Radiology and Cardiology

Banner Health Portal Migration

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Agenda

What is Changing: (Portal Migration)

CareCore National Portal Overview

CareCore National Portal Features

Remember our Provider Resources

Questions

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What is Changing: Portal Migration

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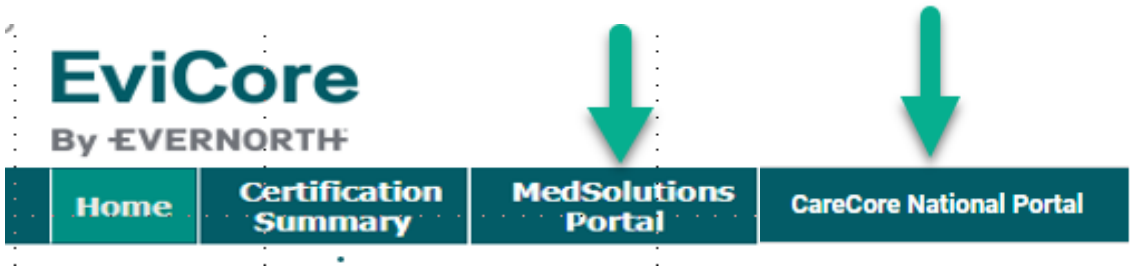
Portal Migration-Effective 11/1/2024

- EviCore currently accepts Radiology and Cardiology prior authorization requests for Banner Health members through the MedSolutions portal. Beginning November 1, 2024, these requests should be entered through the CareCore National portal at www.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 November 1, 2024 can still be viewed on the MedSolutions portal, but ***as of November 1, 2024 all new requests must be created on the CareCore National portal*** as shown below



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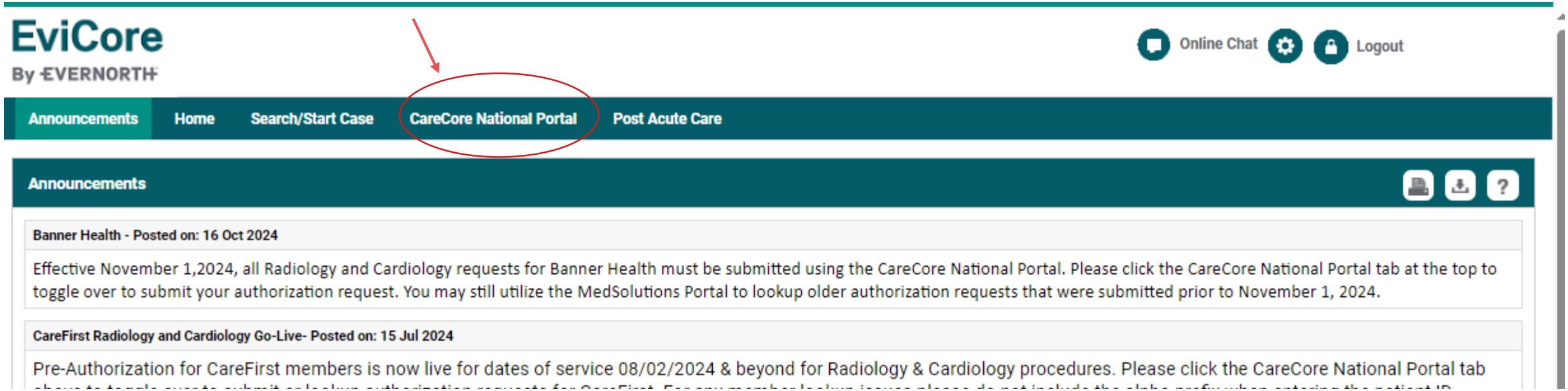
Welcome Screen | MedSolutions



+ 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.

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CareCore National
Portal Overview

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+Welcome Screen | CareCore National

- **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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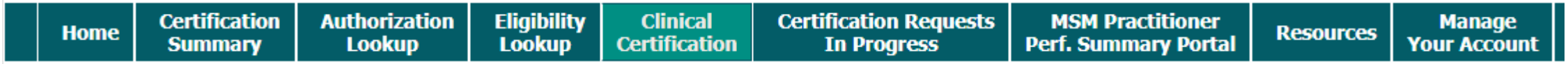
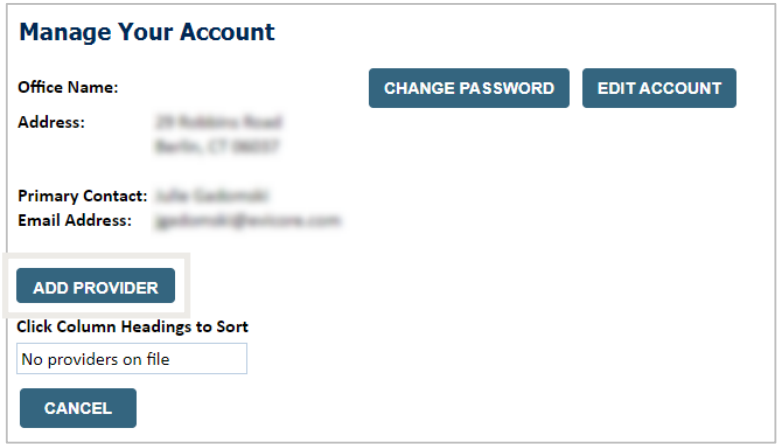
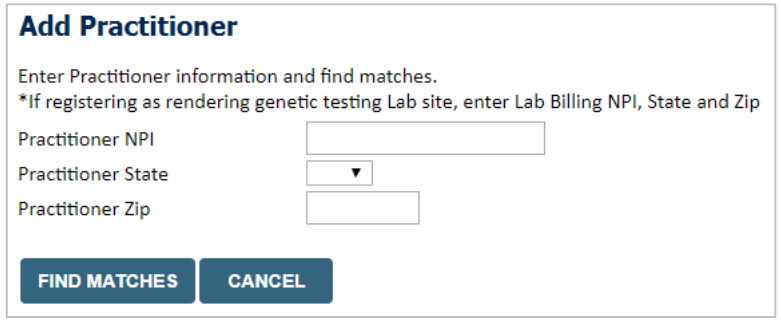
+EviCore Provider Portal | Add Providers



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.





