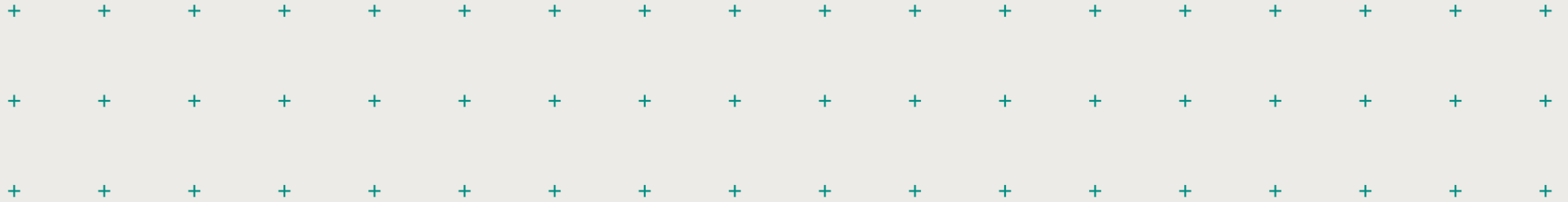


Radiology, Cardiology and Musculoskeletal

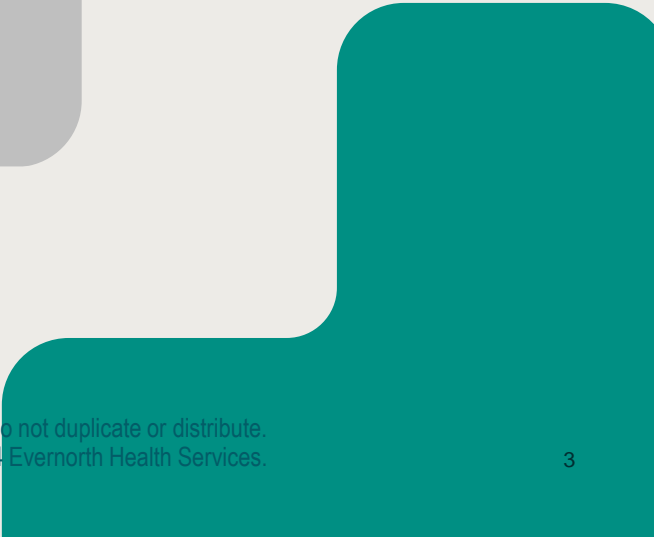
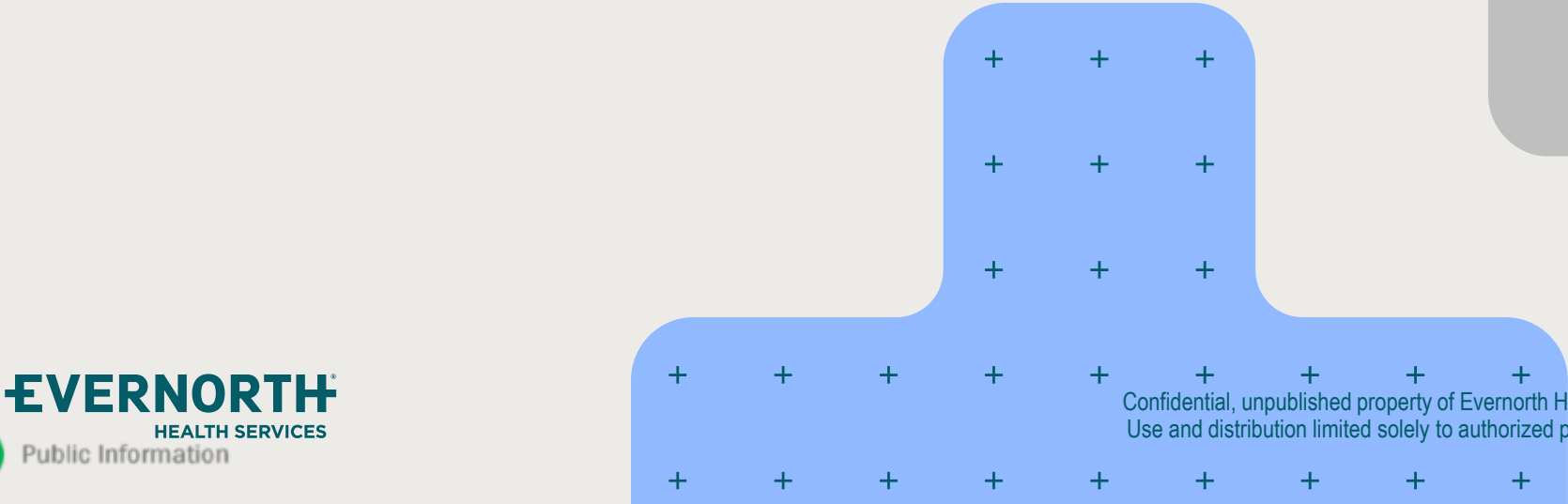
Cigna Healthcare Medicare Advantage
Portal Migration



