

Prior Authorization of Lab Management Services

Provider Orientation Session

*Mass General Brigham
Health Plan*



Our Clinical Approach

Organic Evidence-Based Guidelines

The foundation of our solutions:



**Dedicated
Molecular
Genomic
Guidelines**



**Contributions
from a panel
of community
physicians**



**Experts
associated
with academic
institutions**



**Current
clinical
literature**

Aligned with National Societies

- National Comprehensive Cancer Network
- National Society of Genetic Counselors
- American College of Obstetrics and Gynecology
- American College of Medical Genetics and Genomics
- American Society of Human Genetics
- American Society of Clinical Oncology
- College of American Pathologists
- American Gastroenterological Association
- Society for Maternal Fetal Medicine
- Association for Molecular Pathology
- American College of Cardiology
- American College of Chest Physicians
- American Academy of Neurology
- American Society of Colon and Rectal Surgeons
- American Heart Association
- American Academy of Pediatrics
- American Society for Reproductive Medicine
- American College of Gastroenterology
- American College of Cardiology Foundation
- National Institutes of Health

Service Model

Client Services Team

The Client Services delivery team is responsible for high-level service delivery to our health plan clients as well as ordering and rendering providers nationwide

Provider Relations Representatives



Provider relations representatives are cross-trained to investigate escalated provider and health plan issues.

Client Service Managers



Client service managers lead resolution of complex service issues and coordinate with partners for continuous improvement.

Regional Provider Engagement Managers



Regional provider engagement managers are on-the-ground resources who serve as the voice of eviCore to the provider community.

Why Our Service Delivery Model Works



One centralized intake point allows for timely identification, tracking, trending, and reporting of all issues. It also enables eviCore to quickly identify and respond to systemic issues impacting multiple providers.



Complex issues are escalated to resources who are the subject matter experts and can quickly coordinate with matrix partners to address issues at a root-cause level.



Routine issues are handled by a team of representatives who are cross trained to respond to a variety of issues. There is no reliance on a single individual to respond to your needs.

Prior Authorization Program for Mass General Brigham Health Plan

Program Overview

eviCore will begin accepting requests on July 18, 2016 for dates of service August 1, 2016 and beyond

Prior authorization applies to services that are:

- Outpatient
- Elective / Non-emergent
- Diagnostic

Prior authorization **does not apply** to services that are performed in:

- Emergency room
- Inpatient
- 23-hour observation

It is the responsibility of the ordering provider (or the Lab Site on behalf of the ordering provider) to request prior authorization approval for services.

Applicable Membership

Authorization is required for Mass General Brigham Health Plan members enrolled in the following programs:

- **Commercial**
- **PPO**
- **Medicaid**
- **CCHIP**

Prior Authorization Required:

- Hereditary Cancer Screening
- Carrier Screening Tests
- Tumor Marker / Molecular profiling
- Hereditary Cardiac Disorders
- Cardiovascular Disease and Thrombosis Risk Variant Testing
- Pharmacogenomic Testing
- Neurologic Disorders
- Mitochondrial Disease Testing
- Intellectual Disability / Developmental Disorders

To find a list of CPT
(Current Procedural Terminology)
codes that require prior authorization
through eviCore, please visit:

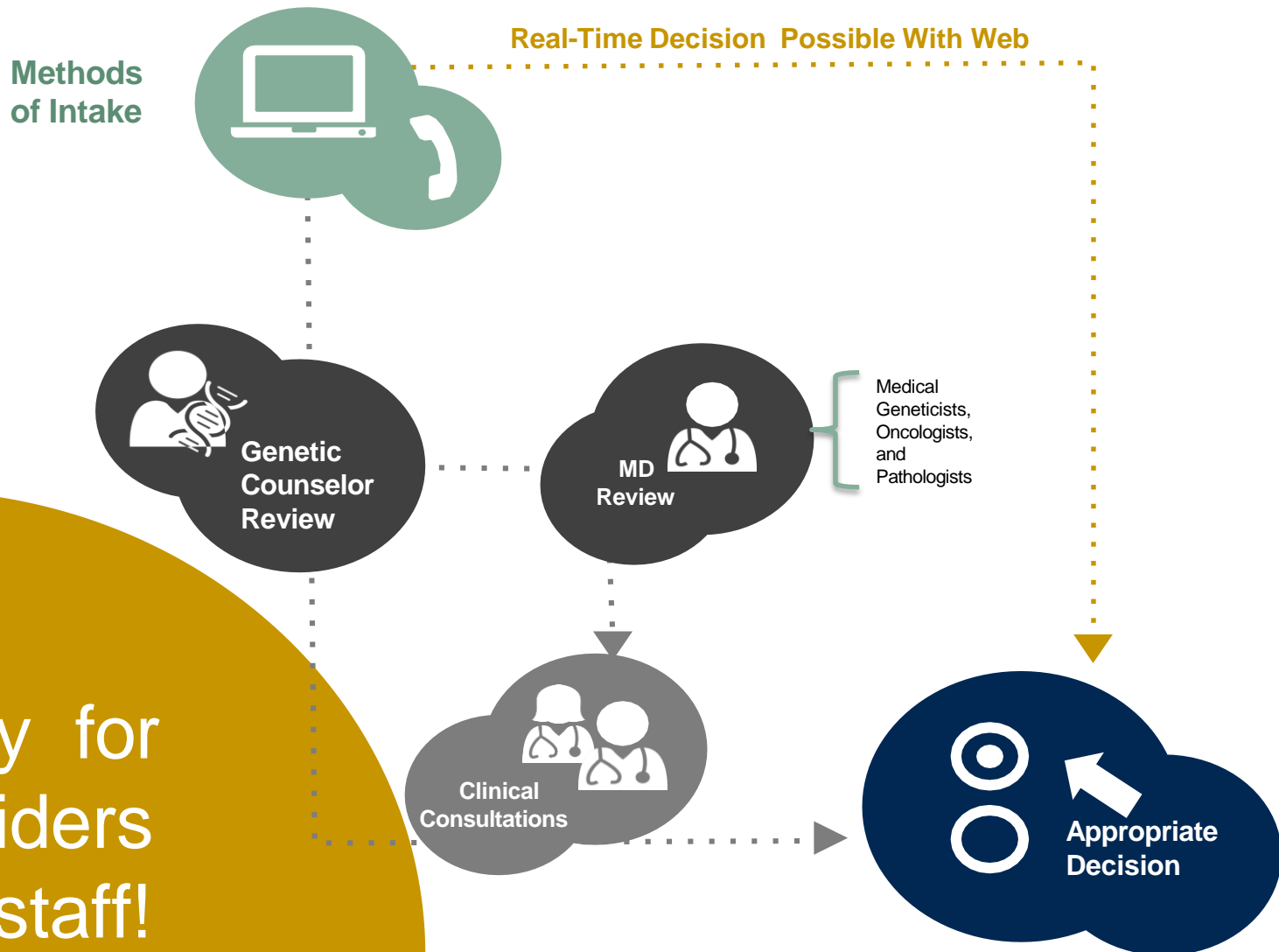
[Mass General Brigham Health \(aka AllWays Health Partners Resources\) | eviCore healthcare](#)

Prior Authorization Requests

How to request prior authorization:



Clinical Review Process – Easy for Providers and Staff



Needed Information



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

- Specimen collection date (if applicable)
- Type or Test Name (if known)
- Test Indication (Personal History of condition being tested, age at initial diagnosis, relevant signs and symptoms, if applicable)
- Relevant past test results
- Patient's ethnicity
- Relevant family history (Maternal or paternal relationship, medical history including ages at diagnosis, genetic testing)
- If there is a known familial mutation, what is the specific mutation?
- How will the test results be used in the patient's care?

Prior Authorization Outcomes



Approved Requests:

- All requests are processed within **2 business days** after receipt of all necessary clinical information.
- Authorizations are typically good for **60 calendar days** from the date of specimen collection.



Delivery:

- Faxed to referring provider and rendering laboratory
- Mailed to the member
- Information can be printed on demand from the eviCore healthcare Web Portal

Prior Authorization Outcomes

➤ Denied Requests:

- Communication of denial determination
- Communication of the rationale for the denial
- How to request a Peer Review

➤ Delivery:

- Faxed to the referring provider and rendering laboratory
- Mailed to the member

➤ Peer-to-Peer Review:

- Referring providers have the option to request a peer-to-peer conversation with an eviCore healthcare physician or genetic counselor, resulting in an overturn or an upheld denial.
- Must be requested up to and including 30 calendar days after the initial denial date.

➤ Appeals:

- eviCore will be delegated **First Level Pre-Service Appeals. The appeals process will be in your notification.**

Special Circumstances

➤ Retrospective Studies:

- Retro Requests are not applicable to the Lab Program. All prior authorization requests must be completed prior to claim submission

➤ Outpatient Urgent Studies:

- Contact eviCore by phone to request an expedited prior authorization review and provide clinical information
- Urgent Cases will be reviewed with **1 business day** of the request.

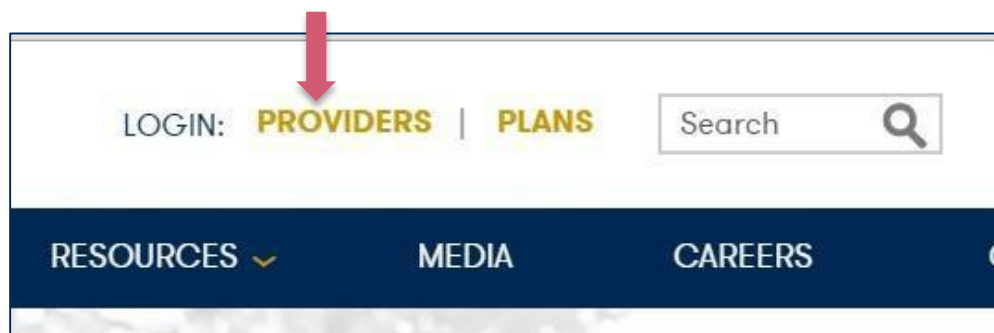
Web Portal Services

eviCore healthcare website

- Point web browser to evicore.com



- Click on the “Providers” link



- Login or Register

Providers Delivering Medical Solutions That Benefit Everyone.

User ID

Password

☐ Remember User ID

For log in problems: please try the email address that you registered with as your user name. If you do not remember your password, please click "Password?".

☐ I Agree to [HIPAA Disclosure!](#)

LOGIN

[Forgot UserName](#) [Password?](#) [Register](#)

This website is compatible with Internet Explorer 9, 10, 11, Mozilla Firefox and Google Chrome

Creating An Account

Providers Delivering Medical
Solutions That Benefit **Everyone.**

☐ Remember User ID

For log in problems: please try the email address that you registered with as your user name. If you do not remember your password, please click "Password?".

☐ I Agree to [HIPAA Disclosure!](#)

LOGIN

[Forgot UserName](#) [Password?](#) [Register](#)



To create a new account, click **Register**.




Creating An Account

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*: CareCore National 

If you want to register as a Client User at CareCore National, then please contact us: 1-800-918-8924 x20136.

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

Next

Select a **Default Portal**, and complete the registration form.

Creating An Account

Please review the information before you submit this registration. An Email will be sent to your registered email address to set your password.

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*: CareCore National

If you want to register as a Client User at CareCore National, then please contact us: 1-800-918-8924 x20136.