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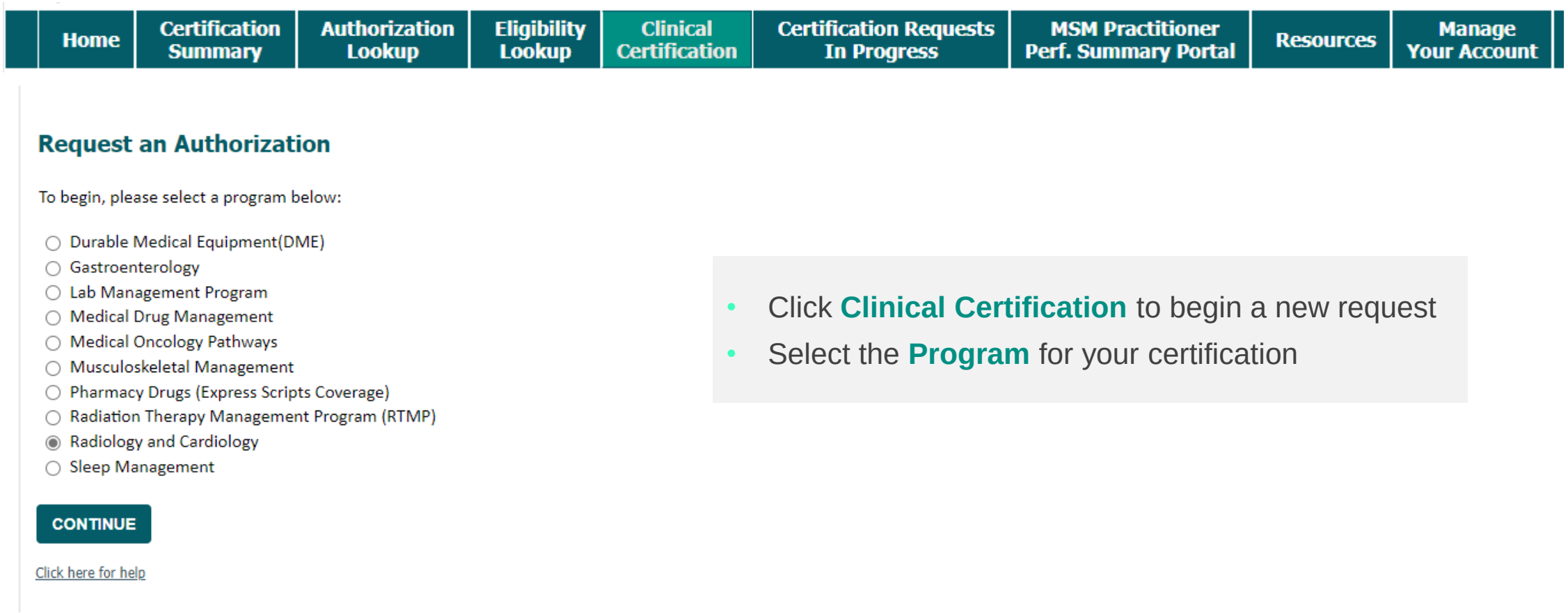
+Clinical Certification Request | Initiating a Case



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

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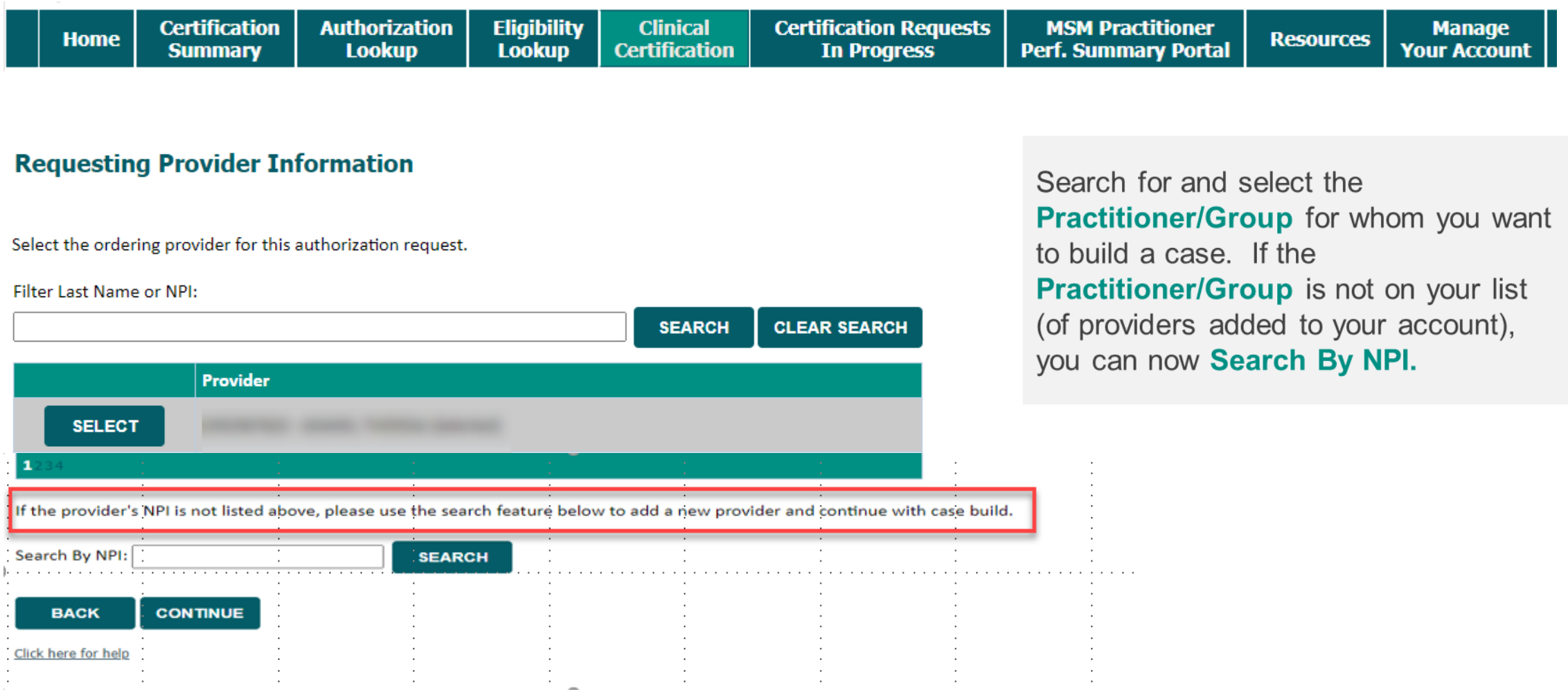
+Clinical Certification Request | Search for and Select Provider



