Radiology, Cardiology and Musculoskeletal

Cigna Healthcare Medicare Advantage Portal Migration





What is Changing: (Portal Migration)

CareCore National Portal Overview

CareCore National Portal Features

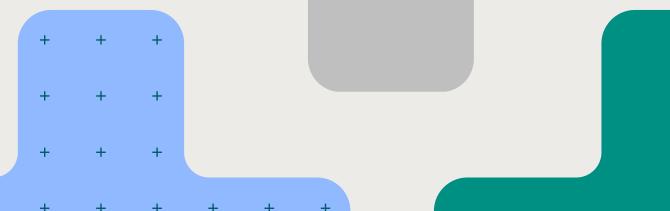
Remember our Provider Resources

Questions





What is Changing: Portal Migration





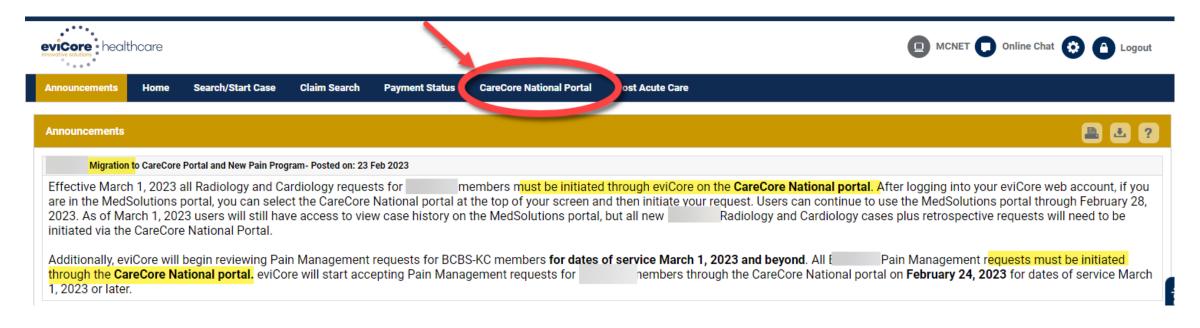
Portal Migration-Effective 5/1/2024

- eviCore currently accepts Radiology, Cardiology and Musculoskeletal prior authorization requests for Cigna Healthcare Medicare Advantage members through the MedSolutions portal. Beginning May 1, 2024, these requests should be entered through the CareCore National portal at eviCore.com.
- If a provider has an existing login, the <u>same</u> credentials are used for both portals and a new account does not need to be created.
- Any authorizations requested prior to May 1, 2024 can still be viewed on the MedSolutions portal, but as of May 1, 2024 all new requests must be created on the CareCore National portal, as shown below.