Agenda

- What is Changing: (Portal Migration)**
- CareCore National Portal Overview**
- CareCore National Portal Features**
- Remember our Provider Resources**
- Questions**

What is Changing: Portal Migration

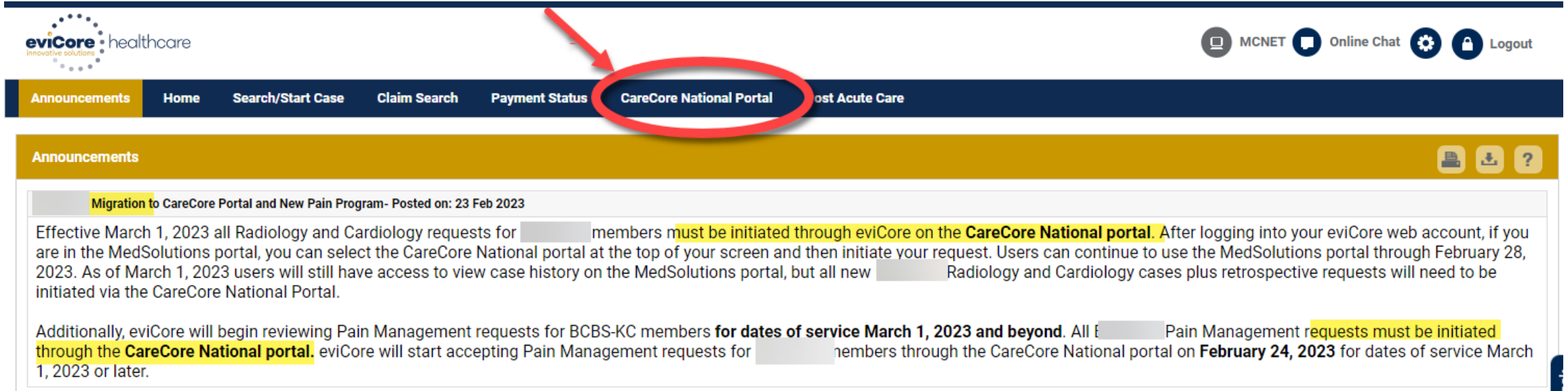


Portal Migration-Effective 5/1/2024

- 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 same 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



eviCore healthcare

MCNET Online Chat Logout

Announcements Home Search/Start Case Claim Search Payment Status **CareCore National Portal** Post Acute Care

Announcements

Migration to CareCore Portal and New Pain Program - Posted on: 23 Feb 2023

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

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HEALTH SERVICES




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9/18/2024

+Welcome Screen | CareCore National



[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](#)

Thursday, January 04, 2024 5:21 PM

Welcome to the CareCore National Web Portal. You are logged in as **LISAM KKESEN**.

[REQUEST AN AUTH](#)[RESUME IN-PROGRESS REQUEST](#)[SUMMARY OF AUTH](#)[AUTH LOOKUP](#)[MEMBER ELIGIBILITY](#)

Toggle over to the MedSolutions portal

- **Navigate** between both CareCore and MedSolutions Portal.
- Authorizations requested **prior to 5/1/2024** can still be viewed on the MedSolutions portal.

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+EviCore Provider Portal | Add Providers

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

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.