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.**

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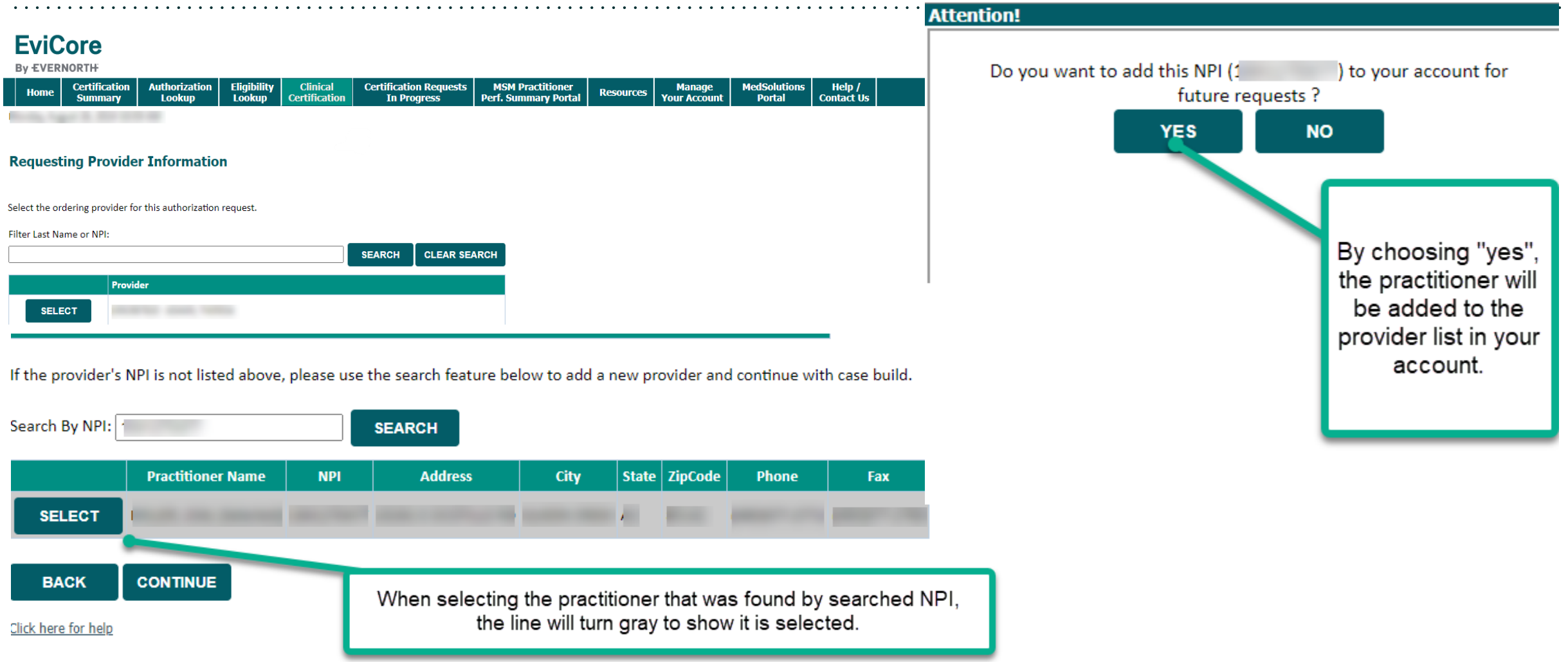
+Clinical Certification Request | Search for and Select Provider



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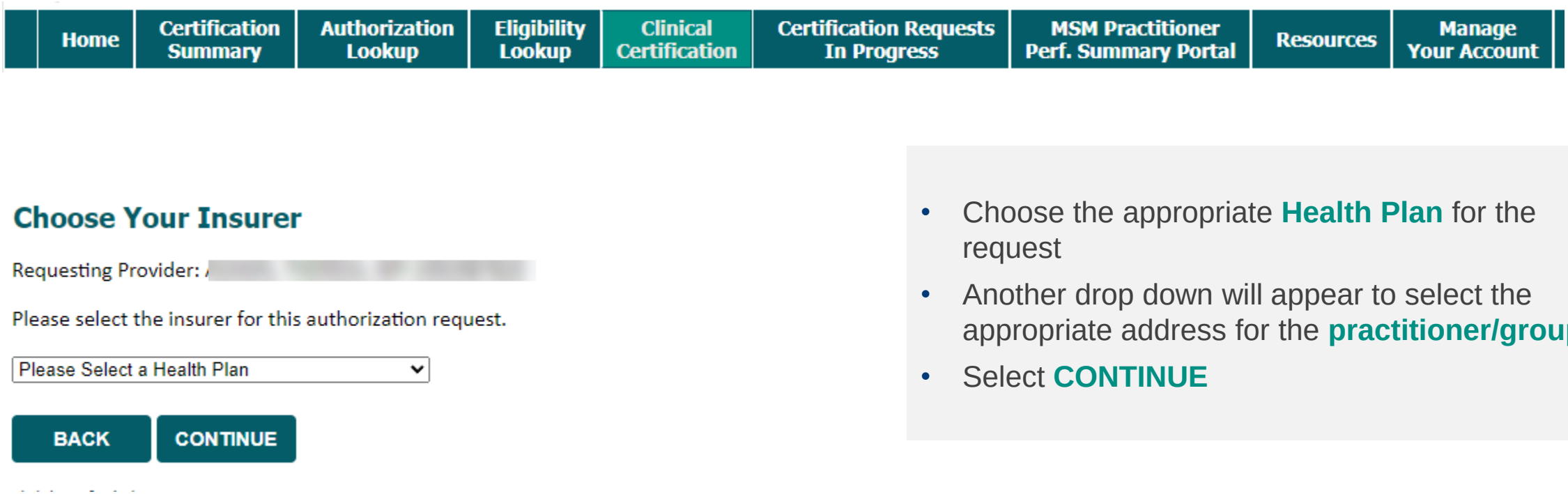
+Clinical Certification Request | Select Health Plan



- Choose the appropriate **Health Plan** for the request
- Another drop down will appear to select the appropriate address for the **practitioner/group**
- Select **CONTINUE**

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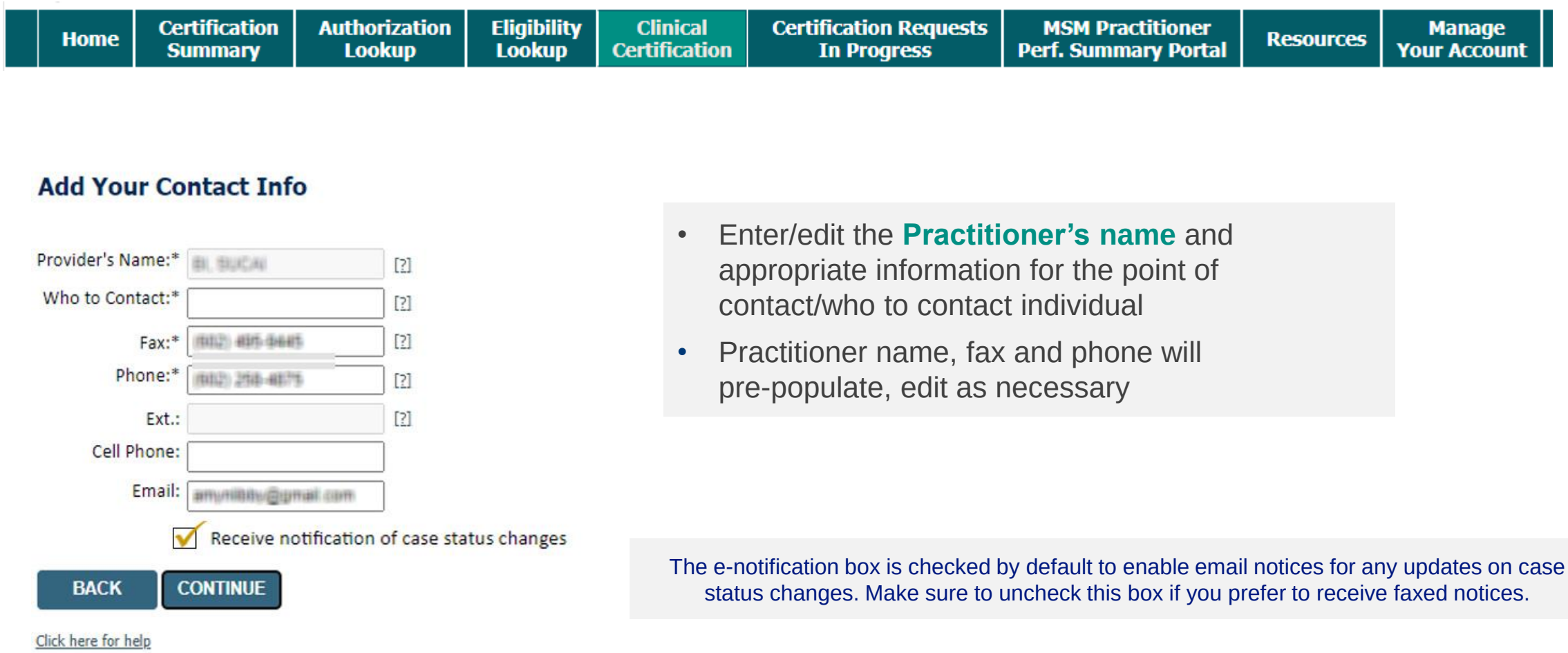
+Clinical Certification Request | Enter Contact Information