User Registration

UserName:	MYG123	Address:	730 Cool Springs	Phone:	800-575-4517
Email:	tesaccount@gmail.com	City:	Franklin	Ext:	
Account Type:	Physician	State:	TN	Zip:	37067
First Name:	Test	Office Name:	Test Office	Fax:	615-468-4408
Last Name:	Account				

BackSubmit Registration

Review information provided, and click “**Submit Registration.**”

User Registration-Continued

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*: Medsolutions

User Registration

UserName: MYoder
Email: evicorejedi1234@gmail.com
Account Type: Physician
First Name: Mallory
Last Name: Yoder

Provider Information

Physician FirstName: TEST Physician Last Name: Yoder
State: TN Tax ID:

Please read below to sign up as an appropriate user.
Physician: An Individual Practitioner, A Medical Group Practice or an assistant
Facility: Diagnostic Imaging Center, In-Office Provider (IOP), Hospital or Facility

USER REGISTRATION

User Access Agreement *Required

eviCore

Provider/Customer Access Agreement for Web-Based Applications

This Provider/Customer Access Agreement for Web-Based Applications ("Access Agreement") contains the terms and conditions for use by Provider/Customers of the web-based applications provided by eviCore through its Web Site. This Access Agreement applies to Provider/Customer and all employees and/or agents that have access to eviCore's web-based applications by utilizing a User ID and Personal Identification Number ("PIN"), Security Password, or other security device provided by eviCore, hereinafter referred to as "Users."

To obtain access to eviCore's Web Site applications, User must first read and agree to this Access Agreement. After reviewing these documents, User will be asked to accept the Access Agreement by checking the "Accept Terms and Conditions" check box. If User accepts, this will result in a binding contract between User and eviCore, just as if User had physically signed the Access Agreement.

Each and every time User accesses eviCore's web-based applications, User agrees to be bound by this Access Agreement, as it may be amended from time to time.

1. Limited License. Upon acceptance, eviCore grants Provider/Customer a revocable, nonexclusive, and nontransferable limited license to access electronically eviCore's web-based applications only so long as Provider/Customer is currently bound by a Provider/Customer Agreement (as used herein a "Provider/Customer Agreement" is an agreement to provide health care/medical services to members of health plans for which eviCore provides biological services, whether it is with eviCore directly or said health plan(s)). The electronic access to eviCore's web-based applications is subject to the terms and conditions of the Access Agreement.

☒ Accept Terms and Conditions *


Submit Cancel

Accept the **Terms and Conditions**, and click **"Submit."**



User Registration-Continued

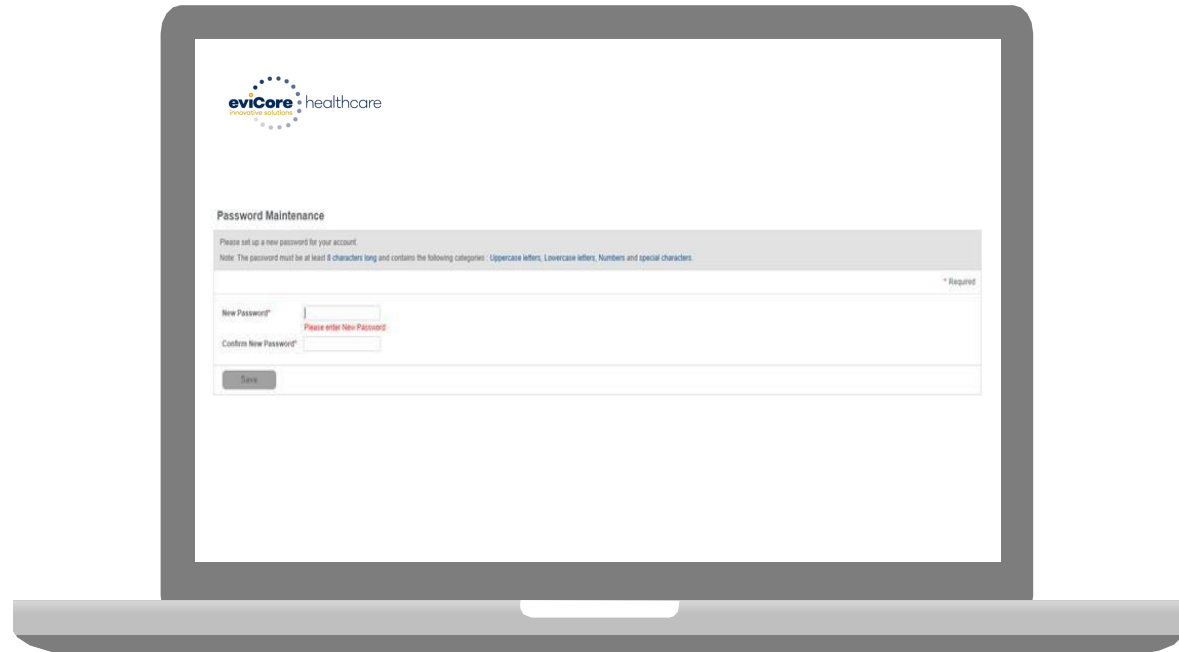


 You will receive a message on the screen confirming your registration is successful. You will be sent an email to create your password.

Create a Password

Your password must be at least (8) characters long and contain the following:

- ✓ Uppercase letters
- ✓ Lowercase letters
- ✓ Numbers
- ✓ Characters (e.g., ! ? *)



The screenshot shows a laptop displaying the 'eviCore healthcare' logo at the top. Below the logo is a 'Password Maintenance' section. It contains a message: 'Please set up a new password for your account.' followed by a note: 'Note: The password must be at least 8 characters long and contain the following categories: Uppercase letters, Lowercase letters, Numbers and special characters.' There are two input fields: 'New Password*' and 'Confirm New Password*'. The 'New Password*' field has a red error message 'Please enter New Password' below it. A 'Save' button is at the bottom of the form.

Account Log-In

Providers Delivering Medical
Solutions That Benefit Everyone.

Mallory1897

••••••••

☐ Remember User ID

For log in problems: please try the email address that you registered with as your user name. If you do not remember your password, please click "Password?".

☒ I Agree to [HIPAA Disclosure](#)

LOGIN

[Forgot UserName](#) | [Password?](#) | [Register](#)

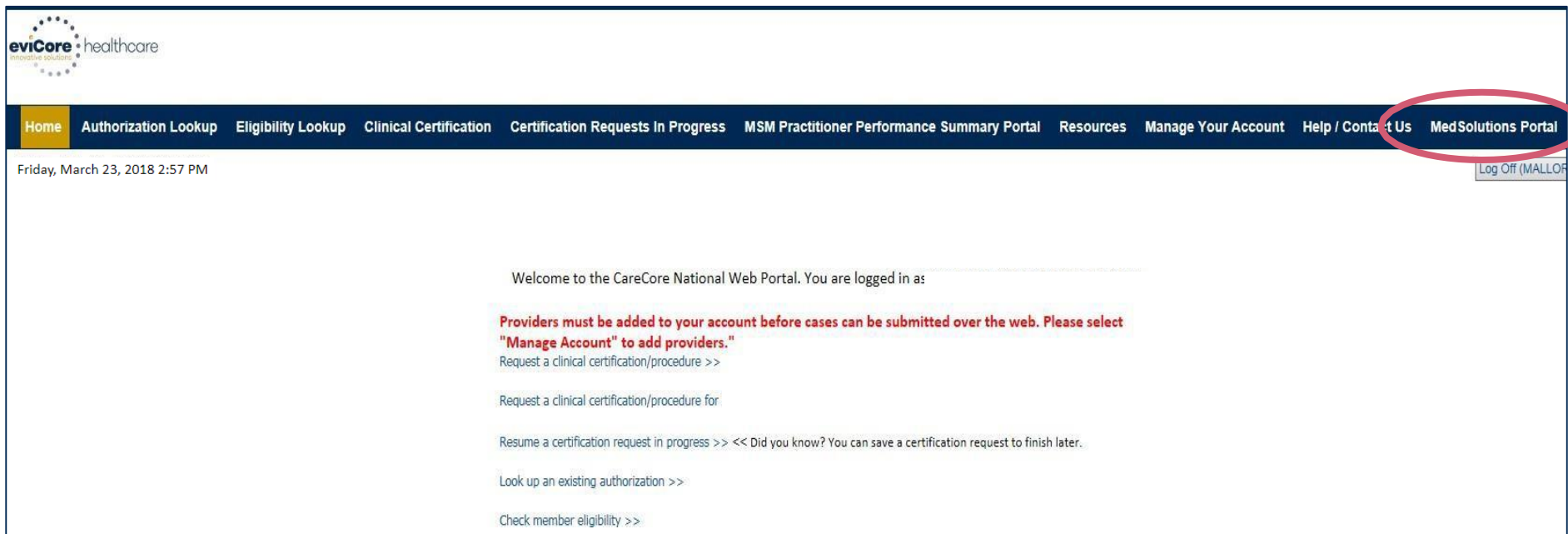


To log-in to your account, enter your **User ID** and **Password**. Agree to the HIPAA Disclosure, and click "**Login**."



Case Initiation

Welcome Screen



eviCore healthcare

Home Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Performance Summary Portal Resources Manage Your Account Help / Contact Us **MedSolutions Portal**

Friday, March 23, 2018 2:57 PM Log Off (MALLOR)

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

Providers must be added to your account before cases can be submitted over the web. Please select "Manage Account" to add providers.

