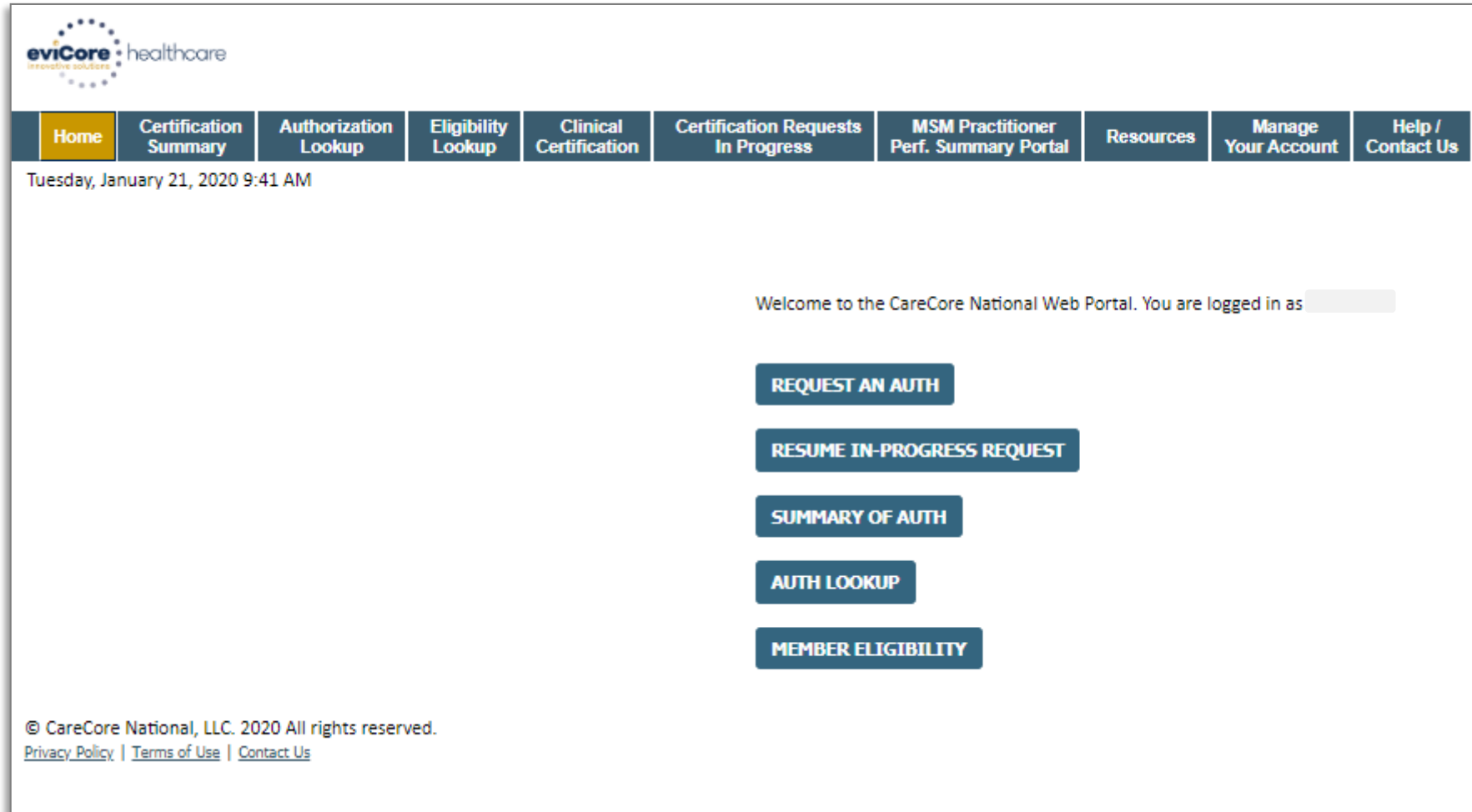
Cell Phone: []

Email: []

BACK **CONTINUE**

Case Submission | Radiation Oncology

Initiating A Case



The screenshot shows the CareCore National Web Portal interface. At the top left is the EviCore healthcare logo. Below it is a navigation bar with tabs: Home (highlighted), Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification, Certification Requests In Progress, MSM Practitioner Perf. Summary Portal, Resources, Manage Your Account, and Help / Contact Us. The main content area displays the date and time: Tuesday, January 21, 2020 9:41 AM. A welcome message reads: "Welcome to the CareCore National Web Portal. You are logged in as [redacted]". Below this are five prominent buttons: REQUEST AN AUTH, RESUME IN-PROGRESS REQUEST, SUMMARY OF AUTH, AUTH LOOKUP, and MEMBER ELIGIBILITY. At the bottom left, there is a copyright notice: "© CareCore National, LLC. 2020 All rights reserved." with links for Privacy Policy, Terms of Use, and Contact Us.