- 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.

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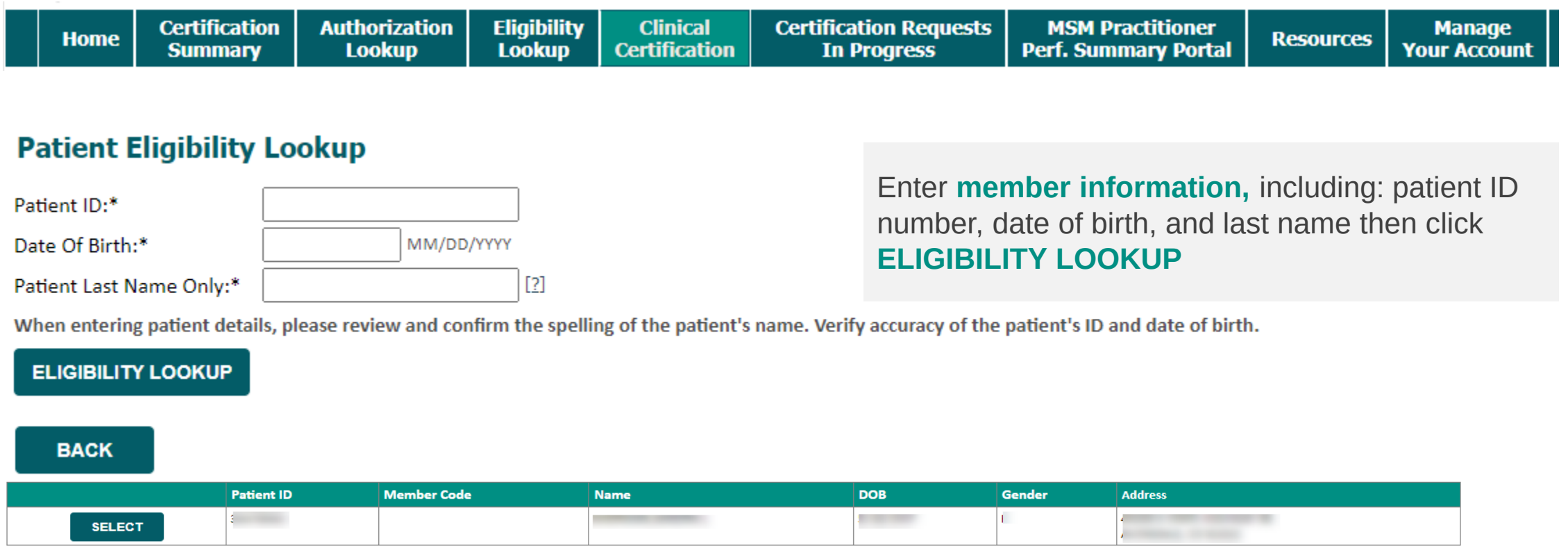
+Clinical Certification Request | Enter Member Information



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

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

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+Clinical Certification Request

Enter Requested Procedure and Diagnosis

Requested Service + Diagnosis

This procedure has not been performed. CHANGE

Radiology Procedures

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

Don't see your procedure code or type of service? Click here

Additional Procedure codes will be collected/presented during the clinical questionnaire

Diagnosis

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

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

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'

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+Clinical Certification Request | Verify Service Selection

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

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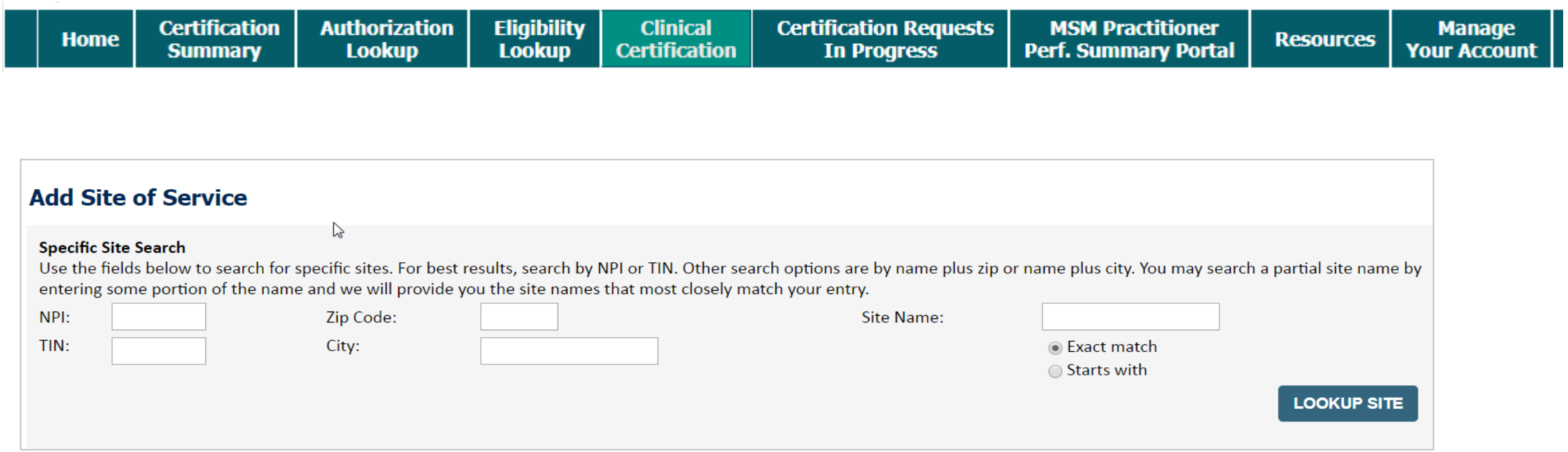
+Clinical Certification Request | Site Selection