Request a clinical certification/procedure >>

Request a clinical certification/procedure for

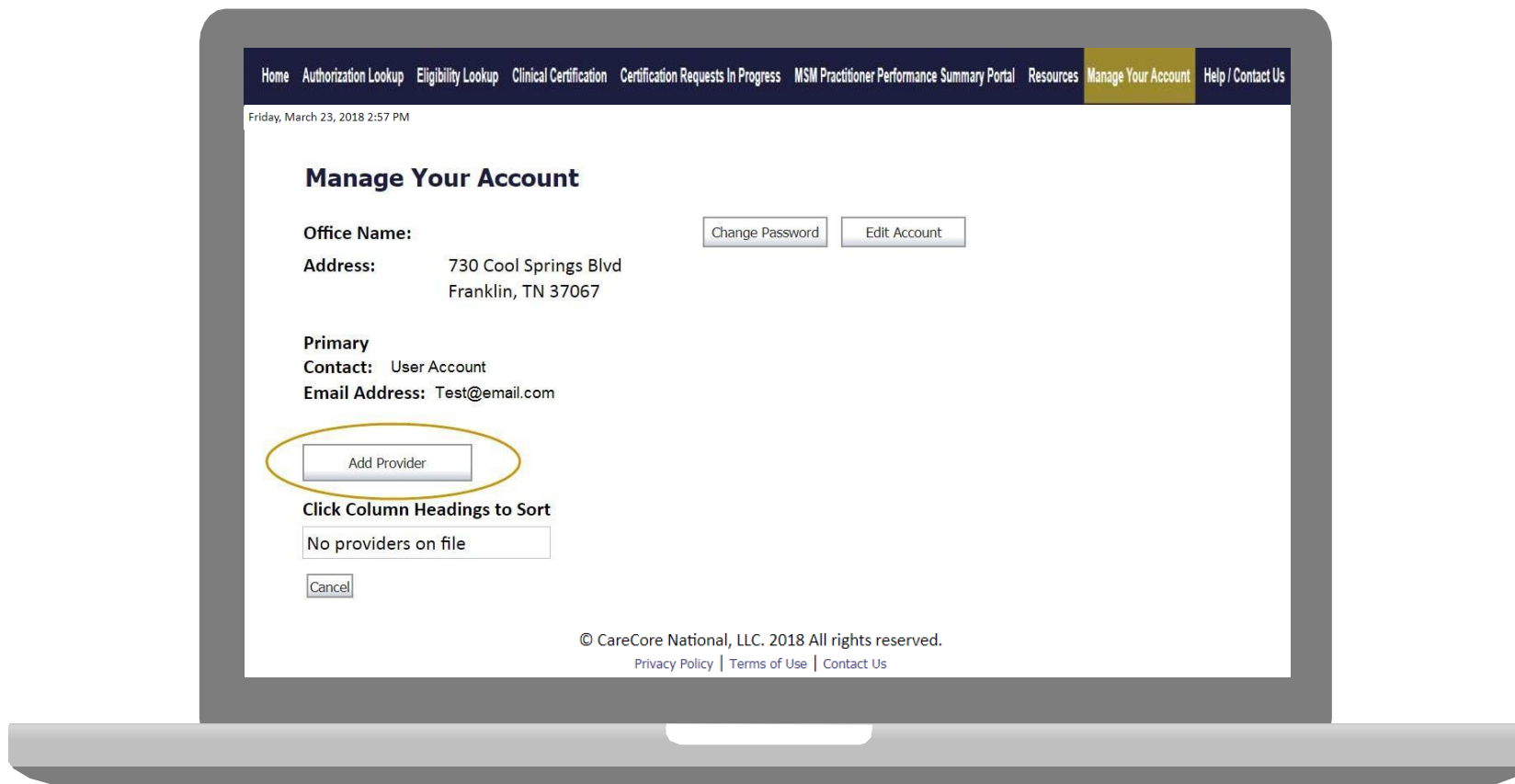
Resume a certification request in progress >> << Did you know? You can save a certification request to finish later.

Look up an existing authorization >>

Check member eligibility >>

- Providers will need to be added to your account prior to case submission. Click the **“Manage Account”** tab to add provider information.
- ***Note:*** You can access the MedSolutions Portal at any time without having to provide additional log-in information. Click the MedSolutions Portal button on the top right corner to seamlessly toggle back and forth between the two portals.

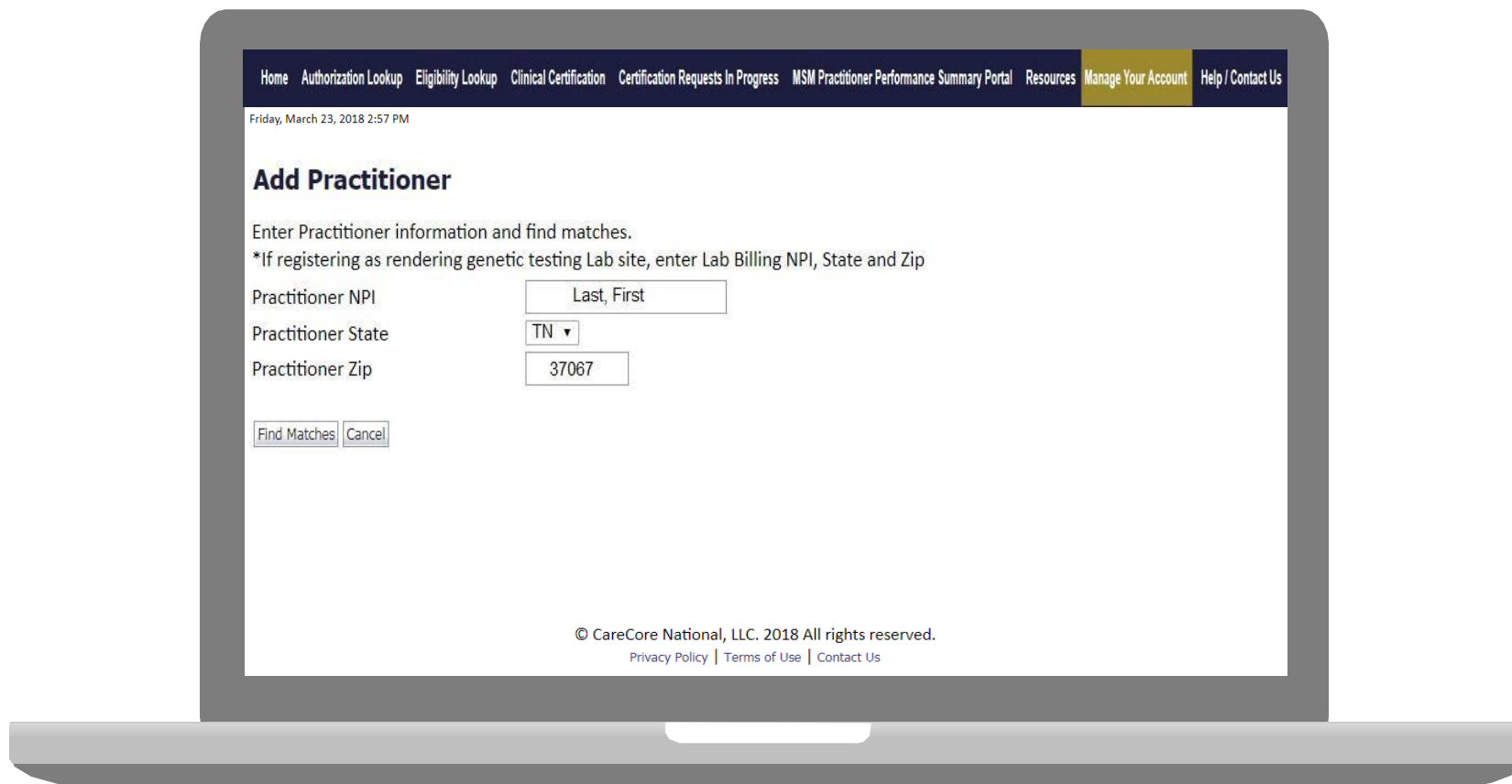
Add Practitioners



Click the “**Add Provider**” button.



Add Practitioners



The screenshot shows a web application interface for adding practitioners. At the top is a dark blue navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification, Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account (highlighted in yellow), and Help / Contact Us. Below the navigation bar, the date and time 'Friday, March 23, 2018 2:57 PM' are displayed. The main heading is 'Add Practitioner'. Below this, instructions state: 'Enter Practitioner information and find matches.' and '*If registering as rendering genetic testing Lab site, enter Lab Billing NPI, State and Zip'. The form fields are: 'Practitioner NPI' with a text input containing 'Last, First'; 'Practitioner State' with a dropdown menu showing 'TN'; and 'Practitioner Zip' with a text input containing '37067'. At the bottom of the form are two buttons: 'Find Matches' and 'Cancel'. The footer of the page contains the copyright notice '© CareCore National, LLC. 2018 All rights reserved.' and links for 'Privacy Policy', 'Terms of Use', and 'Contact Us'.

Home Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Performance Summary Portal Resources **Manage Your Account** Help / Contact Us

Friday, March 23, 2018 2:57 PM

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

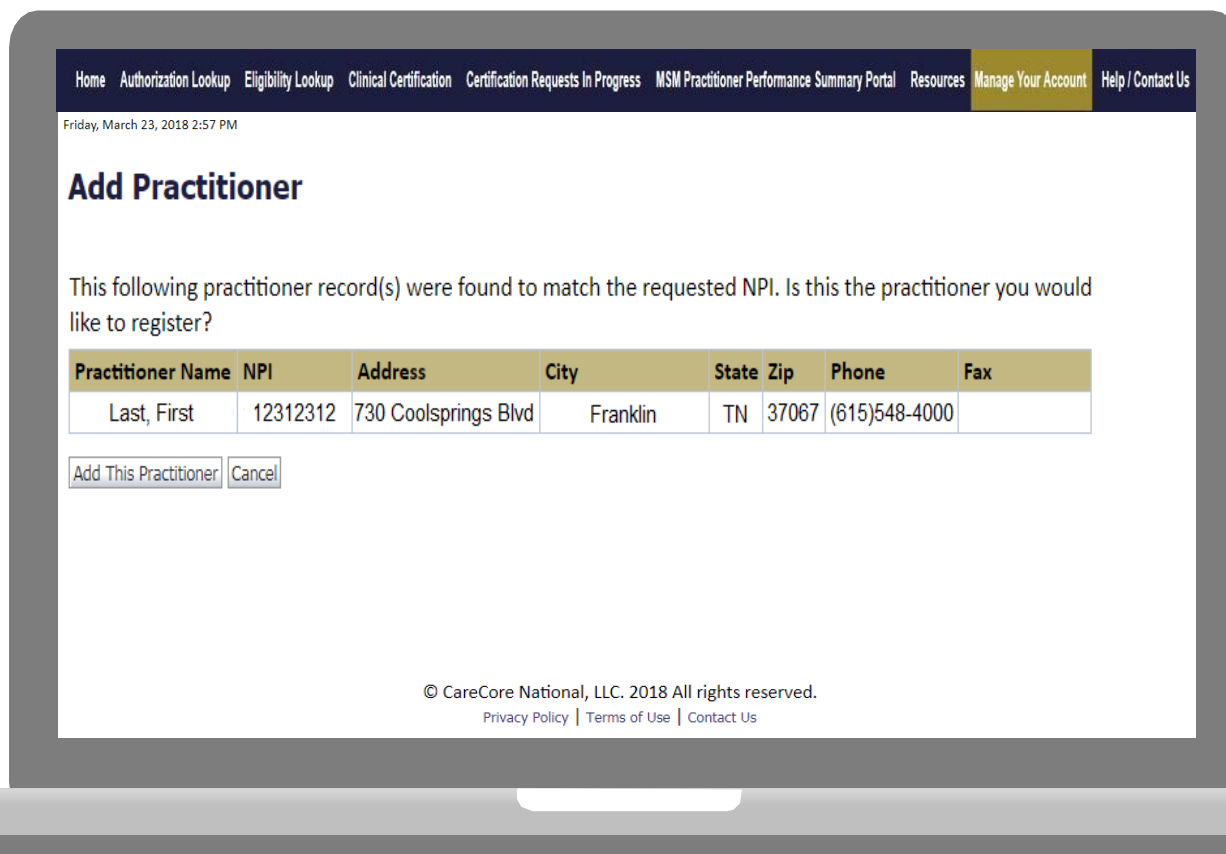
Practitioner Zip

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

Enter the **Provider's NPI**, **State**, and **Zip Code** to search for the provider record to add to your account. You are able to add multiple Providers to your account.



Adding Practitioners



The screenshot shows a web application interface for adding practitioners. At the top is a dark blue navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification, Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account (highlighted in yellow), and Help / Contact Us. Below the navigation bar, the date and time 'Friday, March 23, 2018 2:57 PM' are displayed. The main heading is 'Add Practitioner'. A text prompt asks: 'This following practitioner record(s) were found to match the requested NPI. Is this the practitioner you would like to register?'. Below this is a table with one row of data. The table has columns: Practitioner Name, NPI, Address, City, State, Zip, Phone, and Fax. The data row shows: Last, First; 12312312; 730 Coolsprings Blvd; Franklin; TN; 37067; (615)548-4000; and an empty fax field. Below the table are two buttons: 'Add This Practitioner' and 'Cancel'. At the bottom of the page, there is a copyright notice: '© CareCore National, LLC. 2018 All rights reserved.' followed by links for 'Privacy Policy', 'Terms of Use', and 'Contact Us'.