- Click the **Clinical Certification** tab to get started.
- Choose **Request an Auth** to begin a new case request.

Select Program

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

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](#)

© CareCore National, LLC. 2020 All rights reserved.
[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

Attention!

Physical Therapy, Occupational Therapy, Speech Therapy, Massage Therapy, Chiropractic Care, and Acupuncture services are eligible for case duplication and date extensions. Are you requesting one of these services?

Date Extension

Continuing Care

Continue to Build a New Case

Requests for Spine Surgery, Joint Replacement, Arthroscopy, and Pain Management, please select "Continue to Build a New Case"

- Select the program for your certification.

Select Health Plan

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

Tuesday, January 21, 2020 9:46 AM

Choose Your Insurer

Requesting Provider:

Please select the insurer for this authorization request.

[Click here for help](#)

Urgent Request? You will be required to upload relevant clinical info at the end of this process. [Learn More](#)

Don't see the insurer you're looking for? Please call the number on the back of the member's card to determine if an authorization through eviCore is required.

© CareCore National, LLC. 2020 All rights reserved.
[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

20% Complete

- Choose the appropriate **Health Plan** for the case request.
- Once the plan is chosen, please select the **provider address** in the next drop down box.

Contact Information

eviCore healthcare

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

Tuesday, January 21, 2020 9:49 AM

Add Your Contact Info

Provider's Name:* [?]

Who to Contact:* [?]

Fax:* [?]

Phone:* [?]

Ext.: [?]

Cell Phone:

Email:

[Click here for help](#)

© CareCore National, LLC. 2020 All rights reserved.
[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

30% Complete

Provider and NPI

- Enter the name and appropriate information for the **point of contact**.

Member Information | Radiation Oncology



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

Tuesday, June 9, 2020 2:15 PM

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [?]

ELIGIBILITY LOOKUP

BACK

[Click here for help](#)

© CareCore National, LLC. 2020 All rights reserved.

[Privacy Policy](#) | [Terms of Use](#) | [Contact Us](#)

40% Complete

Clinical Details

eviCore healthcare

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

Tuesday, June 9, 2020 2:20 PM

Requested Service + Diagnosis

This procedure will be performed on 6/12/2020. [CHANGE](#)

Radiation Therapy Procedures

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

RCSKIN SKIN CANCER

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

Diagnosis

Primary Diagnosis Code: **C44.319**
Description: **Basal cell carcinoma of skin of other parts of face**
[Change Primary Diagnosis](#)

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

[LOOKUP](#)

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

[Click here for help](#)

60% Complete

Provider and NPI

Patient [EDIT](#)

Note: After you click continue, there will be a pop-up box that appears asking for the treatment start date. Please enter the start date of treatment and NOT the planning date.

- Choose the **Cancer Type and Diagnosis** relevant to the requested service(s).

Verify Service Selection

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

Tuesday, June 9, 2020 2:22 PM

Requested Service + Diagnosis

Confirm your service selection.

Treatment Start: 6/12/2020
CPT Code: RCSKIN
Description: SKIN CANCER
Primary Diagnosis Code: C44.319
Primary Diagnosis: Basal cell carcinoma of skin of other parts of face
Secondary Diagnosis Code:
Secondary Diagnosis:
[Change Procedure or Primary Diagnosis](#)
[Change Secondary Diagnosis](#)

BACK **CONTINUE**

[Click here for help](#)


60% Complete

Provider and NPI

Patient [EDIT](#)

- Click **CONTINUE** to confirm your selection.