Manage Your Account

Office Name:

CHANGE PASSWORD

EDIT ACCOUNT

Address:

200 Madison Street
Boston, CT 06027

Primary Contact:

Jodie Gaskinski

Email Address:

jgaskinski@western.com

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	<input type="text"/>
Practitioner State	<input type="text" value="▼"/>
Practitioner Zip	<input type="text"/>

+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
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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

eviCore

innovative solutions

healthcare

Home

Certification Summary

Authorization Lookup

Eligibility Lookup

Clinical Certification

Certification Requests In Progress

MSM Practitioner Perf. Summary Portal

Resources

Manage Your Account

Thursday, January 04, 2024 4:48 PM

Requesting Provider Information

Select the ordering provider for this authorization request.

Filter Last Name or NPI:

SEARCH

CLEAR SEARCH

SELECT

(Selected)

If the provider's NPI is not listed above, please use the search feature below to add a new provider and continue with case build.

Search By NPI:

SEARCH

BACK

CONTINUE

[Click here for help](#)

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Search for and select the **Practitioner/Group** for whom you want to build a case. If the **Practitioner/Group** is not on your list (of providers added to your account), you can now **Search By NPI**.

+Clinical Certification Request | Search for and Select Provider

eviCore

healthcare

Home

Certification Summary

Authorization Lookup

Eligibility Lookup

Clinical Certification

Certification Requests In Progress

MSM Practitioner Perf. Summary Portal

Res

Thursday, January 04, 2024 4:51 PM

Requesting Provider Information

Select the ordering provider for this authorization request.

Filter Last Name or NPI:

SEARCH

CLEAR SEARCH

Provider

SELECT

If the provider's NPI is not listed above, please use the search feature below to add a new provider and continue with case build.

Search By NPI:

SEARCH

SELECT

Practitioner Name

NPI

Address

City

State

ZipCode

Phone

Fax

RI

MN

5

(50

BACK

CONTINUE

[Click here for help](#)

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By selecting the practitioner that was found by searched by NPI, the line will turn gray to show that it is selected.

Attention!

Do you want to add this NPI (1) to your account for future requests ?

YES

NO

By choosing "yes," the practitioner will be added to the provider list in your account.

+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
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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 **practitioner/group**
- Select **CONTINUE**

+Clinical Certification Request | Enter Contact Information

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

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

Patient ID:*

Date Of Birth:*

MM/DD/YYYY

Patient Last Name Only:*

[?]

ELIGIBILITY LOOKUP

BACK

[Click here for help](#)

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

Search Results

	Patient ID	Member Code	Name	DOB	Gender	Address
<div>SELECT</div>	000000000000000000000000		WATKINS, JONATHAN	8/28/1982	M	1000 LANTANA RD SPRINGVILLE, FL 32086

BACK

Confirm your patient's information and click **SELECT** to continue

+Clinical Certification Request

Enter Requested Procedure and Diagnosis

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

This procedure has not been performed. [CHANGE](#)

Radiology Procedures

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

73721

MRI LOWER EXTREMITY JOINT W/O

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

Diagnosis

Select a Primary Diagnosis Code (Lookup by Code or Description)

r68.89

LOOKUP

Trouble selecting diagnosis code? Please follow [these steps](#)

Select a Secondary Diagnosis Code (Lookup by Code or Description)

Secondary diagnosis is optional for Radiology

LOOKUP

[BACK](#)

[Click here for help](#)

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

OBUS

OB Ultrasound

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

Select appropriate **CPT** and **Diagnosis codes**

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
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Requested Service + Diagnosis

Confirm your service selection.

Procedure Date: TBD
CPT Code: 73721
Description: MRI LOWER EXTREMITY JOINT W/O
Primary Diagnosis Code: R68.89
Primary Diagnosis: Other general symptoms and signs
Secondary Diagnosis Code:
Secondary Diagnosis:
[Change Procedure or Primary Diagnosis](#)
[Change Secondary Diagnosis](#)

BACK **CONTINUE**

[Click here for help](#)

- Verify requested service & diagnosis
- Edit any information if needed by selecting **Change Procedure** or **Primary Diagnosis**
- Click **CONTINUE** to confirm your selection

+Clinical Certification Request | Site Selection

	Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account
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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:	<input type="text"/>	Zip Code:	<input type="text"/>	Site Name:	<input type="text"/>
TIN:	<input type="text"/>	City:	<input type="text"/>	<input checked="" type="radio"/> Exact match	
				<input type="radio"/> Starts with	