- 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

eviCore intelliPath®

Real-time decision

Request is complete

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+Clinical Certification Request | Clinical Certification

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**

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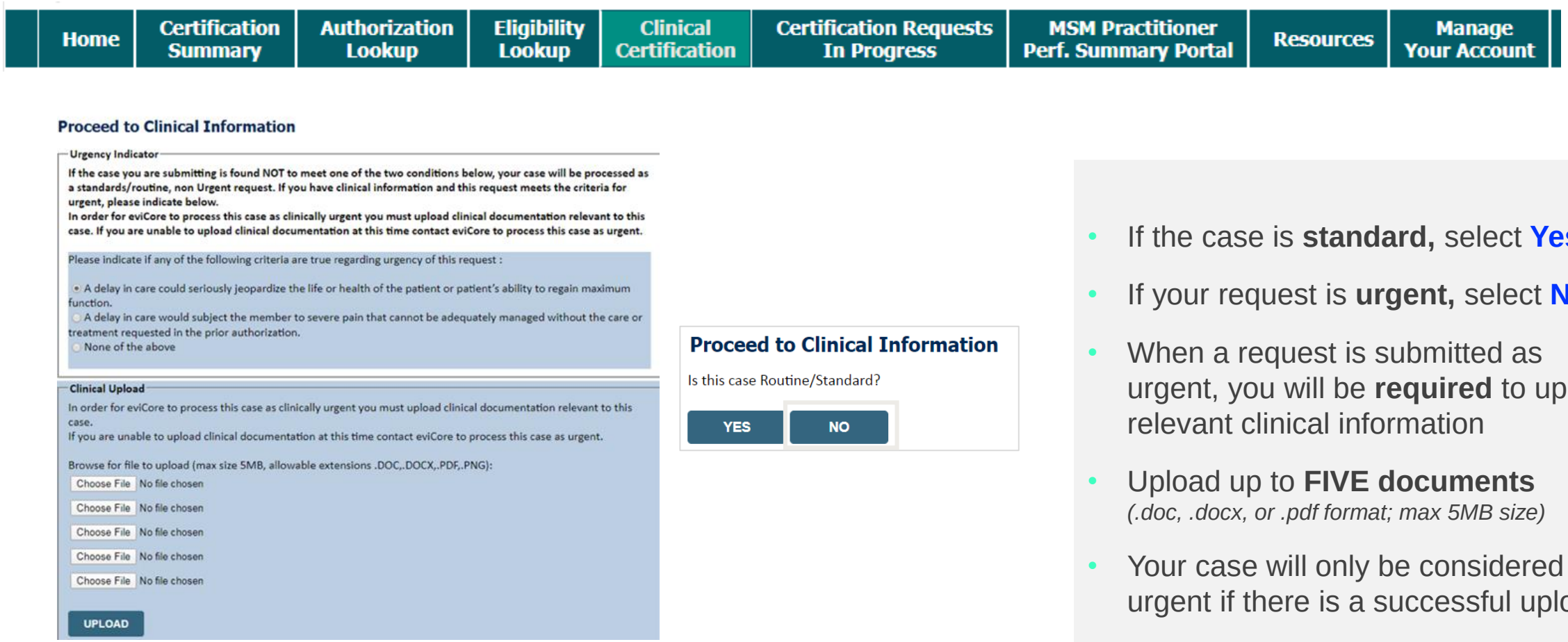
+Clinical Certification Request | Standard or Urgent Request?



- 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

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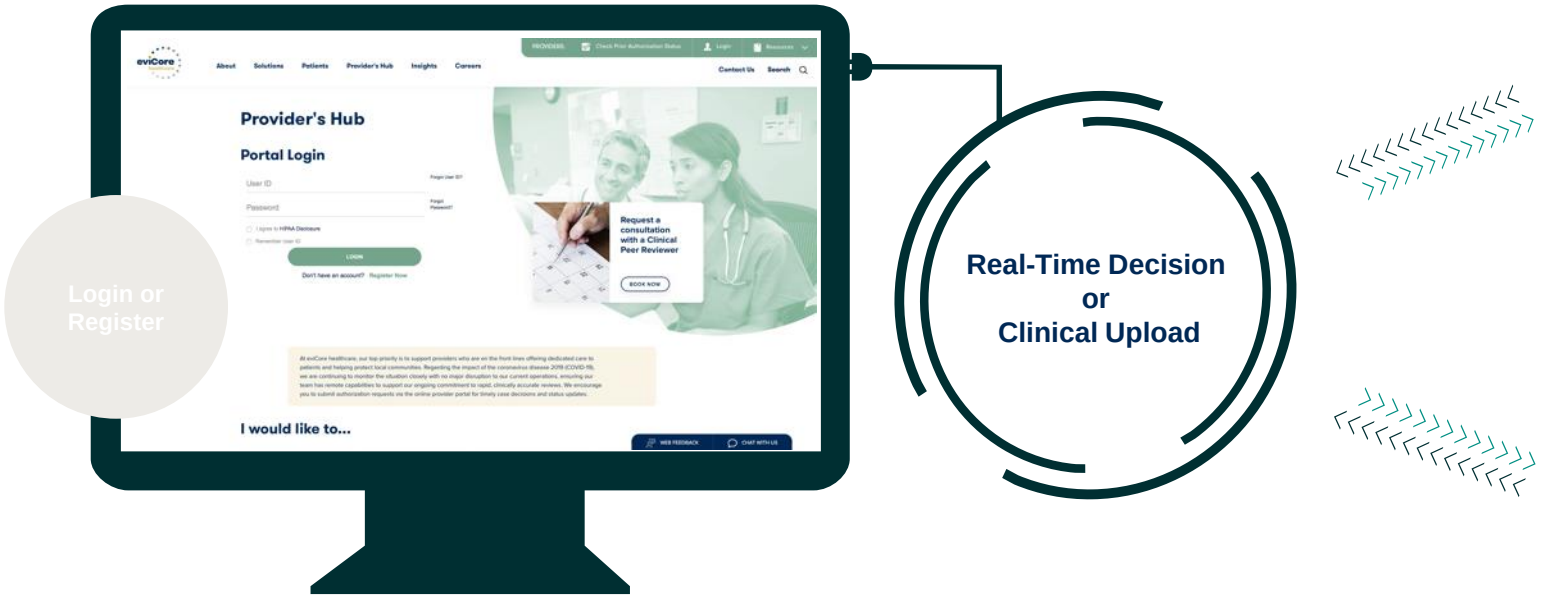
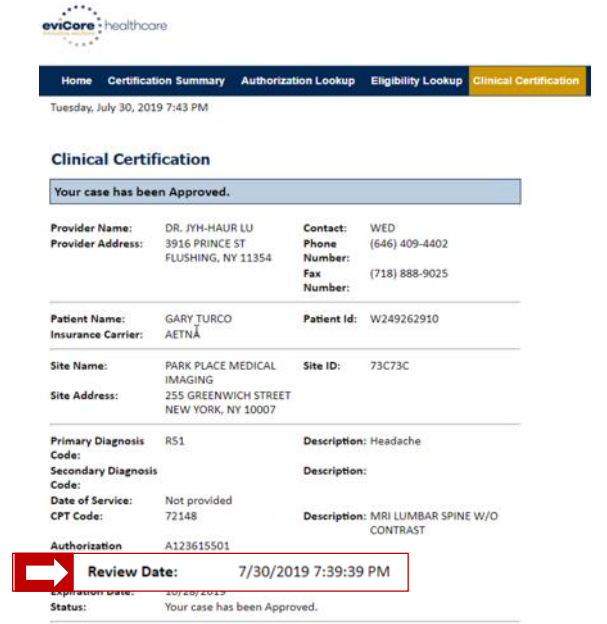
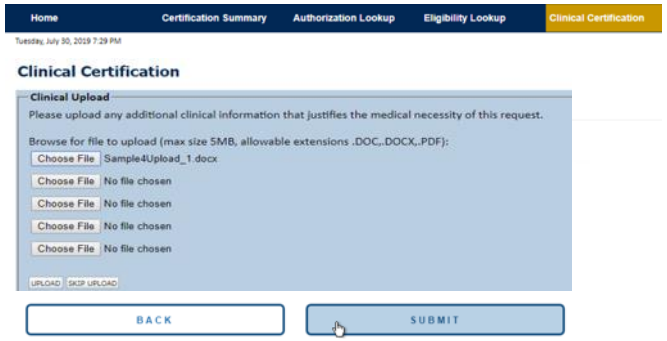
Improved Provider Experience |