Site Selection



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

Tuesday, June 9, 2020 2:24 PM

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:
TIN: City: Site Name:

Exact match
 Starts with

[LOOKUP SITE](#)

[BACK](#)

[Click here for help](#)

80% Complete

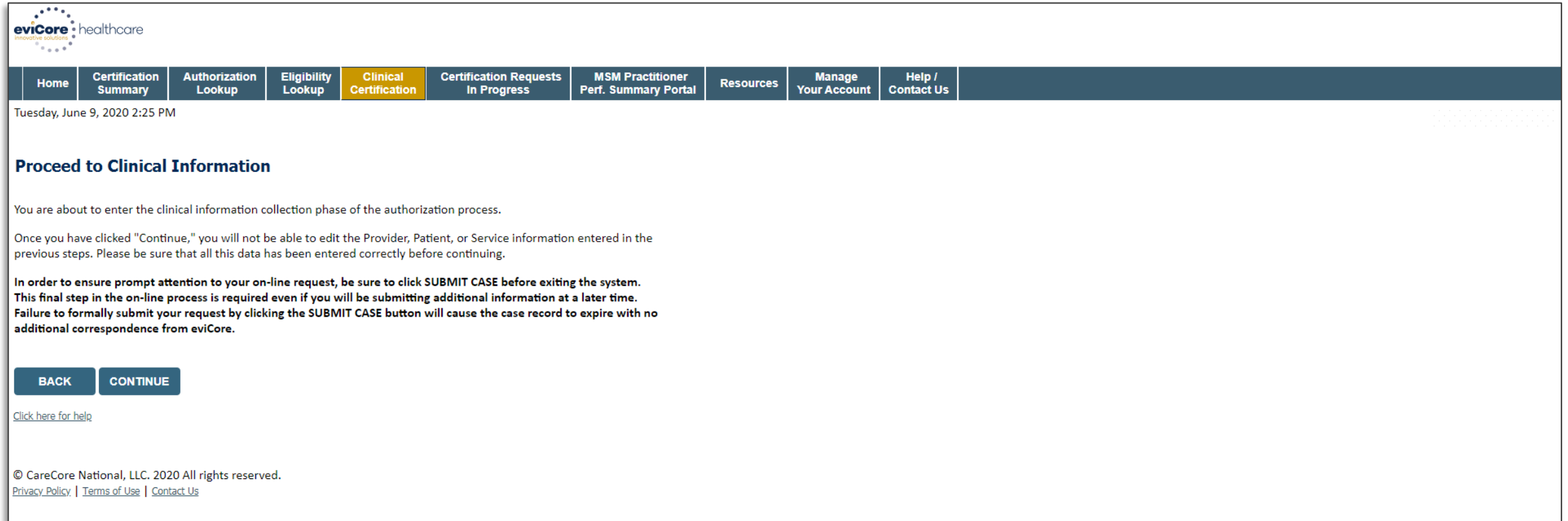
Provider and NPI

Patient [EDIT](#)

Service [EDIT](#)
6/12/2020
RCSKIN SKIN CANCER
C44.319 Basal cell carcinoma of skin of other parts of face

- Enter the NPI and Zip Code to search for the **Site of Service** (where the testing/treatment will be performed).

Clinical Collection Process



The screenshot shows the EviCore healthcare website interface. At the top left is the EviCore logo with the tagline "innovative solutions" and "healthcare". Below the logo is a navigation menu with the following items: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted in yellow), Certification Requests In Progress, MSM Practitioner Perf. Summary Portal, Resources, Manage Your Account, and Help / Contact Us. Below the navigation menu, the date and time "Tuesday, June 9, 2020 2:25 PM" are displayed. The main content area is titled "Proceed to Clinical Information" and contains the following text: "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." Below this text are two buttons: "BACK" and "CONTINUE". At the bottom left of the page, there is a link "Click here for help" and a copyright notice: "© CareCore National, LLC. 2020 All rights reserved. Privacy Policy | Terms of Use | Contact Us".

Verify **all information** entered and make any needed changes **before** proceeding to the clinical collection phase of the prior authorization process.