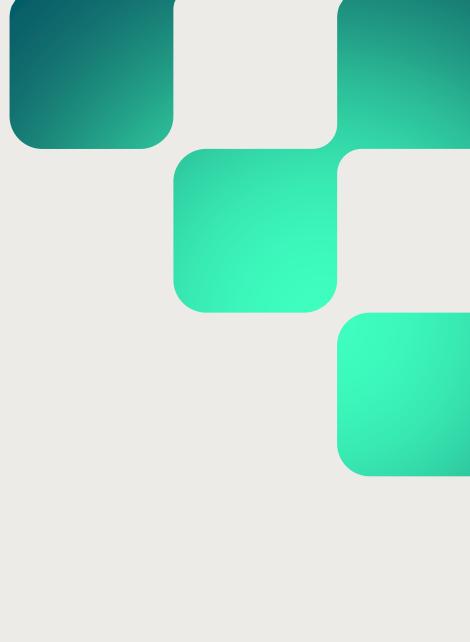
Welcome Screen | MedSolutions



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

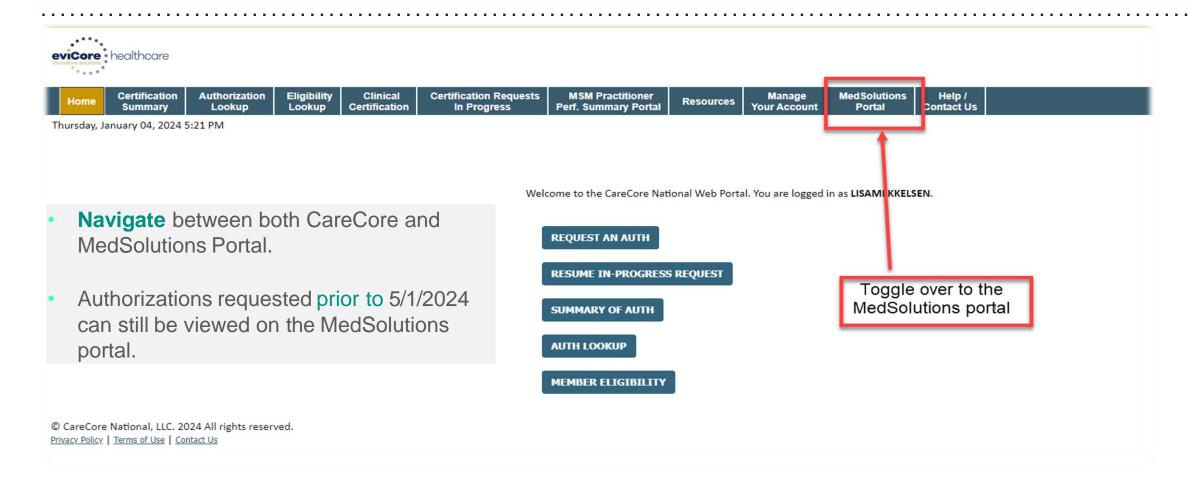


CareCore National Portal Overview





+Welcome Screen | CareCore National





+EviCore Provider Portal | Add Providers



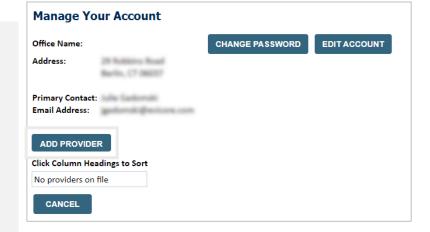
Certification Summary Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Perf. Summary Portal

Resources

Manage Your Account Help / Contact Us

You can add providers to your account by:

- Click the Manage Your Account tab
- Select Add Provider
- Enter the NPI, state, and zip code to search for the provider
- Select the matching record based upon your search criteria and the provider will be added to your provider list in your account.
- Click Add Provider to add other providers to your account.
- You can access the Manage Your Account at any time to make any necessary updates or changes.



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

Home

Certification Summary

Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Perf. Summary Portal

Resources

Manage Your Account

To begin, please select a program below:

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

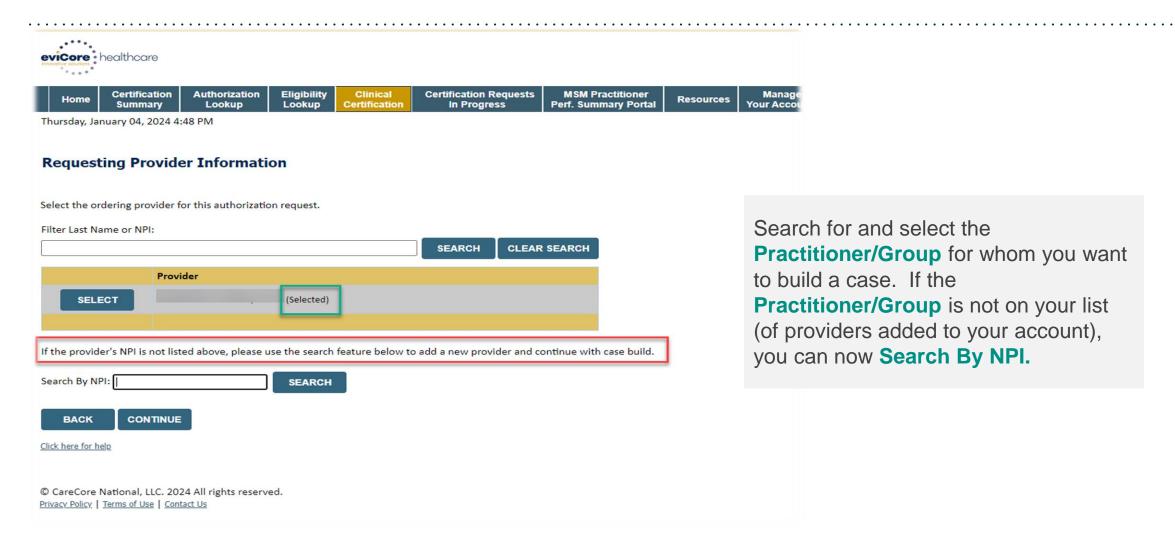
CONTINUE

Click here for help

- Click Clinical Certification to begin a new request
- Select the **Program** for your certification

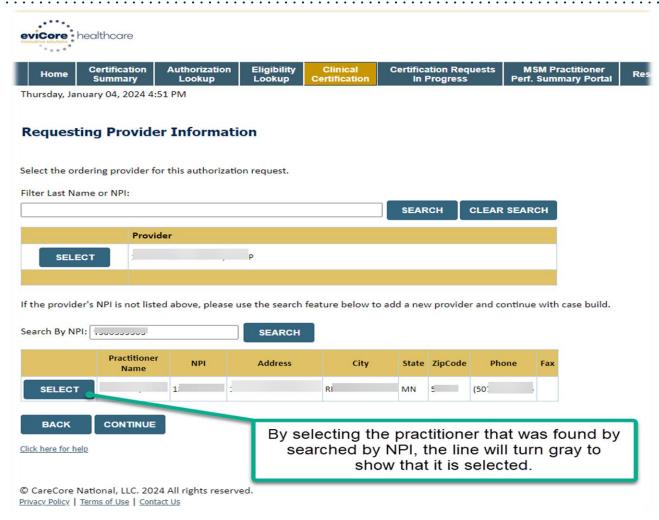


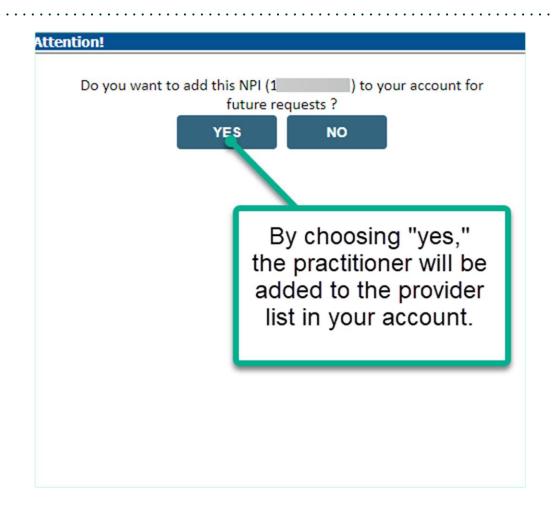
+Clinical Certification Request | Search for and Select Provider





+Clinical Certification Request | Search for and Select Provider







+Clinical Certification Request | Select Health Plan

Clinical

Certification

Certification Requests

In Progress

Eligibility

Lookup

Choose Your Insurer

Requesting Provider:

Please select the insurer for this authorization request.

