WellSense Health Plan

Radiology Web Portal Migration

Date: 1/1/2025









Quality Improvemen Organizations

+Agenda



What is Changing: MedSolutions to CareCore National CareCore National Portal Overview CareCore National Portal Features Remember our Provider Resources Questions



WellSense



Applicable Membership

- + Medicare
- + Medicaid
- + Commercial

Prior authorization applies to the following services

- + Outpatient
- + Elective/Non-emergent

Prior authorization does NOT apply to services performed in:

- + Emergency Rooms
- + Observation Services
- + Inpatient Stays

Providers should verify member eligibility and benefits on the secured provider log-in section at: <u>WellSense Health Plan Implementation</u> <u>Resources | EviCore by Evernorth</u>

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Platform Migration – Effective 1/1/2025

- eviCore currently accepts Radiology prior authorization requests for WellSense members through the MedSolutions portal. Beginning 1/1/2025, these requests should be entered through the CareCore National portal at eviCore.com.
- If a provider has an existing login, the <u>same</u> credentials are used for both portals and a new account does <u>not</u> need to be created.
- Any authorizations requested prior to 2025 can still be viewed on the MedSolutions portal, but as of 2025 all new requests must be created on the CareCore National portal, as shown below.



FviCore

By EVERNORTH

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Pre-service prior authorization workflow

PROCESS



An **approval letter** with authorization information will be issued to both the provider and member (mailed).

Request is Denied

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A **denial letter with clinical rationale** for the decision and appeal rights will be issued to both the provider and member.

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How to Request Prior Authorization

The EviCore Provider Portal is the easiest, most efficient way to request clinical reviews and check statuses.

- + Save time: Quicker process than requests by phone or fax
- + Available 24/7

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- + **Save your progress:** If you need to step away, you can save your progress and resume later
- + **Upload additional clinical information:** No need to fax in supporting clinical documentation, it can be uploaded on the portal
- + View and print determination information: Check case status in real-time
- + **Dashboard:** View all recently submitted cases
- + E-notification: Receive email notifications when there is a change to case status
- + **Duplication feature:** If you are submitting more than one request, you can duplicate information to expedite submittals



*Effective 1/1/25, there is a new phone number for WellSense radiology prior authorization requests.

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EVICORE PROVIDER PORTAL

Eligibility Lookup

+ Confirm if patient requires clinical review

Clinical Certification

+ Request a clinical review for prior authorization on the portal

Prior Authorization Status Lookup

- + View and print any correspondence associated with the case
- + Search by member information OR by case number with ordering national provider identifier (NPI)
- + Review post-decision options, submit appeal, and schedule a peer-to-peer

Certification Summary

+ Track recently submitted cases

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Necessary Information for Prior Authorization



To obtain prior authorization on the very first submission, the provider submitting the request will need to gather information within four categories:



Member

✓ Health Plan ID

 \checkmark Member name

✓ Date of birth (DOB)

Referring (Ordering) Physician

✓ Physician name

✓ National provider identifier (NPI)

✓ Phone & fax number

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Supporting Clinical

 Pertinent clinical information to substantiate medical necessity for the requested service

- ✓ CPT/HCPCS Code(s)
- Diagnosis Code(s)
- ✓ Previous test results



Rendering Facility

✓ Facility name

✓ Address

- ✓ National provider identifier (NPI)
- ✓ Tax identification number (TIN)
 - \checkmark Phone & fax number

All Clinical Information pages must include 2 patient/member identifiers

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EVICORE PROVIDER PORTAL Access and Compatibility

Most providers are already saving time submitting clinical review requests online vs. telephone

Access resources on the EviCore Provider Portal

Visit: WellSense Health Plan Implementation Resources | EviCore by Evernorth

Already a user? Log in with User ID & Password

Don't have an account? Click Register Now

EviCore By EVERNORTH



EviCore's website is compatible with all web browsers. If you experience issues, you may need to disable pop-up blockers to access the site.

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Welcome Screen | CareCore National



You can access the MedSolutions Portal at any time Click the MedSolutions Portal on the banner to seamlessly toggle back and forth between the two portals.