Urgency Indicator

The screenshot shows the EviCore healthcare portal interface. At the top left is the EviCore logo with the tagline 'innovative solutions healthcare'. A navigation bar contains the following links: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted in yellow), Certification Requests In Progress, MSM Practitioner Perf. Summary Portal, Resources, Manage Your Account, and Help / Contact Us. Below the navigation bar, the date and time 'Tuesday, June 9, 2020 2:54 PM' are displayed. The main content area is titled 'Proceed to Clinical Information' and asks the question 'Is this case Routine/Standard?'. There are two buttons: 'YES' and 'NO'. A red arrow points from a red-bordered callout box to the 'YES' button. The callout box contains the text: 'For standard turn-around times, select YES.' At the bottom left of the page, there is a copyright notice: '© CareCore National, LLC. 2020 All rights reserved.' followed by links for 'Privacy Policy', 'Terms of Use', and 'Contact Us'.

Urgent Requests via the Web

Proceed to Clinical Information

Is this case Routine/Standard?

YES NO

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

Choose File No file chosen

UPLOAD

Clinical Certification Request | Proceed to Clinical Information

- **Clinical Certification** questions may populate based upon the information provided in previous questions.
- **Clinical worksheets/CDS online documents** located on www.EviCore.com can be used as a guide and will help prepare the requestor for the questions that are presented
- You can save your request and finish later if needed.

Note: You will have until the end of the day to complete the case.

- When logged in, you can resume a saved request by going to **Certification Requests in Progress**.
- Once the clinical questions have been answered, click the attestation and click **Submit Case**.

Proceed to Clinical Information

Does the patient have distant metastases (stage M1) (i.e. to brain, lung, liver, bone)?
 Yes No

Where will treatment be directed?
 Bilateral breast (treated concurrently)
 Left breast
 Right breast

Will the patient receive concurrent chemotherapy?
 Yes No

Will daily image-guided radiation therapy (IGRT) be used for phase I?
 Yes No

What is the treatment intent?
 Pre-operative (neo-adjuvant)
 Definitive (No surgery planned)
 Post-operative (adjuvant)
 Palliative (for relief of symptoms)

What is the T stage?

What is the N stage?

I 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.

Clinical Certification Request | Criteria Met

REQUESTED Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions)			
APPROVED Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions) As Medically Necessary: Special radiation dosimetry (8 x 77331)			
DENIED			
DENIAL RATIONALE			
Provider Name:		Contact:	
Provider Address:		Phone Number:	
		Fax Number:	
Patient Name:		Patient Id:	
Insurance Carrier:			
Site Name:		Site ID:	
Site Address:			
Primary Diagnosis Code:	R68.89	Description:	Other general symptoms and signs
Secondary Diagnosis Code:		Description:	
Date of Service:	6/1/2020	Description:	Breast Cancer
CPT Code:	RCBREA		
Authorization Number:			
Review Date:	5/20/2020 10:41:09 AM		
Expiration Date:	11/16/2020		
Status:	REQUESTED Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions)		
	APPROVED Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions) As Medically Necessary: Special radiation dosimetry (8 x 77331)		
	DENIED		
	DENIAL RATIONALE		
REQUESTED Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions)			
APPROVED Phase 1: Complex isodose plan25 Fractions (treatment sessions) Phase 2: Electrons/Photons5 Fractions (treatment sessions) As Medically Necessary: Special radiation dosimetry (8 x 77331)			
DENIED			
DENIAL RATIONALE			
CANCEL PRINT CONTINUE			

- If your request is authorized during the initial submission, you can print the summary of the request for your records.
- Review the details of the request and select **CONTINUE.**

Clinical Certification Request | Criteria Not Met

Summary of Your Request

Please review the details of your request below and if everything looks correct click CONTINUE

Your case has been sent to clinical review. You will be notified via fax within 2 business days if additional clinical information is needed. If you wish to speak with CareCore at anytime, please call 1-855-252-1

Provider Name:		Contact:	
Provider Address:		Phone Number:	
		Fax Number:	
Patient Name:		Patient Id:	
Insurance Carrier:			
Site Name:		Site ID:	007BHO
Site Address:			
Primary Diagnosis Code:	C14.0	Description:	Malignant neoplasm of pharynx, unspecified
Secondary Diagnosis Code:		Description:	
Date of Service:	7/3/2020	Description:	
CPT Code:	RCBONE	Description:	Bone Metastases
Case Number:			
Review Date:	7/1/2020 3:40:12 PM		
Expiration Date:	N/A		
Status:	Your case has been sent to clinical review. You will be notified via fax within 2 business days if additional clinical information is needed. If you wish to speak with CareCore		

CANCEL

PRINT

CONTINUE

- If your request cannot be immediately approved during the initial submission, you will get a summary stating the case has been sent to clinical review, where any free text notes and/or uploaded clinical information will be reviewed for medical necessity.
- You can print the summary of the request for your records, then click **CONTINUE**.