Please Select a Health Plan

TOTAL REPORT OF THE PLAN TO THE

Authorization

Lookup

Choose the appropriate **Health Plan** for the request

Manage

Your Account

Resources

MSM Practitioner

Perf. Summary Portal

- Another drop down will appear to select the appropriate address for the practitioner/group
- Select CONTINUE



Certification

Summary

Home

+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



- Enter/edit the Practitioner's name and appropriate information for the point of contact/who to contact individual
- Practitioner name, fax and phone will pre-populate, edit as necessary

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



+Clinical Certification Request | Enter Member Information

Certification Authorization Eligibility **Certification Requests MSM Practitioner** Clinical Home Resources Lookup In Progress **Perf. Summary Portal** Summary Lookup Certification Patient Eligibility Lookup Patient ID:* Enter **member information**, including: patient ID Date Of Birth:* MM/DD/YYYY Patient Last Name Only:* number, date of birth, and last name then click **ELIGIBILITY LOOKUP ELIGIBILITY LOOKUP** BACK Click here for help Search Results DOB Patient ID Member Code Name Gender Address WHETENS CONCETTS a Chi Lina SECURE SECURE DECLERATION OF SCHOOL SELECT SPHERIUS, P. 20540 BACK Confirm your patient's information and click **SELECT** to continue

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Manage

Your Account

+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 [73721 ▼] MRI LOWER EXTREMITY Don't see your procedure code or type	▼		

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						
	LOOKIID					

١	BACK



Select appropriate CPT and

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

Diagnosis codes

▼ OB Ultrasound

Note: OB ultrasound requests entered as 'OBUS'



+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:

<u>Change Procedure or Primary Diagnosis</u>

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
	Specific Site Use the field							1) New Mbr-1st	eason for DON provider?": 90 days w/Cigna ongoing tx. Plan
•	 Search for the site of service where the procedure will be performed (for best results, search with NPI, TIN, and zip code) 						4)Member has OON Benefits(only for PPO members for selection)		
•	Selec	t the specific	site where the	procedure	will be perfor	rmed		5) None of thes	se above
•		of Network an INN facili		, choose a	reason to pro	oceed with OON facili	ty or	***************************************	

Note: For intelliPath Connected (ePA) providers only – if facility is OON and member does not have OON benefit, will redirect to the eviCore portal for case build.



+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 I his 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 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 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 In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this 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



- If the case is standard, select Yes
- If your request is urgent, select No
- When a request is submitted as urgent, you will be required to upload relevant clinical information
- Upload up to FIVE documents
 (.doc, .docx, or .pdf format; max 5MB size)
- Your case will only be considered urgent if there is a successful upload



+Improved Provider Experience

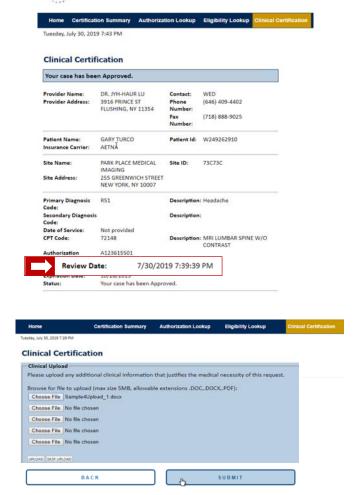
Real-Time Decision or Clinical Documentation Upload



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







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+Clinical Certification Request | Request for Clinical Upload

Home

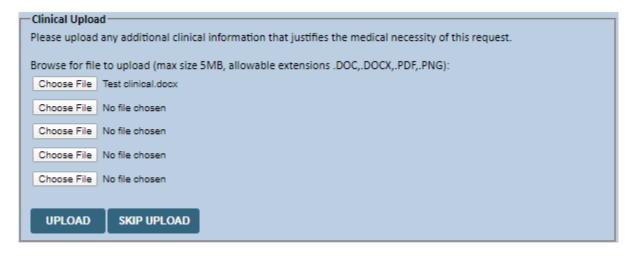
Certification Summary

Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Perf. Summary Portal

Resources

Manage Your Account

Proceed to Clinical Information



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'