Real-Time Decision or Clinical Documentation Upload







You'll be asked to complete a short series of clinical questions which may result in an immediate approval. If an immediate approval does not occur, you'll be prompted to upload clinical information.

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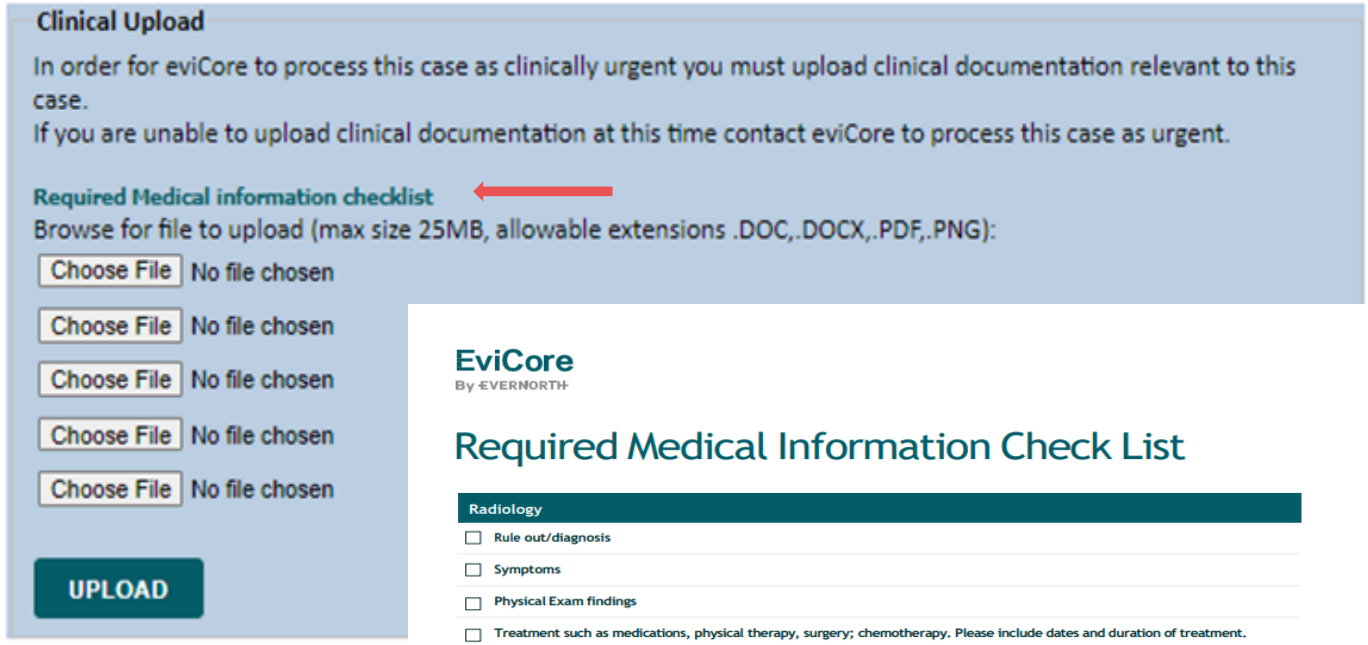
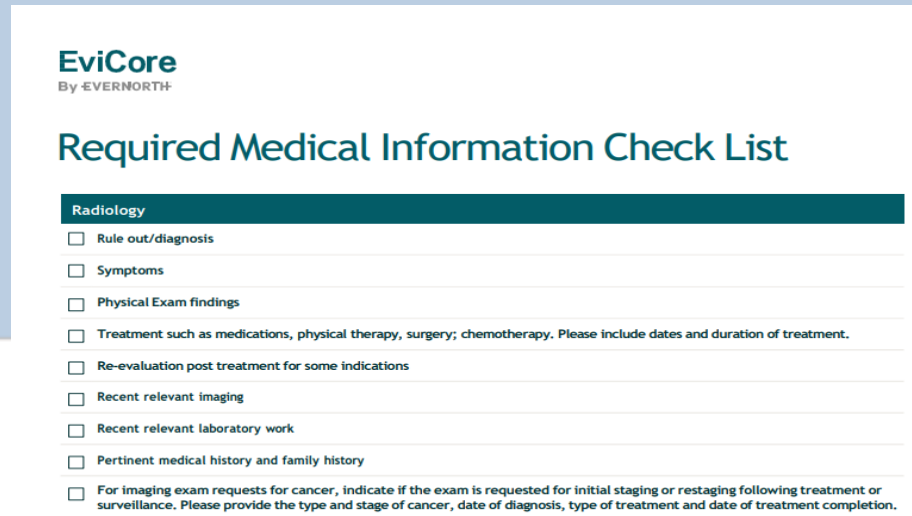
Clinical Certification Request | Request for Clinical Upload

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Required Medical Information Check List

Radiology
☐ Rule out/diagnosis
☐ Symptoms
☐ Physical Exam findings
☐ Treatment such as medications, physical therapy, surgery; chemotherapy. Please include dates and duration of treatment.
☐ Re-evaluation post treatment for some indications
☐ Recent relevant imaging
☐ Recent relevant laboratory work
☐ Pertinent medical history and family history
☐ For imaging exam requests for cancer, indicate if the exam is requested for initial staging or restaging following treatment or surveillance. Please provide the type and stage of cancer, date of diagnosis, type of treatment and date of treatment completion.