EviCore

By EVERNORTH

© 2024 EviCore healthcare. All Rights Reserved.
This presentation contains CONFIDENTIAL and PROPRIETARY information.

Clinical Certification Request | Criteria Not Met

Submitting additional clinical information

Proceed to Clinical Information

The clinical information provided may not be sufficient to establish medical necessity for the requested procedure.

Do you have any additional clinical information that you would like to add to the case? (Max 1000 characters). *

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 the pathway questions do not lead to immediate approval, you will be asked if additional clinical information can be included.
- Enter **additional notes** in the free text space provided only when necessary.
- Upload up to **five documents** (.doc, .docx, or .pdf format; max 5MB size)
- When finished, **SUBMIT CASE** for review.
- Clinical cannot be uploaded for cases that have reached a **final status**. (Approved, Denied, Partially Approved Withdrawn, or Expired)

I 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 CASE

Clinical Certification Request | Case Submission Success

- After clicking continue on the case summary screen, you will see a **Success** screen.
- You can **PRINT** the summary of the request for your records, then select **CONTINUE**.
- From here, you can start a new request, return to the main menu, or resume an in-progress request.

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

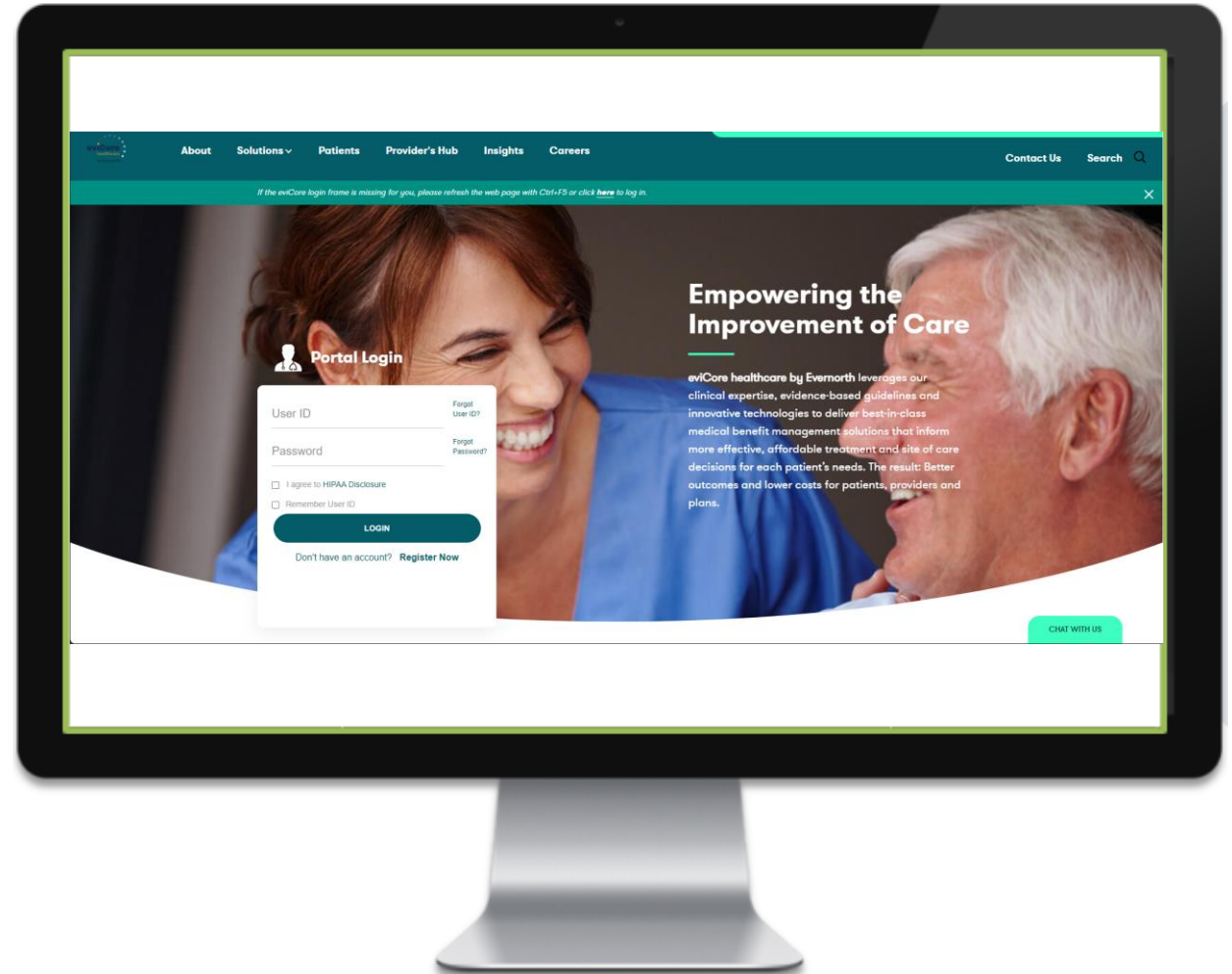
GO

CANCEL **PRINT**

Provider Portal Demo | Radiation Oncology

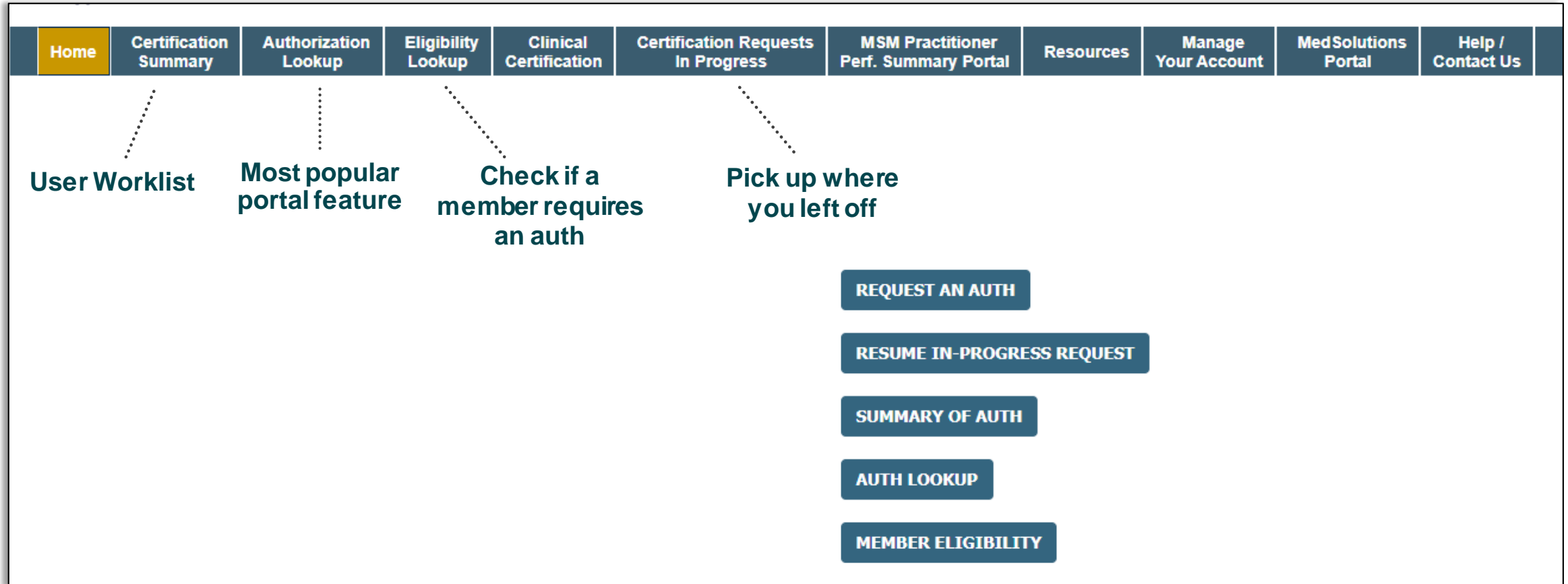
The EviCore online portal is the quickest, most efficient way to request prior authorization and check authorization status.