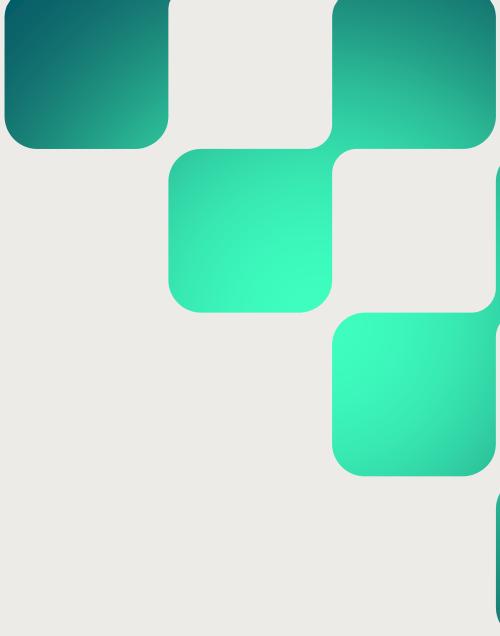


+Provider Portal Demo | Radiology



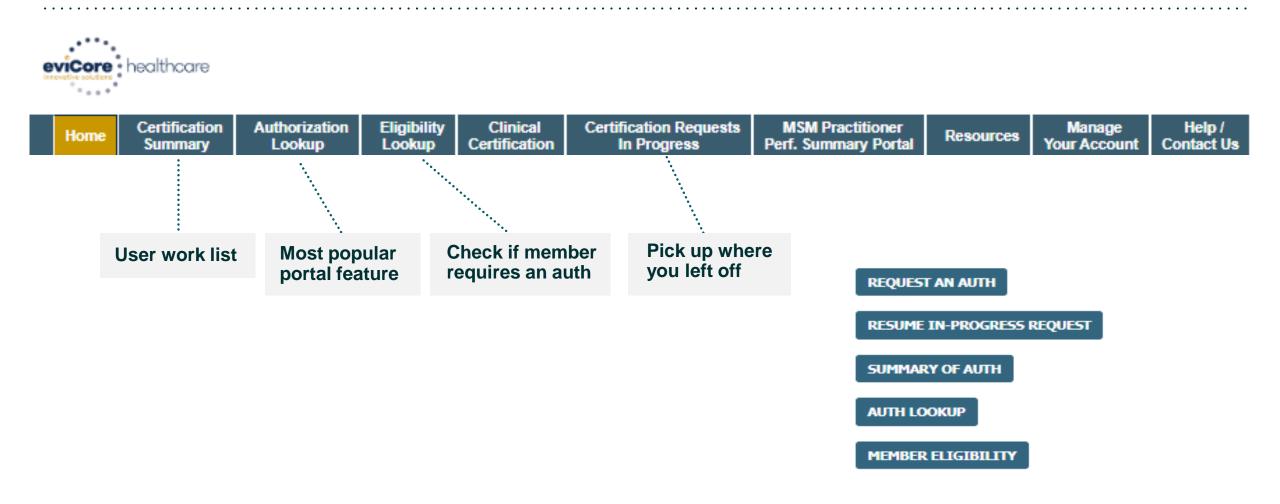


CareCore National Portal Features



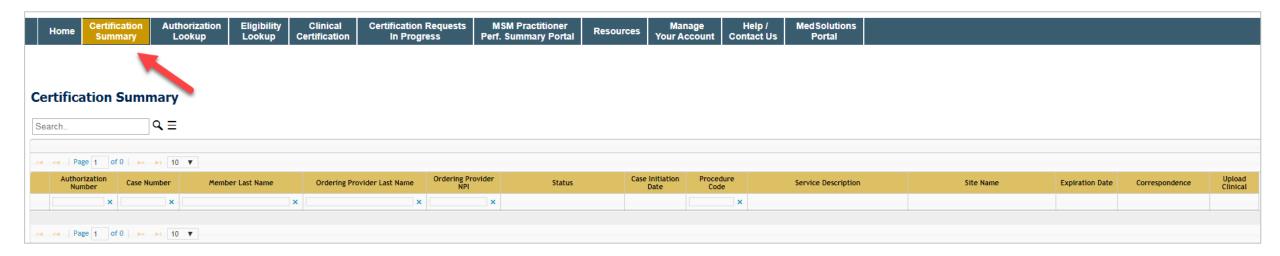


+Provider Portal | Feature Access





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





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: <u>clientservices@evicore.com</u>

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

Web-Based Services and Portal Support

Live chat

Email: <u>portal.support@evicore.com</u>

Phone: 800-646-0418 (option 2)

Provider Engagement

Regional team that works directly with the provider community.