LOOKUP SITE

- Search for the **site of service** where the procedure will be performed (for best results, search with NPI, TIN, **and** zip code)
- **Select** the specific site where the procedure will be performed. *When requesting an In Office Procedure, please search the rendering individual provider's NPI as the site of service.*
- If **Out of Network** site is selected, choose a reason to proceed with OON facility or select an INN facility

Which of the following best describes the reason for requesting an OON provider?*

- 1) New Mbr-1st 90 days w/Cigna
- 2) Est. Mbr- w/ongoing tx. Plan
- 3) Network Adequacy
- 4) Member has OON Benefits(only for PPO members for selection)
- 5) None of these above

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
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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
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Proceed to Clinical Information

Urgency Indicator

If the case you are submitting is found NOT to meet one of the two conditions below, your case will be processed as a standards/routine, non Urgent request. If you have clinical information and this request meets the criteria for urgent, please indicate below.

In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case. If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Please indicate if any of the following criteria are true regarding urgency of this request :

☐ A delay in care could seriously jeopardize the life or health of the patient or patient's ability to regain maximum function.

☐ A delay in care would subject the member to severe pain that cannot be adequately managed without the care or treatment requested in the prior authorization.

☐ None of the above

Clinical Upload

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

If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Browse for file to upload (max size 5MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

Choose File

No file chosen

Choose File

No file chosen

Choose File

No file chosen

Choose File

No file chosen

Choose File

No file chosen

UPLOAD

Proceed to Clinical Information

Is this case Routine/Standard?

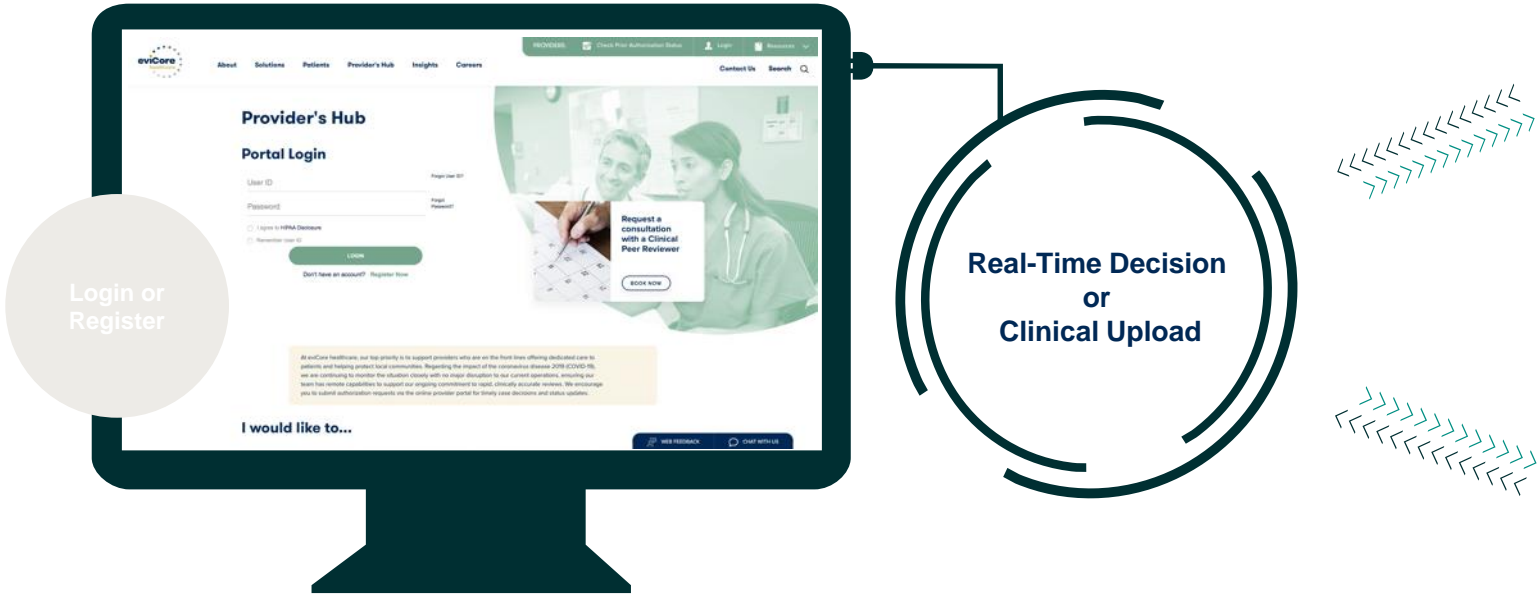
YES

NO

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

+Improved Provider Experience

Real-Time Decision or Clinical Documentation Upload



eviCore® healthcare

Home Certification Summary Authorization Lookup Eligibility Lookup Clinical Certification