If **additional information** is required, you will have the option to upload more clinical information. Review the list of *required medical information* EviCore requires in order for the prior authorization to meet medical necessity.

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

- Direct link to document: [Required Medical Information Check List.pdf (evicore.com)]

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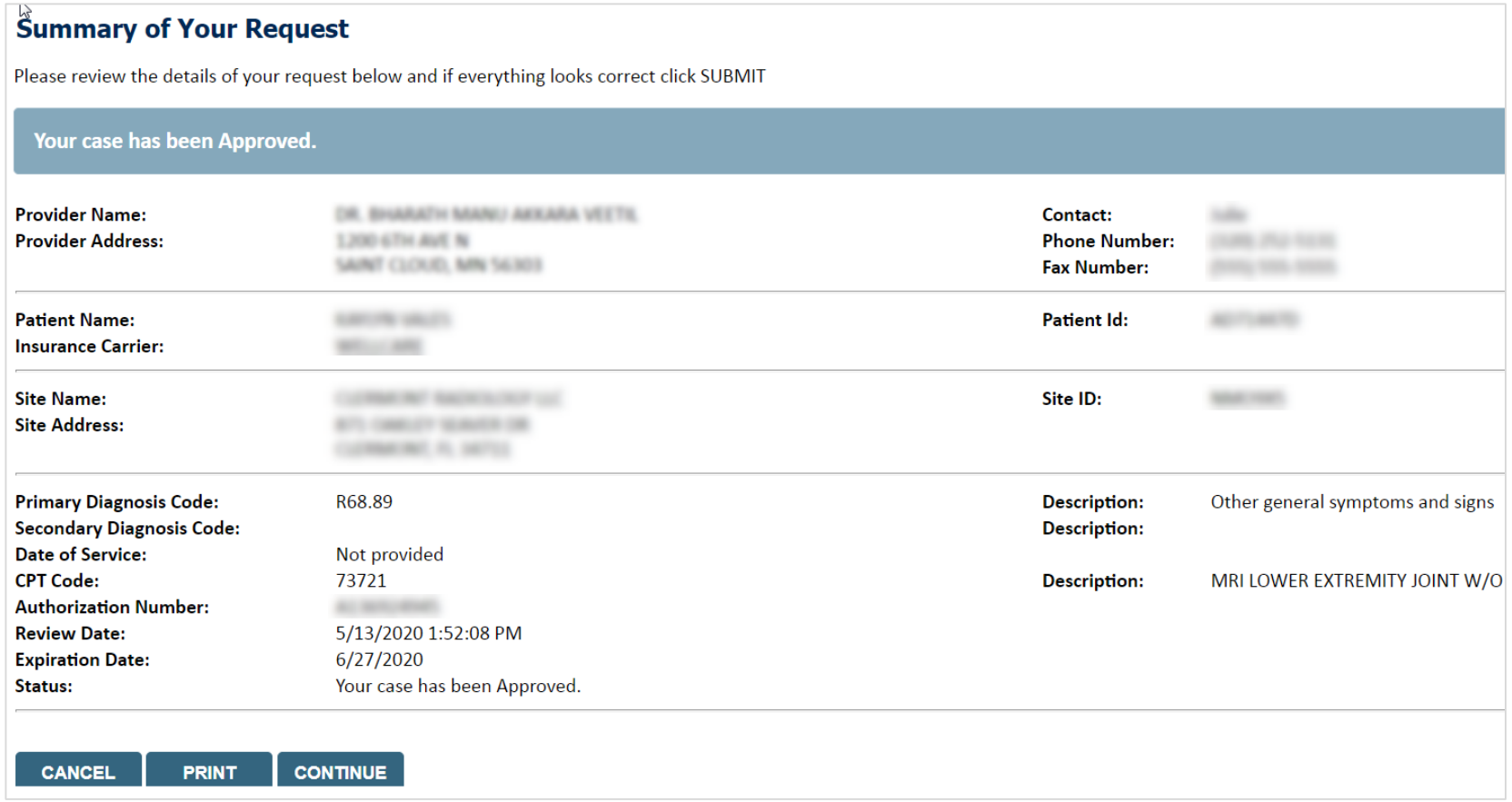
+Clinical Certification Request | Criteria Met



Summary of Your Request

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

Your case has been Approved.

Provider Name:	[illegible]	**Contact:**	[illegible]
Provider Address:	[illegible]	**Phone Number:**	[illegible]
		Fax Number:	[illegible]
Patient Name:	[illegible]	**Patient Id:**	[illegible]
Insurance Carrier:	[illegible]		
Site Name:	[illegible]	**Site ID:**	[illegible]
Site Address:	[illegible]		
Primary Diagnosis Code:	R68.89	**Description:**	Other general symptoms and signs
Secondary Diagnosis Code:		**Description:**	
Date of Service:	Not provided		
CPT Code:	73721	**Description:**	MRI LOWER EXTREMITY JOINT W/O
Authorization Number:	[illegible]		
Review Date:	5/13/2020 1:52:08 PM		
Expiration Date:	6/27/2020		
Status:	Your case has been Approved.		

CANCEL PRINT CONTINUE

If your request is authorized during the initial submission, you can **PRINT the summary of the request** for your records.

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+Provider Portal Demo | Radiology

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

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CareCore National
Portal Features