Listing can be found on Providers Hub>Training Resources

eviCore Provider Experience Territory List



Call Center/Intake Center

Call **866-686-4452**, 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 materials to assist providers and their staff on a daily basis.

This page will include:

- Frequently asked questions
- Quick reference guides
- Provider training
- CPT code list

To access these helpful resources, visit https://www.evicore.com/resources/healthplan/cigna-medicare

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

To access these helpful resources, visit eviCore's Provider Hub



+Ongoing Provider Portal Training

The eviCore Portal Team offers general portal training, twice a week, every week.

All online orientation sessions are free of charge and will last approximately one hour. Advance registration is required, so follow the instructions below to sign up:

How To Register

- 1. Go to http://eviCore.webex.com/
- 2. Click on the "hamburger" menu on the far left hand side (below the eviCore logo), then choose "**Webex Training**"
- 3. On the **Live Sessions** screen, click the "**Upcoming**" tab. In the search box above the tabs, type: **eviCore Portal Training**
- 4. Choose the date and time for the session you would like to attend, and click the "Register" link beside it. (You will need to register separately for each session.)
- 5. Complete the required information and click the "Register" button

Immediately after registering, you will receive an e-mail containing the toll-free phone number, meeting number, conference password, and a link to the web portion of the conference. Please keep the registration e-mail so you will have the Web conference information for the session in which you will be participating.





+Provider Resource Review Forum | Tips and Tools

The eviCore website contains multiple tools and resources to assist providers and their staff during the prior authorization process.

We invite you to attend a **Prior Authorization Online Portal Tips and Tools** to learn how to navigate **eviCore.com** and understand all the resources available on the Provider's Hub.

Learn how to access:

- eviCore's evidence-based clinical guidelines
- Clinical worksheets
- Existing prior authorization request status information
- Search for contact information
- Podcasts & insights
- Training resources

Register for a Provider Resource Review Forum:

Go to: eviCore Healthcare (webex.com)

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

Click register next to the session that fits your schedule





eviCore's Provider Newsletter

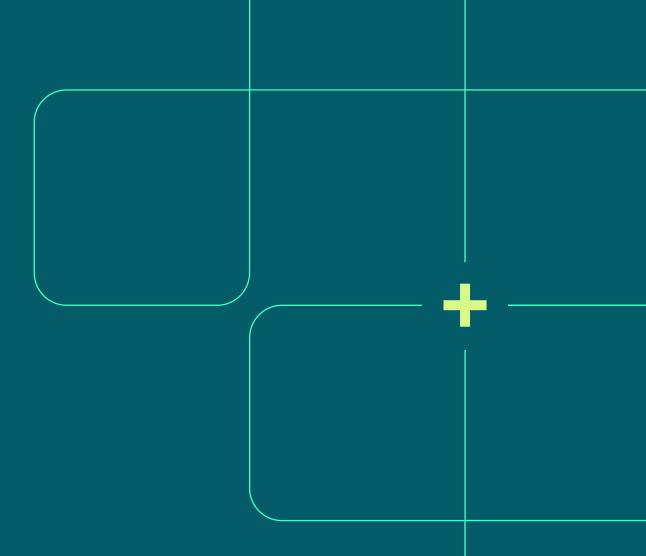
Stay up-to-date with our free provider newsletter

- +To subscribe:
- Visit <u>eviCore.com</u>
- Scroll down to the section titled Stay Updated With Our Provider Newsletter
- Enter a valid email address





Thank You



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