Home Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Performance Summary Portal Resources **Manage Your Account** Help / Contact Us

Friday, March 23, 2018 2:57 PM

Add Practitioner

This following practitioner record(s) were found to match the requested NPI. Is this the practitioner you would like to register?

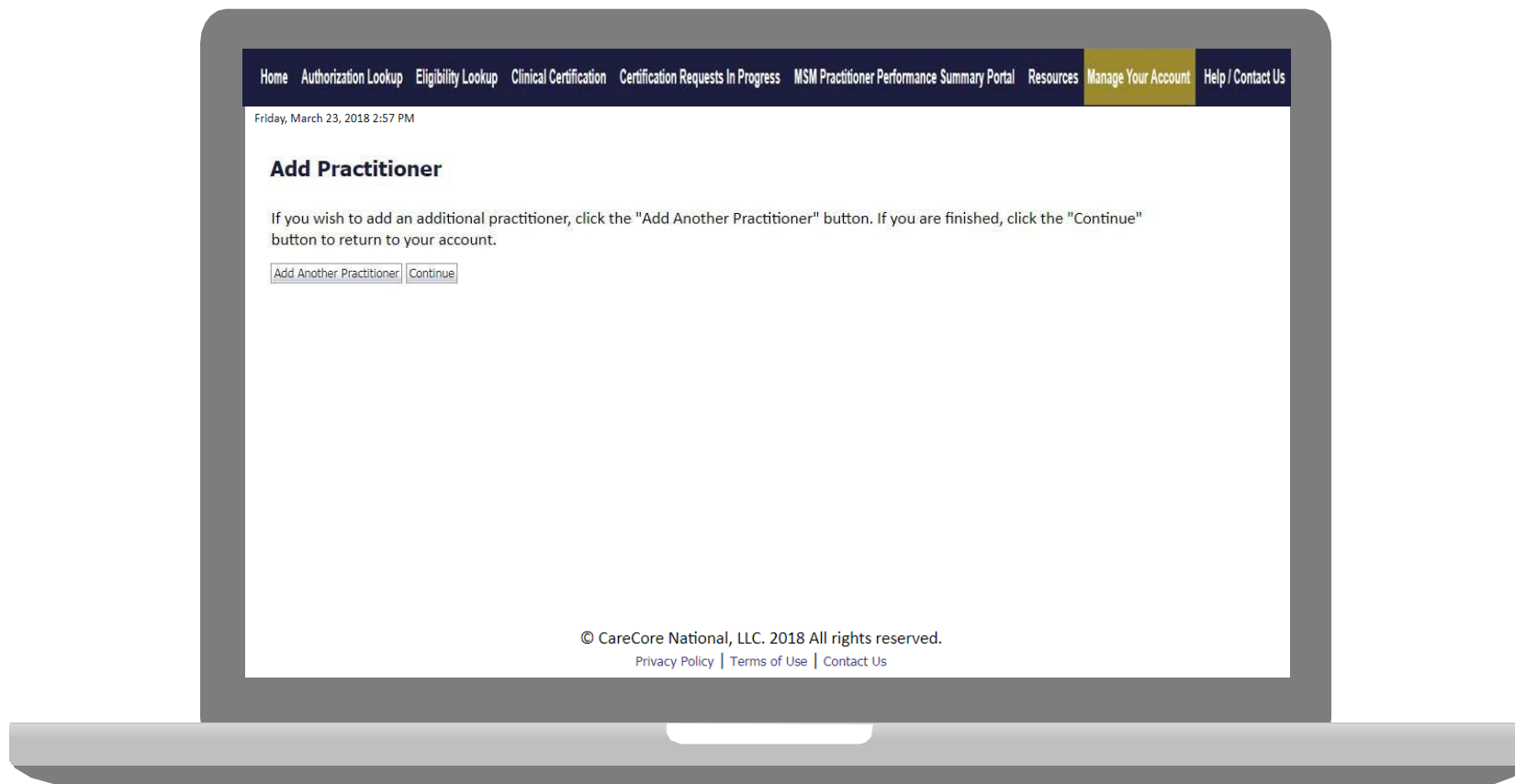
Practitioner Name	NPI	Address	City	State	Zip	Phone	Fax
Last, First	12312312	730 Coolsprings Blvd	Franklin	TN	37067	(615)548-4000	

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

Select the matching record based upon your search criteria

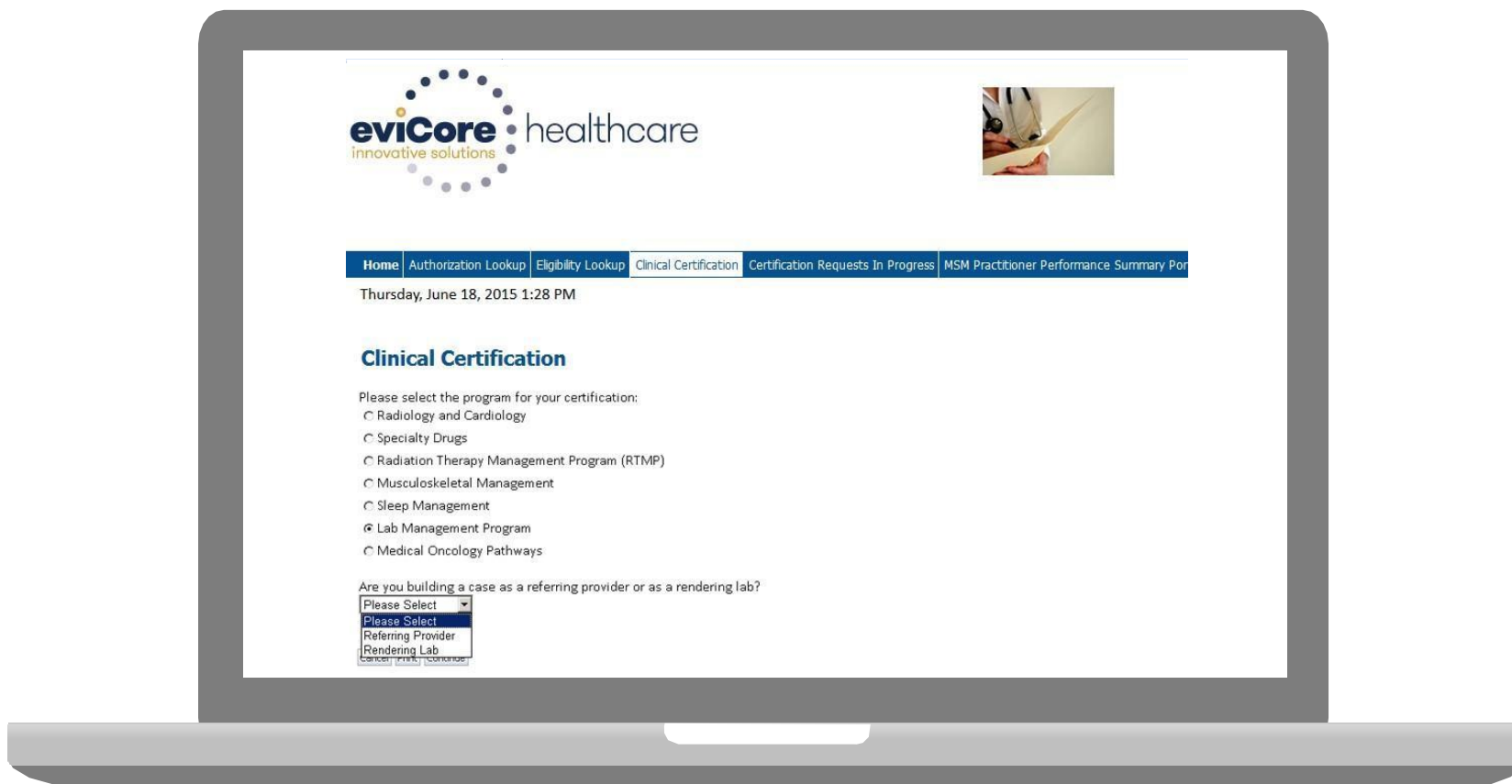


Manage Your Account



- Once you have selected a practitioner, your registration will be completed. You can then access the **“Manage Your Account”** tab to make any necessary updates or changes.
- You can also click **“Add Another Practitioner”** to add another provider to your account.

Select Program



The screenshot shows a web application for eviCore healthcare. The header includes the logo and a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (selected), Certification Requests In Progress, and MSM Practitioner Performance Summary Port. The date and time are Thursday, June 18, 2015 1:28 PM. The main section is titled "Clinical Certification" and asks the user to select a program for certification. The options are: Radiology and Cardiology, Specialty Drugs, Radiation Therapy Management Program (RTMP), Musculoskeletal Management, Sleep Management, Lab Management Program (selected), and Medical Oncology Pathways. Below this, there is a question: "Are you building a case as a referring provider or as a rendering lab?" with a dropdown menu showing "Please Select", "Please Select", "Referring Provider", and "Rendering Lab".

eviCore healthcare
innovative solutions

Home | Authorization Lookup | Eligibility Lookup | Clinical Certification | Certification Requests In Progress | MSM Practitioner Performance Summary Port

Thursday, June 18, 2015 1:28 PM

Clinical Certification

Please select the program for your certification:

- ☐ Radiology and Cardiology
- ☐ Specialty Drugs
- ☐ Radiation Therapy Management Program (RTMP)
- ☐ Musculoskeletal Management
- ☐ Sleep Management
- ☒ Lab Management Program
- ☐ Medical Oncology Pathways

Are you building a case as a referring provider or as a rendering lab?

Please Select
Please Select
Referring Provider
Rendering Lab



Select the **Program** for your certification.