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



CareCore National Portal Features

Provider Portal | Feature Access





Certification Summary | User Worklist

Thursday, January 25, 2024 8:20 AM

Certification Summary

Search For:

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

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

Authorization Lookup | Popular Tool

Thursday, January 25, 2024 8:27 AM

Authorization Lookup

Search by Member Information Search by Authorization Number/ NPI OnePA: Prior Authorization Portal for Providers Search by Claim Number/Health plan

Required Fields

Healthplan:

PRINT

[Click here for help](#)

- 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-Peer calls.
- View and print any correspondence.

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.

[Provider Engagement Manager Territory List](#)



Call Center/Intake Center

Call **855-774-1317**. Representatives are available from 7 a.m. to 7 p.m. local time.

Provider Resources at 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/blue-care-network>

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



Thank You

Appendix


Peer-to-Peer (P2P) Scheduling Tool

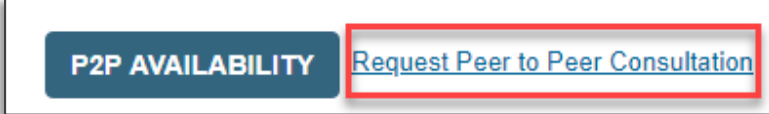
How to Schedule a Peer-to-Peer (P2P) Request

- Log into your account at www.EviCore.com
- Perform Authorization Lookup to determine the status of your request.
- Click on the **P2P Availability** button to determine if your case is eligible for a Peer-to-Peer conversation:
- If your case is eligible for a Peer-to-Peer conversation, a link will display allowing you to proceed to scheduling without any additional messaging.

Authorization Lookup

Authorization Number:	NA
Case Number:	
Status:	Denied
P2P Status:	





How to Schedule a Peer-to-Peer Request

- Pay attention to any messaging that displays. In some instances, a Peer-to-Peer conversation is allowed, but the case decision cannot be changed. When this happens, you can still request a Consultative Only Peer-to-Peer. You may also click on the **All Post Decision Options** button to learn what other action may be taken.

Authorization Lookup

Authorization Number:	NA
Case Number:	Request Peer to Peer Consultation
Status:	Denied
P2P Eligibility Result:	Post-decision options for this case have been exhausted or are not delegated to eviCore. You may continue to schedule a Peer to Peer discussion for this case but it will be considered consultative only and the original decision cannot be modified.
P2P Status:	

ALL POST DECISION OPTIONS

- Once the **Request Peer-to-Peer Consultation** link is selected, you will be transferred to our scheduling software via a new browser window.

How to Schedule a Peer-to-Peer Request

Case Info Questions Schedule Confirmation

New P2P Request

eviCore healthcare P2P Portal

Case Reference Number

Member Date of Birth

+ Add Another Case

Lookup Cases >

- Upon first login, you will be asked to confirm your default time zone.
- You will be presented with the case number and member date of birth (DOB) for the case you just looked up.
- You can add another case for the same Peer-to-Peer appointment request by selecting **Add Another Case**.
- To proceed, select **Lookup Cases**.

- You will receive a confirmation screen with member and case information, including the Level of Review for the case in question. Click **Continue** to proceed.

New P2P Request

eviCore healthcare P2P Portal

Case Ref #: Remove ✔ P2P Eligible

! Reconsideration allowed through eviCore until 11/11/2020 12:00:00 AM.

Member Information	Case P2P Information
Name	Episode ID
DOB	P2P Valid Until 2020-11-11
State	Modality MSK Spine Surgery
Health Plan	Level of Review Reconsideration P2P
Member ID	System Name ImageOne

Continue

How to Schedule a Peer-to-Peer Request

Case Info

1st Case

Case #

Episode ID

Member Name

Member DOB

Member State

Health Plan

Member ID

Case Type MSK Spine Surgery

Level of Review Reconsideration P2P

Questions

Please indicate your availability

Preferred Days

Mon	Tues	Wed	Thurs	Fri
✓	✓	✓	✓	✗

Preferred Times

Morning					Afternoon						
7:00 to 8:00	8:00 to 9:00	9:00 to 10:00	10:00 to 11:00	11:00 to 12:00	12:00 to 1:00	1:00 to 2:00	2:00 to 3:00	3:00 to 4:00	4:00 to 5:00	5:00 to 6:00	6:00 to 7:00
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Time Zone

US/Eastern

[Continue >](#)

- You will be prompted to identify your preferred days and times for a Peer-to-Peer conversation. All opportunities will automatically present. Click on any green check mark to deselect the option and then click **Continue**.