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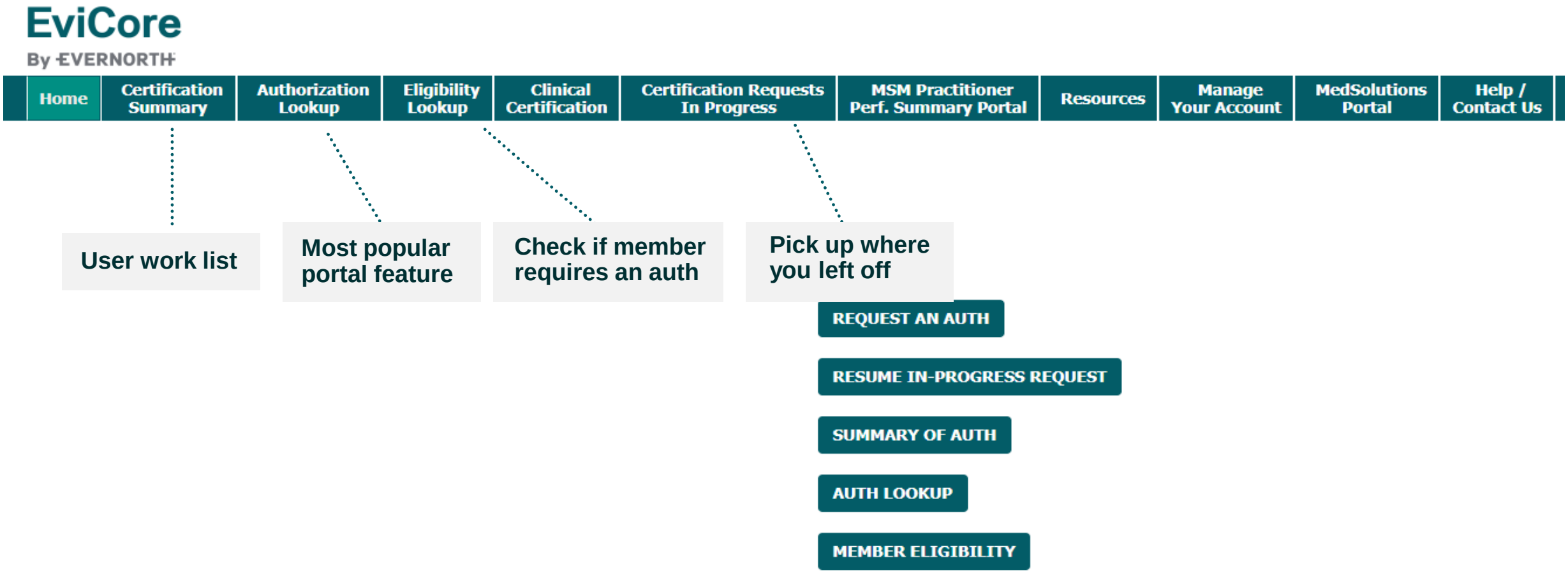
+Provider Portal | Feature Access



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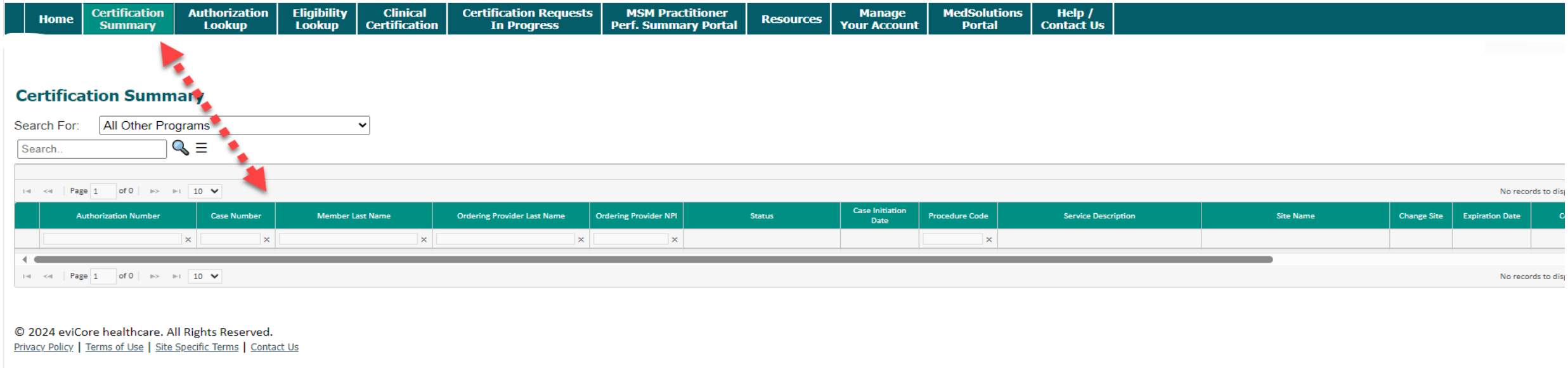
Certification Summary | User Worklist



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

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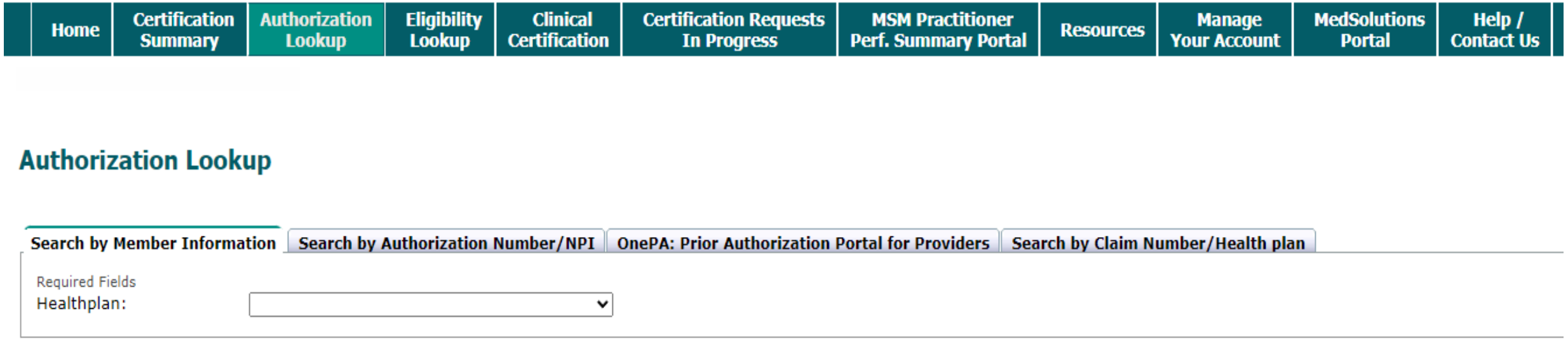
Authorization Lookup | Popular Tool



- 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

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Remember our Provider Resources

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Contact EviCore's Dedicated Teams

EviCore Call Center (representatives are available from 7 a.m. to 7 p.m.)	EviCore Client and Provider Operations Team	EviCore Authorization Portal Team	EviCore Provider Engagement Contact (Kellie Thompson)
• Phone: **888-444-9261** • Initiating an authorization request • Status checks • Questions about your auth request or case decisions • Speak to a clinical reviewer • Schedule a Peer-to-Peer	• Email: **clientservices@EviCore.com** • Phone: **(800) 646-0418** (option 4) • Credentialing inquires • Eligibility questions • Assist with any issues/inquires encountered during case build	• Email: **portal.support@EviCore.com** • Phone: **800-646-0418** (option 2) • (Live Chat • Assist with any issues/inquires you might have, navigating the Portal or with your Portal account.	• Email: **kellie.thompson@Evicore.com** • Phone: **800.918.8924 x27658** • Regional team that works directly with the provider community.

Banner Health Provider Experience Center;
ProviderExperienceCenter@BannerHealth.com
or
call (480) 684-7070 or (800) 827-2464, option 4.
Monday-Friday, from 7 am to 6 pm.

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Provider Resource Website

EviCore's Client and Provider Services team maintains provider resource pages that contain client- 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/banner-health

Contact our Client and Provider Services team via email at **ClientServices@EviCore.com** or by phone at **1-800-646-0418 (option 4)**

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+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

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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

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