Any authorizations requested prior to 2025 can still be viewed on the MedSolutions portal.

Clinical Certification Request | Initiating a Case



Click **Clinical Certification** to begin a new request

If you did not add providers to your account, you will get the message that "There are no active providers associated with your account." Then, click the link to "Manage your account."



CLINICAL CERTIFICATION REQUEST

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



CLINICAL CERTIFICATION REQUEST Search for and Select Provider

Search for and select the **Practitioner/Group** for whom you want to build a case

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account
Requ	lesting Pro	ovider Inform	nation					
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		Provider						
	SELECT							
	SELECT							
	SELECT							
If the p	rovider's NPI is r	not listed above, pl	ease use the	search feature b	pelow to add a new provide	r and continue with case	e build.	
Search	By NPI:		SE	ARCH				
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Click her	e for help							

Select Health Plan

- + Choose the appropriate **Health Plan** for the request
- Another drop down will appear to select the appropriate address for the **provider**
- + Select **CONTINUE**

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certifica In F	tion Requests Progress	MSM Practitione Perf. Summary Por	r tal Resources	Manage Your Account	
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CLINICAL CERTIFICATION REQUEST Enter Contact Information

- + Enter the **Provider's name** and appropriate information for the point of contact individual
- + Provider name, fax and phone will pre-populate, edit as necessary

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BACK CONTINUE include a valid fax nur	



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

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification R In Progres	equests ss Pe	MSM Practit rf. Summary	ioner Portal F	Resources	Mana (our Ac
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CLINICAL CERTIFICATION REQUEST

Enter Requested Procedure and Diagnosis

+ Select appropriate CPT and Diagnosis codes

Home	Certification Summary	Authorization Lookup	Eligibility Clin Lookup Certif	nical Certif ication I	ication Requests n Progress	MSM Practitioner Perf. Summary Port	al Resources	Manage Your Account
	Requ	ested Servic	e + Diagnosis	5				
	This pro	cedure has not bee	en performed.	IANGE				
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			LOOKUP					
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	Click here	for help						

Verify Service Selection

- + 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

- + 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

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Specif Use th	ic Site Search ne fields below to sear	ch for specific sites. Fo	r best results, sea	rch by NPI or TIN. Ot	her search options ar	re by name pl	us zip or name plus city. You ma	iy search a partial si	ite name by
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CLINICAL CERTIFICATION REQUEST Clinical Certification

- + Verify that all information is entered and correct
- + You will not have the opportunity to make changes after this point

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		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 ³/₄ his data has been entered correctly before continuing.

In order to ensure prompt attention to your on-line request, be sure to click SUBMIT CASE before exiting the system. This final step in the on-line process is required even if you will be submitting additional information at a later time. Failure to formally submit your request by clicking the SUBMIT CASE button will cause the case record to expire with no additional correspondence from eviCore.

BACK CONTINUE

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IMPROVED PROVIDER EXPERIENCE 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)
- + Your case will only be considered urgent if there is a successful upload

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification In Proc	n Requests jress	MSM Practitioner Perf. Summary Portal	Resources	Man Your Ac
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CLINICAL CERTIFICATION REQUEST Proceed to Clinical Information

- + Clinical Certification questions may populate based on the information provided
- + You can save your request and 'Finish later' if needed. Please make sure to complete the case by the end of the day to avoid the case expiring.
- + Select Certification Requests in Progress to resume a saved request

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Example Questions

Proceed to Clinical Information

Will there be any additional procedures needing prior authorization for the same patient, date of service, and site of service?
 Yes
 No



CLINICAL CERTIFICATION REQUEST Request for Clinical Upload

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

Tips:

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- + 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'

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certificatio In Pro	n Requests gress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	

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
UPLOAD SKIP UPLOAD

CLINICAL CERTIFICATION REQUEST Criteria Met

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

• + + + + + + + +

Summary of Your Request

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

Your case has been Approved.