- You will be prompted with a list of EviCore physicians/reviewers and appointment options per your availability. Select any of the listed appointment times to continue.

The list of physicians returned are all trained and prepared to have a Peer to Peer discussion for this case.

← Prev Week 5/18/2020 - 5/24/2020 (Upcoming week) Next Week →

1st Priority by Skill

Mon 5/18/20	Tue 5/19/20	Wed 5/20/20	Thu 5/21/20	Fri 5/22/20	Sat 5/23/20	Sun 5/24/20
6:15 pm EDT	-	-	-	-	-	-
6:30 pm EDT	-	-	-	-	-	-
6:45 pm EDT	-	-	-	-	-	-

1st Priority by Skill

Mon 5/18/20	Tue 5/19/20	Wed 5/20/20	Thu 5/21/20	Fri 5/22/20	Sat 5/23/20	Sun 5/24/20
3:30 pm EDT	2:00 pm EDT	4:15 pm EDT	3:15 pm EDT	-	-	-
3:45 pm EDT	2:15 pm EDT	4:30 pm EDT	3:30 pm EDT	-	-	-
4:00 pm EDT	2:30 pm EDT	4:45 pm EDT	3:45 pm EDT	-	-	-
4:15 pm EDT	2:45 pm EDT	5:00 pm EDT	4:00 pm EDT	-	-	-
Show more...	Show more...	Show more...	Show more...	-	-	-

How to Schedule a Peer-to-Peer Request

Confirm Contact Details

- Contact person name and email address will auto-populate per your user credentials.

The screenshot shows the 'P2P Contact Details' form. At the top, there are four progress indicators: Case Info (checked), Questions (checked), Schedule (checked), and Confirmation (not checked). The form is divided into three main sections:

- P2P Info:** Date: Mon 5/18/20, Time: 6:30 pm EDT, Reviewing Provider: [User Icon]
- Case Info:** 1st Case, Case #, Episode ID, Member Name, Member DOB, Member State, Health Plan, Member ID, Case Type: MSK Spine Surgery, Level of Review: Reconsideration P2P
- P2P Contact Details:**
 - Name of Provider Requesting P2P: Dr. Jane Doe
 - Contact Person Name: Office Manager John Doe
 - Contact Person Location: Provider Office
 - Phone Number for P2P: (555) 555-5555
 - Phone Ext.: 12345
 - Alternate Phone: (xxx) xxx-xxxx
 - Phone Ext.: Phone Ext.
 - Requesting Provider Email: droffice@internet.com
 - Contact Instructions: Select option 4, ask for Dr. Doe

A 'Submit >' button is located at the bottom right of the form.

- Be sure to update the following fields so that we can reach the right person for the Peer-to-Peer appointment:
 - Name of Provider Requesting P2P
 - Phone Number for P2P
 - Contact Instructions
- Click submit to schedule appointment. You will be presented with a summary page containing the details of your scheduled appointment.

The screenshot shows the 'Scheduling' summary page. It features a calendar icon, the text 'Scheduling', and a 'Scheduled' status. Below this, there is a summary bar with a calendar icon, a clock icon, and the text 'Mon 5/18/20 - 6:30 pm EDT'. A red oval highlights the word 'SCHEDULED' in the bottom right corner.

Canceling or Rescheduling a Peer-to-Peer Appointment

To cancel or reschedule an appointment:

- Access the scheduling software per the instructions above.
- Go to **My P2P Requests** on the left pane navigation.
- Select the request you would like to modify from the list of available appointments.
- Once opened, click on the schedule link; an appointment window will open.
- Click on the **Actions** drop-down and choose the appropriate action.
 - If choosing to reschedule, you will have the opportunity to select a new date or time as you did initially.
 - If choosing to cancel, you will be prompted to enter a cancellation reason.
- Close browser once done.