Submitting as Provider- MD Search

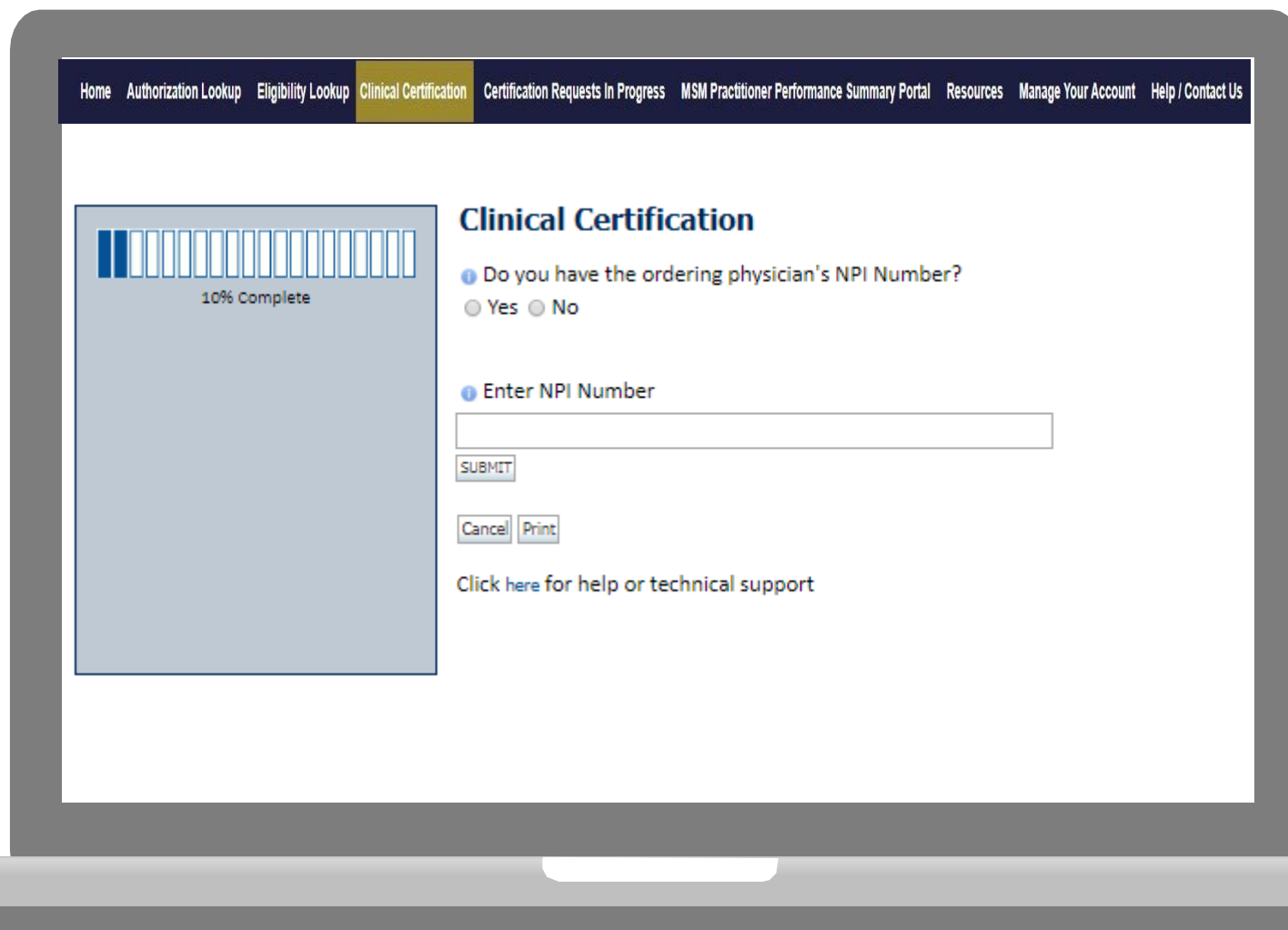
The screenshot shows a web application for Clinical Certification. The top navigation bar includes links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account, and Help / Contact Us. Below the navigation bar, the date and time are displayed: Friday, March 23, 2018 2:57 PM. The main content area is titled "Clinical Certification" and contains the following elements:

- A progress bar on the left showing 10% completion.
- Instructions: "Select the practitioner or group for whom you want to build a case. If the practitioner, group, or lab for whom you wish to build a case is not listed, please visit [Manage Your Account](#) to associate the new practitioner, group, or lab."
- A search section with a "Filter Last Name or NPI:" label, a text input field, and buttons for "FILTER" and "CLEAR_FILTER".
- A "Selected Physician:" section with a table of providers.
- Buttons for "Cancel", "Back", "Print", and "Continue".
- A link: "Click [here](#) for help or technical support".

Provider	
SELECT	1234567890 - Last, First

Select the **Practitioner/Group** for whom you want to build a case.

Submitting as Rendering Lab- MD Search



The screenshot shows a web application interface for 'Clinical Certification'. At the top is a dark navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account, and Help / Contact Us. The main content area has a title 'Clinical Certification' and a progress indicator on the left showing 10% completion. The form contains two questions: 'Do you have the ordering physician's NPI Number?' with radio buttons for 'Yes' and 'No', and 'Enter NPI Number' with a text input field. Below the input field are 'SUBMIT', 'Cancel', and 'Print' buttons. A link for help or technical support is at the bottom.

Home Authorization Lookup Eligibility Lookup **Clinical Certification** Certification Requests In Progress MSM Practitioner Performance Summary Portal Resources Manage Your Account Help / Contact Us

Clinical Certification

10% Complete

1 Do you have the ordering physician's NPI Number?
☐ Yes ☐ No

1 Enter NPI Number

SUBMIT

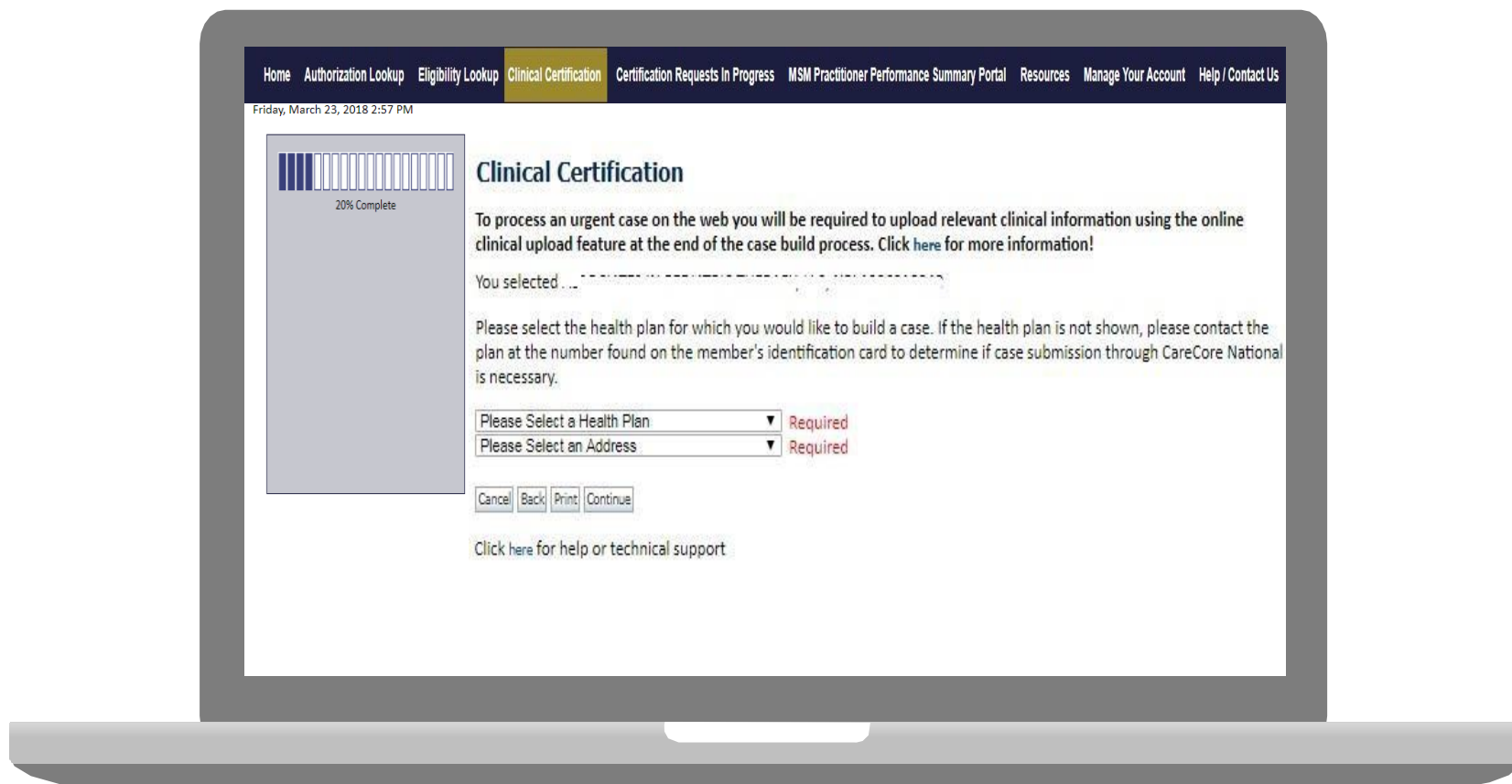
Cancel Print

[Click here for help or technical support](#)

The **Ordering Provider NPI** must be entered to build a case online.



Select Health Plan



The screenshot shows a web application interface for 'Clinical Certification'. At the top is a navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account, and Help / Contact Us. Below the navigation bar, the date and time 'Friday, March 23, 2018 2:57 PM' are displayed. On the left side, there is a progress indicator consisting of 10 vertical bars, with the first two filled, and the text '20% Complete' below it. The main content area is titled 'Clinical Certification' and contains the following text: 'To process an urgent case on the web you will be required to upload relevant clinical information using the online clinical upload feature at the end of the case build process. Click [here](#) for more information!'. Below this, it says 'You selected ...'. The next instruction is 'Please select the health plan for which you would like to build a case. If the health plan is not shown, please contact the plan at the number found on the member's identification card to determine if case submission through CareCore National is necessary.' There are two dropdown menus: 'Please Select a Health Plan' and 'Please Select an Address', both marked as 'Required' in red text. Below the dropdowns are buttons for 'Cancel', 'Back', 'Print', and 'Continue'. At the bottom, there is a link: 'Click [here](#) for help or technical support'.

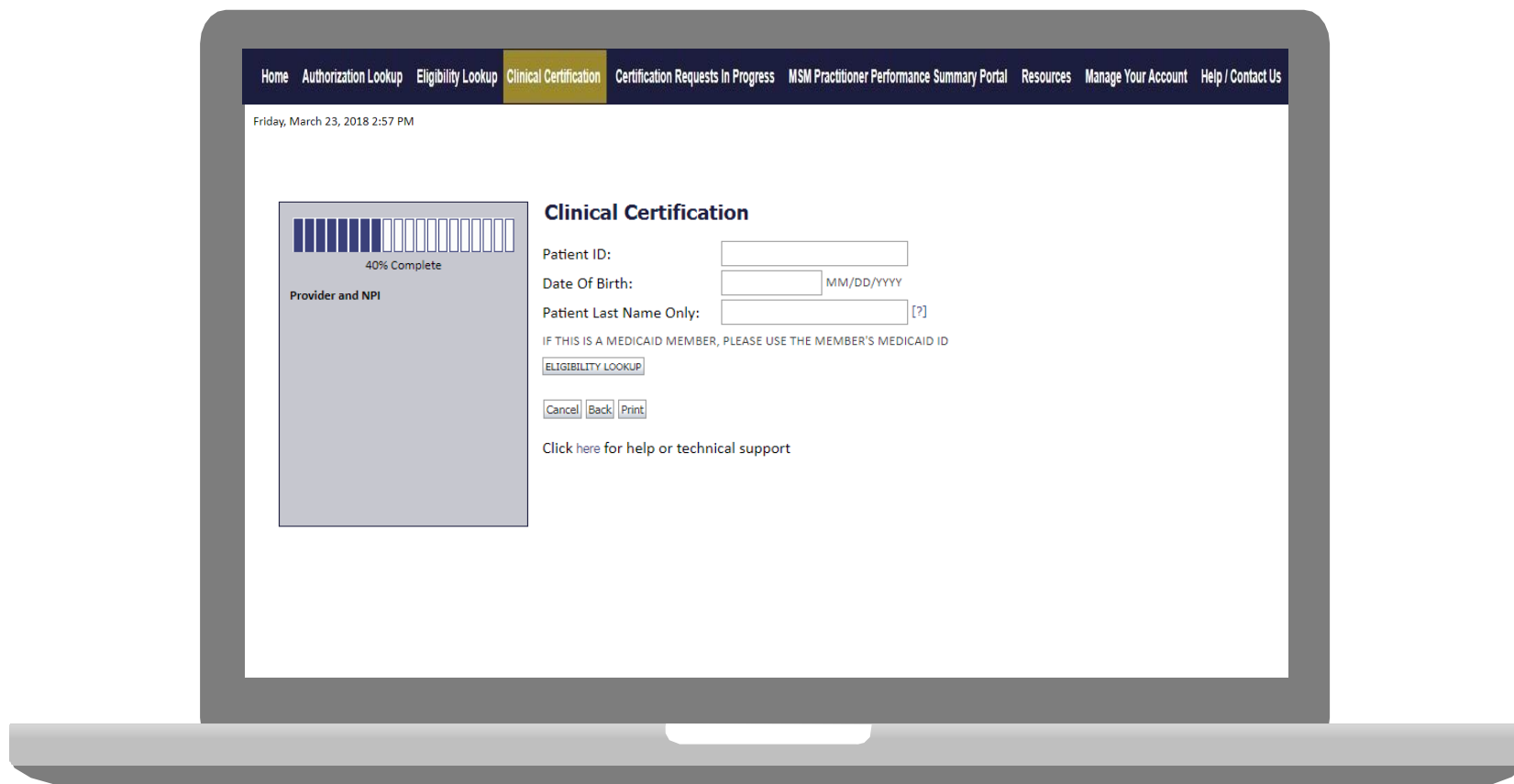
Choose the appropriate **Health Plan** for the case request. If the health plan does not populate, please contact the plan at the number found on the member's identification card.
Select the Physician's address.