Tuesday, July 30, 2019 7:43 PM

Clinical Certification

Your case has been Approved.

Provider Name:	DR. JYH-HAUR LU	Contact:	WED
Provider Address:	3916 PRINCE ST FLUSHING, NY 11354	Phone Number:	(646) 409-4402
		Fax Number:	(718) 888-9025
Patient Name:	GARY TURCO	Patient ID:	W249262910
Insurance Carrier:	AETNA		
Site Name:	PARK PLACE MEDICAL IMAGING	Site ID:	73C73C
Site Address:	255 GREENWICH STREET NEW YORK, NY 10007		
Primary Diagnosis Code:	R51	Description:	Headache
Secondary Diagnosis Code:		Description:	
Date of Service:	Not provided		
CPT Code:	72148	Description:	MRI LUMBAR SPINE W/O CONTRAST
Authorization:	A123615501		
Review Date:	7/30/2019 7:39:39 PM		
Status:	Your case has been Approved.		

Home Certification Summary Authorization Lookup Eligibility Lookup Clinical Certification

Tuesday, July 30, 2019 7:29 PM

Clinical Certification

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, .DOCK, .PDF):

Choose File SampleUpload_1.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

BACK SUBMIT

*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

eviCore
intelliPath®

Real-time decision
Request is complete

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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
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Proceed to Clinical Information

Clinical Upload

Please upload any additional clinical information that justifies the medical necessity of this request.

Browse for file to upload (max size 5MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

Choose File

Test clinical.docx

Choose File

No file chosen

Choose File

No file chosen

Choose File

No file chosen

Choose File

No file chosen

UPLOAD

SKIP UPLOAD

If **additional information** is required, you will have the option to upload more clinical information for review.

Tips:

- Providing clinical information via the web is the fastest and most efficient method
- Enter additional notes in the space provided only when necessary
- Additional information uploaded to the case will be sent for clinical review
- Print out a summary of the request that includes the case # and indicates ‘Your case has been sent to clinical review’