DR. BHARADH MANNU ARKANA VEETR. 1200-6TH ANE N SAINT CLOUD, MIN SERIO	Contact: Phone Number: Fax Number:	Adda CAMALING NOT SCORE (FERENCES)
MELTIN HALTS	Patient Id:	4014479
CLOBANDET BADINGUND U.C. BITL DARLET BADING DR CLOBANDET, N. BITLE	Site ID:	AME THE
R68.89	Description: Description:	Other general symptoms and signs
Not provided 73721 5/13/2020 1:52:08 PM 6/27/2020	Description:	MRI LOWER EXTREMITY JOINT W/O
	R68.89 Not provided 73721 5/13/2020 1:52:08 PM 6/27/2020	Image: State of the state



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Web Portal Services

We're here to help

Tech/Web Support

Live chat is available M-F 7AM-7PM EST



Email: portal.support@ evicore.com

Phone: 800-646-0418 option 2

- Email: portal.support@evicore.com
- Call a Web Support Specialist at (800)646-0418 (Option 2)

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 Connect with us via Live Chat on the EviCore Provider Resource Page at Provider's Hub | EviCore by Evernorth

CHAT WITH US



+Provider Portal | Feature Access





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Certification Summary | User Worklist

Home	Certificatio Summary	n Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requ In Progress	uests Mi Perf.	SM Practitioner Summary Portal	Resources	Manage Your Accoun	Help / Contact Us	Med Solutions s Portal					
Certific	ation Su	nmary														
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Autho	mber Ca	e Number Me	mber Last Name	Ordering Pro	ovider Last Name Ord	dering Provider NPI	Status	Case	Initiation Pro Date C	edure ode	Service Description	Site	e Name	Expiration Date	Correspondence	Upload Clinical
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14 <4 P	age 1 of 0	▶> ▶1 10 ▼														

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



Authorization Lookup | Popular Tool



- You can lookup an authorization case status on the portal
- Search by member information OR
- Search by authorization number with ordering NPI
- Initiate Appeals and/or Schedule Peer to Peers
- View and print any correspondence



Quick Reference Tool

Where can I locate plan-specific contact information?

- 1. Open the **Resources** menu in the top right of the browser
- 2. Select Find Contact Information
- 3. Use Select a Health Plan and Select a Solution to populate the contact phone and fax numbers
 - + This will also advise which portal to use for case requests

Resources	
CLINICAL GUIDELINES	I Would Like To
PROVIDER RESOURCES	Request a Consultation with a Clinical Peer Reviewer
Network Standards/Accreditations	Request an Appeal or Reconsideration
Training Resources	Receive Technical Web Support
C C	Check Status Of Existing Prior Authorization
	Check Eligibility Status
	Access Claims Portal
Learn How To	
Submit A New Prior Authorization	GO TO PROVIDER'S HUB >
Find Contact Information	
Podcasts	

EviCore Provider's Hub

Providers and staff can access important tools and resources at <u>EviCore.com</u>

- 1. Open the **Resources** menu in the top right of the browser
- 2. Select **GO TO PROVIDERS HUB** to access clinical guidelines, schedule consultations (P2P), and more

Resources	
CLINICAL GUIDELINES	l Would Like To
PROVIDER RESOURCES	Request a Consultation with a Clinical Peer Reviewer
Network Standards/Accreditations	Request an Appeal or Reconsideration
Training Resources	Receive Technical Web Support
	Check Status Of Existing Prior Authorization
	Check Eligibility Status
	Access Claims Portal
Learn How To	
Submit A New Prior Authorization	GO TO PROVIDER'S HUB >
Find Contact Information	

How do I access EviCore's clinical guidelines?

- 1. Open the **Resources** menu in the top right of the browser
- 2. Select Clinical Guidelines
- 3. Select the solution/program associated with the requested guidelines
- 4. Search by health plan name to view clinical guidelines
- 5. If you would like to view all guidelines, type in "EviCore healthcare" as your health plan



EviCore coverage policies include background and supporting information and citations for sources used to develop the policy. Some clinical policies may have a supplemental literature summary available which will provide additional commentary regarding clinical benefits and harms to the patient population being served. Additional literature summaries may be accessed by selecting 'Supplemental Information' and then entering "EviCore by Evernorth" in the search by health plan function.