Contact Information



of 36

Member Information



The screenshot shows a web application interface for 'Clinical Certification'. At the top is a dark navigation bar with links: Home, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account, and Help / Contact Us. Below the navigation bar, the date and time 'Friday, March 23, 2018 2:57 PM' are displayed. The main content area is divided into two sections. On the left is a box titled 'Provider and NPI' containing a progress bar with 10 segments, 4 of which are filled, and the text '40% Complete'. On the right is the 'Clinical Certification' form. It includes input fields for 'Patient ID:', 'Date Of Birth:' (with a 'MM/DD/YYYY' placeholder), and 'Patient Last Name Only:' (with a '[?]' placeholder). Below these fields is a note: 'IF THIS IS A MEDICAID MEMBER, PLEASE USE THE MEMBER'S MEDICAID ID'. A button labeled 'ELIGIBILITY LOOKUP' is positioned below the note. At the bottom of the form are three buttons: 'Cancel', 'Back', and 'Print'. A link 'Click here for help or technical support' is located at the very bottom of the form area.

Enter the **member information** including the Patient ID number, date of birth, and patient's last name. Click **"Eligibility Lookup."**

Clinical Details

Clinical Certification

Lab Management Program Procedures

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

LABTST

MOLECULAR GENETIC TEST

Diagnosis

Select a Diagnosis Code (Lookup by Code or Description)

LOOKUP

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

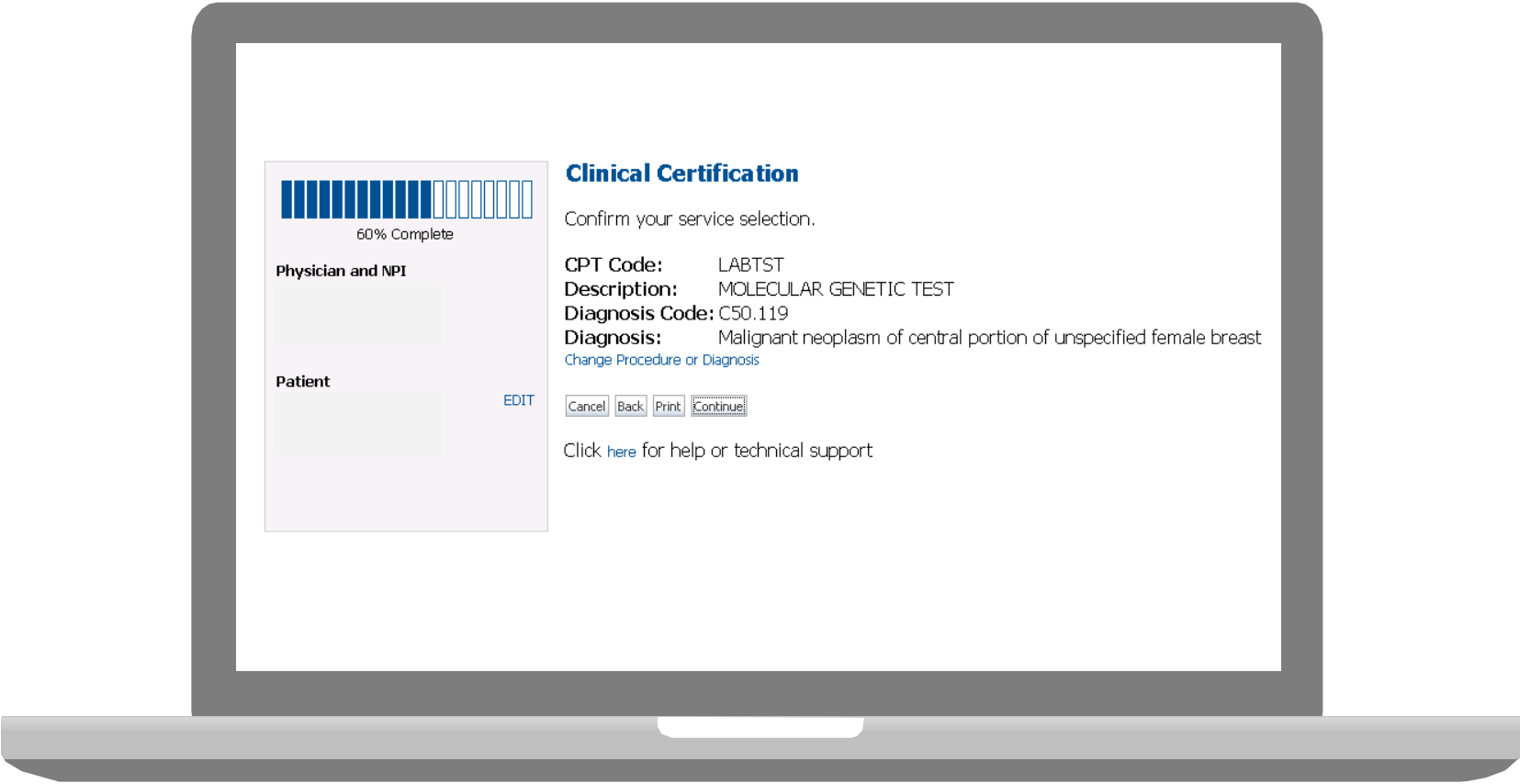
Cancel

Back

Print

Click [here](#) for help or technical support

Verify Service Selection



Site Selection – Referring Provider Submitters

Provider Web Portal

Home | Authorization Lookup | Eligibility Lookup | **Clinical Certification** | Certification Requests In Progress | Physician Criteria | Manage Your Account | Cardiology Approval Report

Tuesday, April 15, 2014 4:03 PM Log Off Q005HA

60% Complete

Physician: EDIT

Patient: EDIT

Service: 4/16/2014 EDIT

Clinical Certification

The locations listed below are within 25 miles from the member's zip code and are listed in a random order. If the location you would like to send your patient to is not on this list, you can search for that location using the Specific Site Search parameters below.

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: Site Name:

TIN: City:

☐ Exact match
☒ Starts with

[LOOKUP SITES](#)

	Name	Address
<input type="button" value="SELECT"/>		
<input type="button" value="SELECT"/>		
<input type="button" value="SELECT"/>		
<input type="button" value="SELECT"/>		

➔ Select the appropriate site for the request.

Site Selection for Rendering Lab Submitters

80% Complete

Physician and NP [EDIT](#)

Patient [EDIT](#)

Service [EDIT](#)

LABTST MOLECULAR GENETIC TEST
174.9 MALIGN NEOPL BREAST NOS

Clinical Certification

Select Site:

Clinical Certification

Select Site:

Name	Address
<input type="button" value="SELECT"/>	

- The site added to your account will be in the drop down menu selection.
- Click **“GO”** when ready.

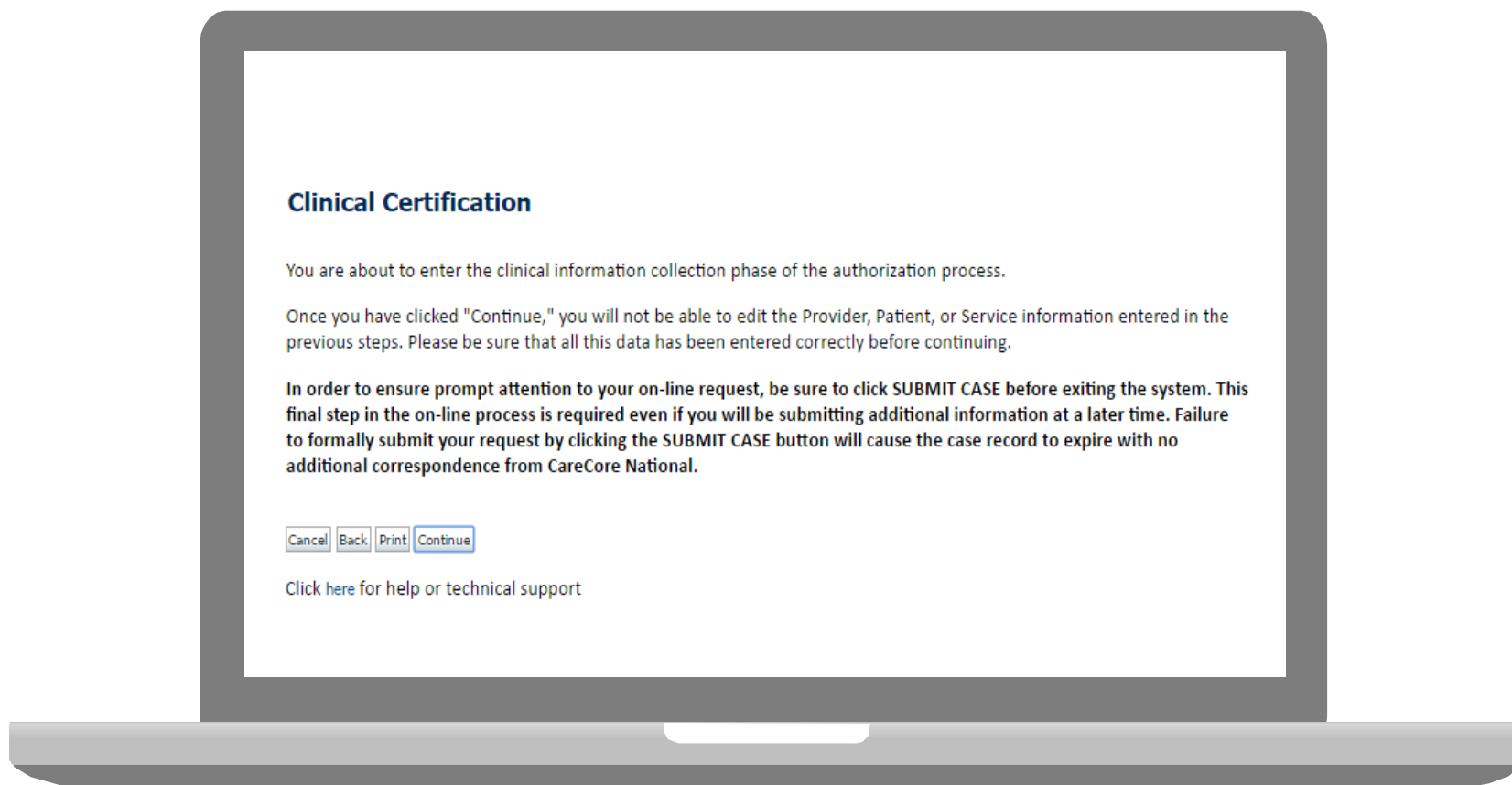
Contact Information

Select an Urgency Indicator and Upload your patient's relevant medical records that support your request.