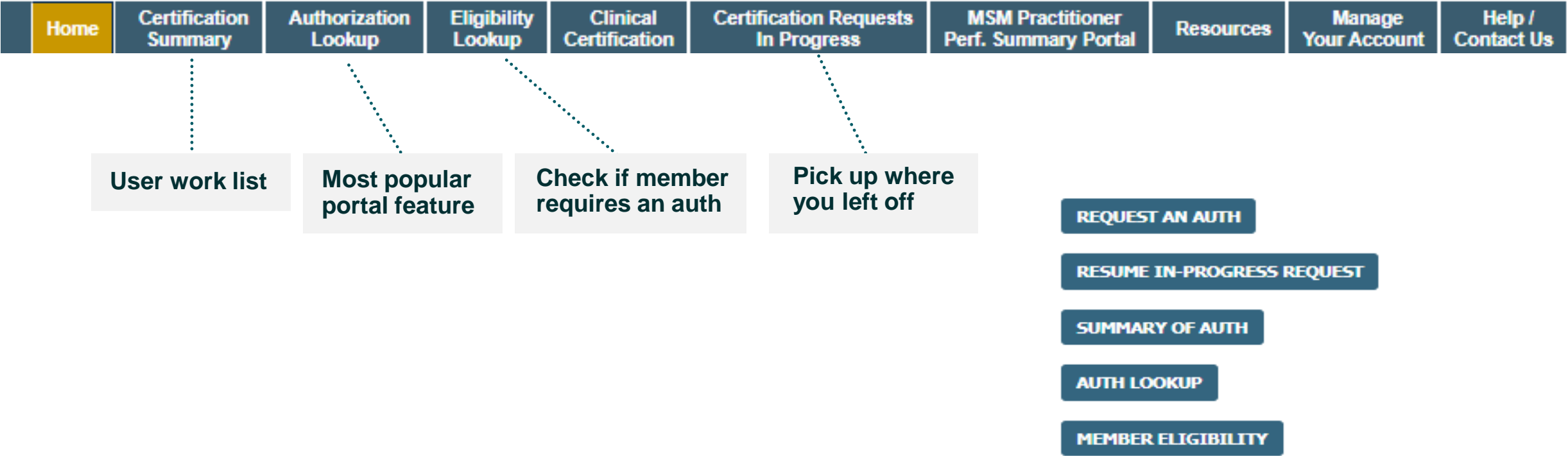
+Provider Portal Demo | Radiology



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

CareCore National Portal Features

+Provider Portal | Feature Access



Certification Summary | User Worklist

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MedSolutions Portal

Certification Summary

Search..

Page 1 of 0

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

- Certification Summary tab allows you to track recently submitted cases
- The work list 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
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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

- Claim Search feature will still be available for *eviCore contracted providers*

 **eviCore** Health Solutions

Announcements	Home	Search/Start Case	Claim Search	Case Summary	Reports	CareCore National Portal
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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.

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.

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HEALTH SERVICES



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+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 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

.....

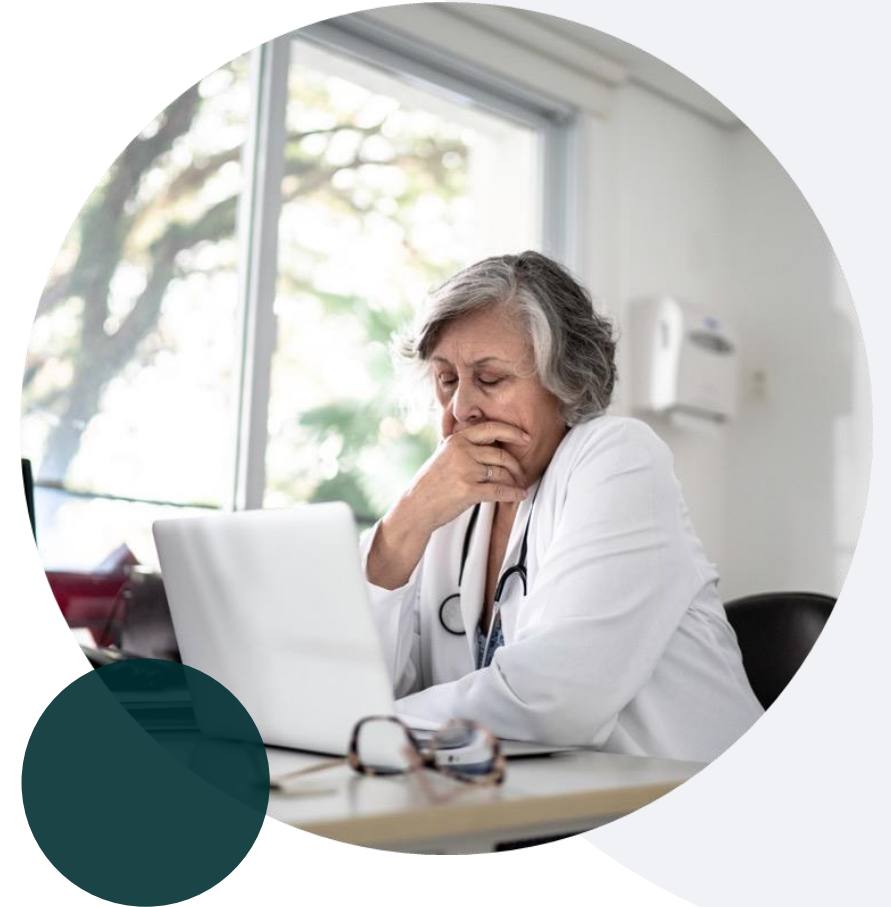
The eviCore Portal Team offers general portal training, twice a week, every week.

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 | 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](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:

Go to: [eviCore Healthcare \(webex.com\)](https://www.eviCore.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 eviCore.com
- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**
- Enter a valid email address



Thank You



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HEALTH SERVICES



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