EviCore
By EVERNORTH

Radiology, Cardiology and Musculoskeletal Portal Migration
Quick User Guide

eviCore maintains prior authorizations on two portals, MedSolutions and CareCore National. Radiology, Cardiology and Musculoskeletal requests have been historically managed on the MedSolutions portal. **In an effort to create consistency across Cigna membership and programming, effective May 1, 2024, Cigna Healthcare Medicare Advantage authorizations will be managed on the legacy CareCore National** portal. **Authorizations built prior to May 1, 2024 on the MedSolutions Portal will remain there for reference**. This document walks through case initiation on the CareCore National portal.

Will the programs be managed differently on the CareCore National platform?

No, the programs themselves will not be changing. (Detailed information for each program can be found on the eviCore website https://www.evicore.com/resources/healthplan/cigna-medicare Solution Resources Select Program (Radiology, Cardiology, Musculoskeletal).

Managed membership, in scope CPT code lists, and clinical collection during case build will work the same, but the up-front 'demographic' portion of case build is slightly different, and outlined below.

What do I need to do in order to begin building cases on the web for Cigna Healthcare MA members as of May 1, 2024?

When logging into the eviCore website (www.evicore.com), a new username and ID are **not** needed. Log in as normal, and select the '**CareCore National Portal**' from the top menu bar. From there, the MedSolutions portal can be accessed at any time by clicking that option in the top menu bar; additional login information is not needed.

I am in the CareCore National Portal, what next?

If you have never built a case in the CareCore National Portal, you need to **first** add providers to your account prior to case submission, so that requests can be built for them. This only needs to be done once.

To add a provider, click the 'Manage Your Account' tab, then 'Add Provider'. NPI, State, and zip code are required to search; once the provider record is found it can be added. Multiple providers can be added to an account, and edits can be made at any time.

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

Public Information

How do I start a case on the CareCore National Portal?

1. Select '**Clinical Certification**', select the program '**Radiology, Cardiology, etc**', and Continue.

2. Select a provider that was added to your account previously, under 'Manage Your Account'.

3. Select '**Cigna Medicare**' as the Insurer, and the correct address for the referring provider.
4. Verify the phone and fax number for the provider, and enter your contact information should eviCore need to reach out for additional information.
5. Indicate whether the procedure has been performed.
6. Look up the member by Patient ID, Date of Birth, and Last name.
7. Enter the CPT and Diagnosis code(s) (see screenshot at right) – additional CPT codes, if needed, can be added during clinical collection.
8. Choose from a list of sites, or search for the facility where the study is to be performed. If OON facility is selected, you have the option to select an INN facility or an attestation reason to proceed with the OON facility.
9. Proceed to the clinical collection portion of case build.
10. The remainder of case build proceeds through clinical collection the **same** as on the MedSolutions portal. Cases may be immediately approved, survey questions may be presented, or you may be prompted to upload clinical.

For more detailed information on the Cigna Programs:
Visit: https://www.evicore.com/resources/healthplan/cigna-medicare
  ▪ **Solution Resources (select program)**
    o **Cigna Medicare Provider Orientation**

To register for training on how to use the CareCore National Portal: Visit http://eviCore.webex.com/
▪**Click on the "hamburger" menu on the far left hand side and then choose** "Webex Training".
▪**On the** Live Sessions **screen, click the** "Upcoming" **tab. In the search box above the tabs, type '**eviCore Portal Training'.
▪**Choose the date and time for the session you would like to attend, and click the** "Register" **link beside it.**

Public Information