You can upload up to **FIVE documents** in .doc, .docx, or .pdf format. Your case will only be considered Urgent if there is a successful upload.

Clinical Certification



- Verify all information entered and make any needed changes prior to moving into the clinical collection phase of the prior authorization process.
- **You will not have the opportunity to make changes after that point.**

Single or Multi CPT Code and Collection Date

Clinical Certification

Some tests can be automatically authorized by responding to a set of specific clinical questions. In order to determine the right clinical questions to ask, we need to know exactly which test is being performed. The next several questions guide test and CPT code selection. Each step includes an option to bypass the question if you do not know the answer. If you need assistance, you can call 1-879-8317.

1 How will the test be billed?

☒ A single CPT/HCPCS code for the entire test

☐ More than one CPT/HCPCS codes (a panel, profile, or group of tests performed together and billed with multiple procedure codes)

☐ I do not know the CPT/HCPCS code(s) associated with this test (This option allows you to describe the test and provide general clinical information for manual review.)

2 Has the specimen been collected?

☐ Yes ☐ No ☐ Unknown

3 Collection date (if the specimen has already been collected):

SUBMIT

Test Identification

Single CPT Code

81202 - APC GENE KNOWN FAM VARIANTS
81203 - APC GENE DUP/DELET VARIANTS
81205 - BCKDHB GENE
81206 - BCR/ABL1 GENE MAJOR BP
81207 - BCR/ABL1 GENE MINOR BP
81208 - BCR/ABL1 GENE OTHER BP
81209 - BLM GENE
81210 - BRAF GENE
81211 - BRCA1&2 SEQ & COM DUP/DEL
81212 - BRCA1&2 185&5385&6174 VAR
81213 - BRCA1&2 UNCOM DUP/DEL VAR
81214 - BRCA1 FULL SEQ & COM DUP/DEL
81215 - BRCA1 GENE KNOWN FAM VARIANT
81216 - BRCA2 GENE FULL SEQUENCE
81217 - BRCA2 GENE KNOWN FAM VARIANT
81220 - CFTR GENE COM VARIANTS
81221 - CFTR GENE KNOWN FAM VARIANTS
81222 - CFTR GENE DUP/DELET VARIANTS
81223 - CFTR GENE FULL SEQUENCE

There is room
for free text to
add codes
should there be
a need to do so.

Test Type

If selecting the test
type, the list of cpt
codes presented
will then be
narrowed to
applicable codes.

Hereditary cancer syndromes (BRCA, Lynch, APC, MUTYH, PTEN, TP53, etc. genes)
Carrier screening tests (Cystic fibrosis, Fragile X, Spinal muscular atrophy, Ashkenazi Jewish disorders, etc.)
Tumor marker/molecular profiling (KRAS, EGFR, BRAF, ALK, MGMT, etc genes)
Hereditary cardiac disorders (Cardiomyopathies, Arrhythmias such as long QT syndrome, Aortic aneurysm, Marfan syndrome, Familial hypercholesterolemia, etc.)
Cardiovascular disease and thrombosis risk variant testing (APOE, ACE, LPA-Aspirin, LPA-Intron 25, KIF6, CYP2C19, CYP2C9, VKORC1, MTHFR, Factor V Leiden, Prothrombin, etc.
Pharmacogenomic testing (CYP2D6, CYP2C19, CYP2C9, VKORC1, OPRM1, SLCO1B1, MTHFR, Factor V Leiden, Prothrombin, etc. genotyping)
Neurologic disorders (Ataxia, Dystonia, Epilepsy, Myotonia, Muscular dystrophy, Neuropathy, Spastic paraplegia, etc. evaluations)
Mitochondrial disease testing (Kearns-Sayre, Leigh, LHON, MELAS, MERRF, NARP, Whole mitochondrial genome, etc.)
Other/Not listed/Not sure

Cancel Print

Select the **Single CPT Code** or Select by **Test Type**



Clinical Questions

Answer the following questions in clinical detail:

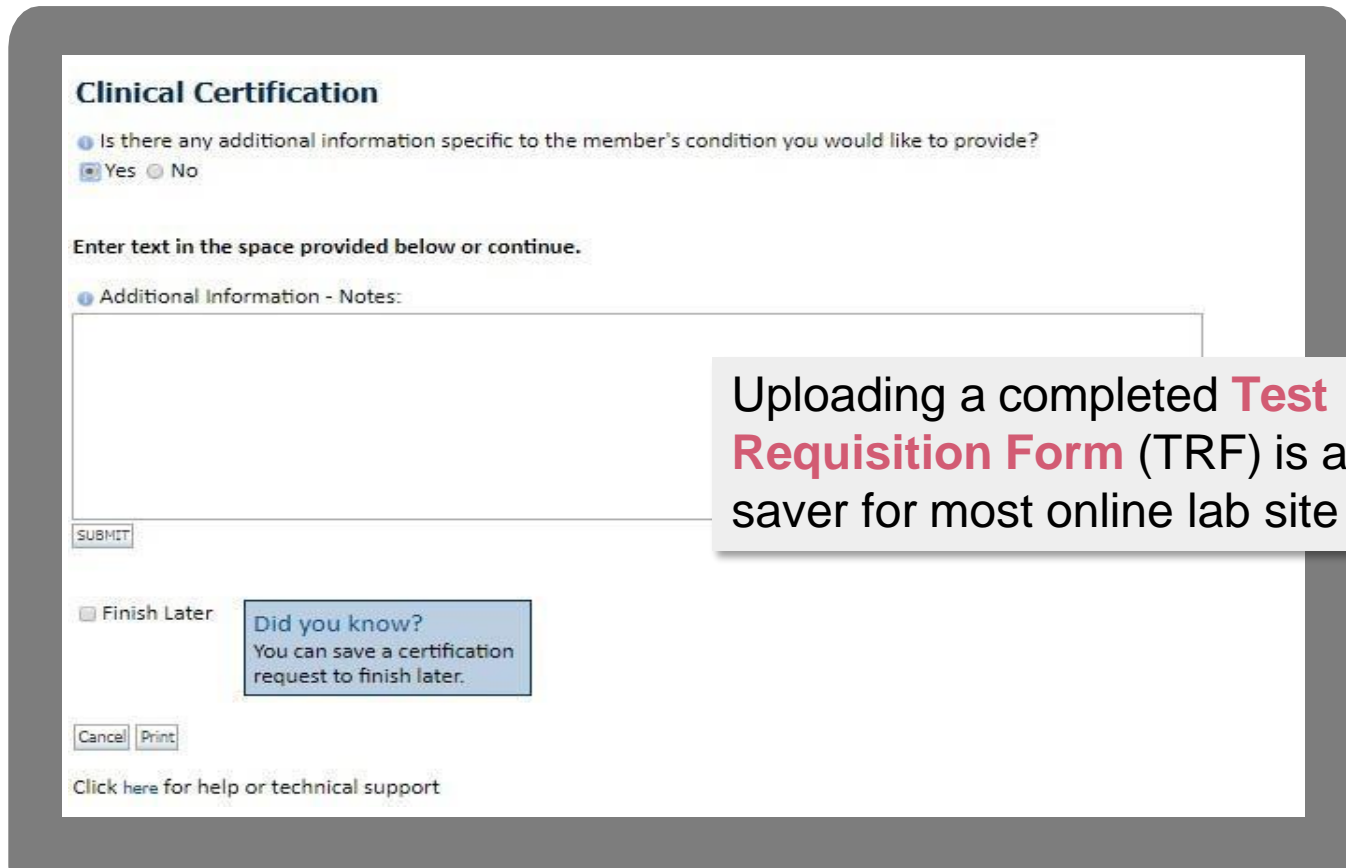
1. Provide the indication for this test.

2. Describe the patient's signs and symptoms (if none, write not applicable)

3. Describe any relevant testing or procedure results for this patient. (If none, write not applicable)

1. Provide the indication for this test
2. Describe the patient's signs and symptoms (if none, write not applicable)
3. Describe any relevant testing or procedure results for this patient.(if none, write not applicable)
4. Describe the patient's relevant family history, if applicable to the requested test; including clinical findings, diagnoses, and/or test results. If not relevant to the requested test, write not applicable.
5. Describe how the results of this requested test will be utilized in the patient's care.
6. Add any additional comments which may be relevant, and may not fit into the above information.

Medical Review



The screenshot shows a web form titled "Clinical Certification" on a laptop screen. The form includes a question about additional information, a "Yes/No" selection, a text entry box for notes, and buttons for "SUBMIT", "Finish Later", "Cancel", and "Print". A "Did you know?" tip box is also present.

Clinical Certification

Is there any additional information specific to the member's condition you would like to provide?
☒ Yes ☐ No

Enter text in the space provided below or continue.

Additional Information - Notes:

☐ Finish Later

Did you know?
You can save a certification request to finish later.

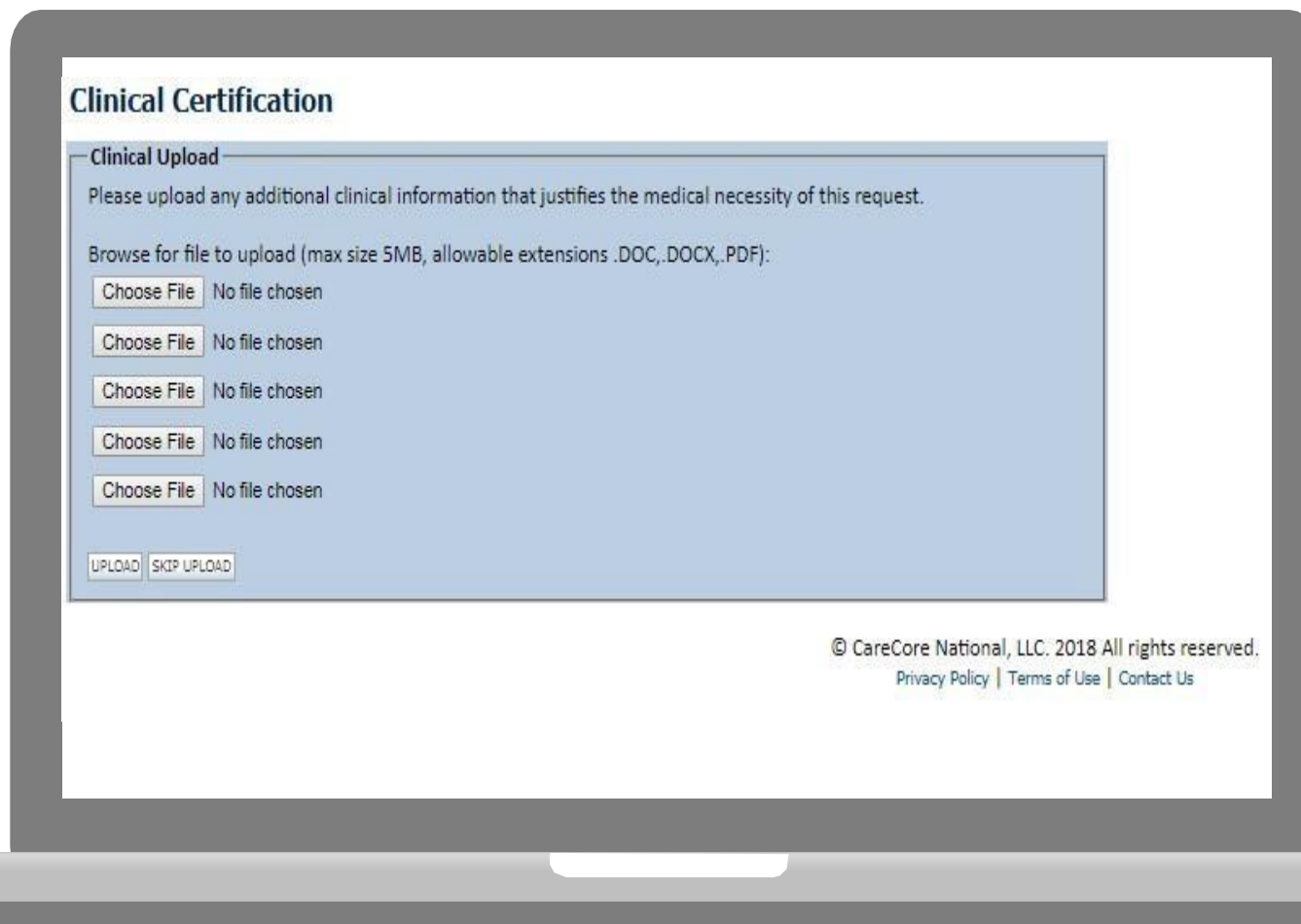
[Click here](#) for help or technical support

Uploading a completed **Test Requisition Form** (TRF) is a time saver for most online lab site users.

If **additional information** is required, you will have the option to either free hand text in the additional information box, or you can mark Yes to additional info and click submit to bring you to the upload documentation page.

Providing clinical information via the web is the quickest, most efficient method.

Medical Review



The screenshot shows a web application interface for 'Clinical Certification'. It features a 'Clinical Upload' section with instructions to upload additional clinical information. Below the instructions are five file selection buttons, each labeled 'Choose File' and 'No file chosen'. At the bottom of the upload section are 'UPLOAD' and 'SKIP UPLOAD' buttons. The footer of the page includes copyright information for CareCore National, LLC, and links to 'Privacy Policy', 'Terms of Use', and 'Contact Us'.

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,.DOCX,.PDF):

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

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If **additional information** is required, you will have the option to either free hand text in the additional information box, or you can mark Yes to additional info and click submit to bring you to the upload documentation page.

Providing clinical information via the web is the quickest, most efficient method.

Immediate Case Status

Clinical Certification

Your case has been Approved.

Provider Name:

Provider Address:

Contact:

Phone
Number:

Fax Number:

Patient Name:

Insurance Carrier:

Patient Id:

Site Name:

Site ID:

Site Address:

Primary Diagnosis Code:

Secondary Diagnosis
Code:

CPT Code:

Description:

Description:

Description:

Modifier:

Authorization Number:

Review Date:

Expiration Date:

Status:

Your case has been Approved.

Print

Continue

Case status and a **reference number** will be presented upon case submission. The option to print this information is available.

Building Additional Cases

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

Thursday, March 05, 2015 10:15 AM

Clinical Certification

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

☐ Provider

☐ Program and Provider

☒ Program and Health Plan

Is this request also for the same:

☒ Provider ☐ Member ☐ Procedure ☐ Same Program and Health Plan only (new provider, member, and procedure)

Once a case has been submitted for clinical certification, you can return to the **Main Menu**, **resume an in-progress request**, or **start a new request**. You can indicate if any of the previous case information will be needed for the new request. May not be able to use the resume in-progress feature if using SSO

Authorization look up

The screenshot shows the eviCore healthcare website. The header includes the eviCore logo and a navigation bar with links: Home, Authorization Lookup (highlighted), Eligibility Lookup, Clinical Certification, Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, and Manage Your Account. Below the navigation bar, the date and time are displayed: Tuesday, November 22, 2016 2:30 PM.

Authorization Lookup

New Security Features Implemented

☒ Search by Member Information

REQUIRED FIELDS

Healthplan:

Provider NPI:

Patient ID:

Patient Date of Birth:
MM/DD/YYYY

OPTIONAL FIELDS

Case Number:

or

Authorization Number:

☒ Search by Authorization Number/ NPI

REQUIRED FIELDS

Provider NPI:

Auth/Case Number:

- Select Search by **Authorization Number/NPI**. Enter the provider's NPI and authorization or case number. Select **Search**.
- You can also search for an authorization by **Member Information**, and enter the health plan, Provider NPI, patient's ID number, and patient's date of birth.

Authorization Status

Authorization Lookup

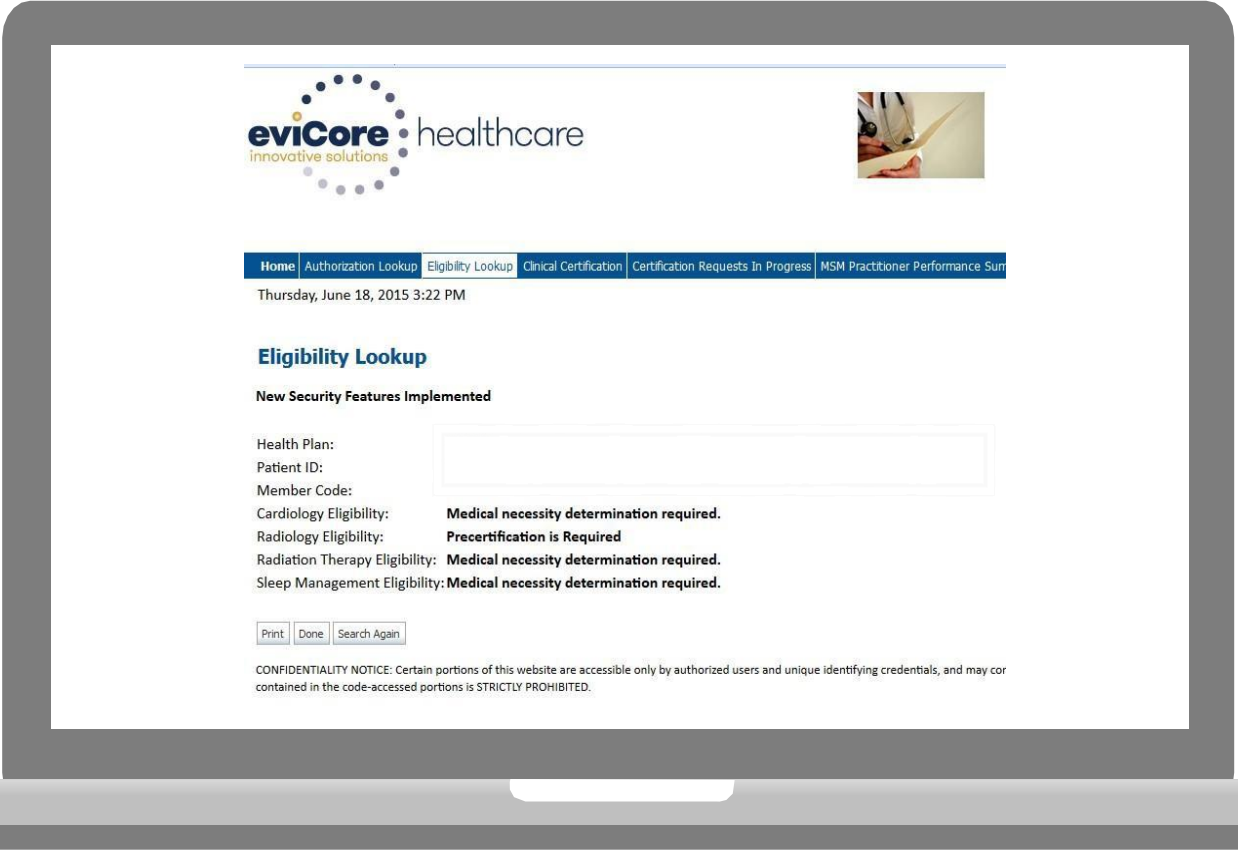
New Security Features Implemented

Authorization Number:
Case Number:
Status: Approved
Approval Date: 3/23/2016 12:00:00 AM
Service Code: LABTST
Service Description: MOLECULAR GENETIC TEST
Site Name: GENOMIC HEALTH INC
Expiration Date: 5/22/2016
Date Last Updated: 3/23/2016 2:01:18 PM
Correspondence: [VIEW CORRESPONDENCE](#)

Procedures Requested and Approved

Procedure	Description	Qty Requested	Qty Approved	Modifier(s)	Delete
81220	CFTR GENE COM VARIANTS	1	0		
81243	FMR1 GENE DETECTION	1	1		
81244	FMR1 GENE CHARACTERIZATION	1	1		

Eligibility Look Up



Provider Resources



Provider Resources: Pre-Certification Call Center



Pre-Certification
Call Center



Web-Based
Services



Client Provider
Operations



Documents

7:00 AM - 7:00 PM (EST): (888) 693-3211

- Obtain pre-certification or check the status of an existing case
- Discuss questions regarding authorizations and case decisions
- Change facility or CPT Code(s) on an existing case

Provider Resources: Web-Based Services



Pre-Certification
Call Center



Web-Based
Services



Client Provider
Operations



Documents

www.evicore.com

To speak with a Web Specialist, call (800) 646-0418 (Option #2) or email portal.support@evicore.com.

- Request authorizations and check case status online – 24/7
- Web Portal registration and questions
- Pause/Start feature to complete initiated cases
- Upload electronic PDF/word clinical documents

Provider Resources: Client Provider Operations



Pre-Certification
Call Center



Web-Based
Services



Client Provider
Operations



Documents

clientservices@evicore.com

- Eligibility issues (member, rendering facility, and/or ordering physician)
- Questions regarding accuracy assessment, accreditation, and/or credentialing
- Issues experienced during case creation
- Request for an authorization to be resent to the health plan

Provider Resources: Implementation Document

Provider Enrollment Questions Contact AllWays Health Partners at 800-462-5449



Pre-Certification
Call Center



Web-Based
Services



Client Provider
Operations



Documents

Mass General Brigham Health Plan – includes all implementation documents:

[Mass General Brigham Health \(aka AllWays Health Partners Resources\) | eviCore healthcare](#)

- CPT code list of the procedures that require prior authorization
- Quick reference guide
- eviCore clinical guidelines
- Announcement letters

Thank You!