Search by Health Plan ...

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Provider Resource Review Forum

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 **Provider Resource Review Forum** to learn how to navigate EviCore.com and understand all the resources available on the Provider's Hub.

EviCore



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:

Provider's Hub > Scroll down to EviCore Provider Orientation Session Registrations > Upcoming

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Contact eviCore's Dedicated Teams

Client and Provider Services

For eligibility issues (member or provider not found in system) or transactional authorization related issues requiring research.

- Email: <u>clientservices@evicore.com</u>
- Phone: (800) 646-0418 (option 4).

Web-Based Services and Portal Support

Live chat

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- Email: portal.support@evicore.com
- Phone: 800-646-0418 (option 2)

Provider Engagement

Regional team that works directly with the provider community.

Pat Allen: ME, MA, NH, RI, CT, VT, IL

- Email: pallen@evicore.com
- phone: 800-918-8924 x24176.

Call Center/ Intake Center

Call 844-725-4448 representatives are available from 7 a.m. to 7 p.m. local time.

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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 <u>WellSense Health Plan</u> <u>Implementation Resources | EviCore by Evernorth</u>

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

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

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Schedule a P2P Request (CCN)

If your case is eligible for a Peer-to-Peer (P2) consultation, a link will display, allowing you to proceed to scheduling without any additional messaging

- 1. Log-in to your account at EviCore.com
- 2. Perform **Clinical Review Lookup** to determine the status of your request
- 3. Click on the **P2P AVAILABILITY** button to determine if your case is eligible for a Peer-to-Peer consultation
- 4. Note carefully any messaging that displays*



*In some instances, a Peer-to-Peer consultation is allowed, but the case decision can not be changed. In such cases, you can still request a **Consultative-Only Peer-to-Peer.** You can also click on the **ALL POST-DECISION OPTIONS** button to learn what other action can be taken.

Once the **Request Peer-to-Peer Consultation** link is selected, you will be transferred to our scheduling software via a new browser window.

Schedule a P2P Request

- 1. Upon first login, you will be asked to confirm your default time zone
- 2. You will be presented with the Case Number and Member Date of Birth
- 3. Add another case for the same Peer-to-Peer appointment request by selecting Add Another Case
- 4. To proceed, select Lookup Cases
- 5. You will receive a confirmation screen with member and case information, including the Level of Review for the case in question
- 6. Click Continue to proceed

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Schedule a P2P Request

- 1. You will be prompted with a list of EviCore Physicians / Reviewers and appointment options
- 2. Select any of the listed appointment times to continue
- 3. You will be prompted to identify your preferred days and times for a Peer-to-Peer consultation (all opportunities will be automatically presented)
- 4. Click on any green checkmark to deselect that option and then click Continue

| Case Info | | Que | stions | ir availabil | ity | | | | | | | | |
|--|---|--|--|--|-------------|---|---|------------|-------------------|----------------------------|-------------|-----------------------------|---|
| 1st Case | | Prefe | rred Days | | | | | | | | | | |
| Case # | | | Mon | Т | ues | W | /ed | | Thu | s | | Fri | |
| Episode ID | | | 4 | | 1 | | 1 | | ~ | | | × | |
| Member Name | | | | | | | | | | | | | - |
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| Level of Review | Reconsideration P2P | Time | 7 | | | | | | | | | | |
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PROVIDER RESOURCES P2P Contact Details

- 1. Use the radial button option to select who will perform the P2P with the EviCore Medical Director
- 2. Open fields will manually open to input the provider's First, Last Name and their credential

| Appointment Details | | | |
|--|-------------------------------|-------------------|---------------------------------|
| Fri 5/24/2024
O 7:00 am PDT | | | |
| Lamara Fackler | | | |
| Requesting Provider | | C Required | |
| Requesting Provider Contact Person Someone else PROVIDER Name of Referring Physician | on Case Required | f Required | Credential Required |
| Requesting Provider Contact Person Someone else PROVIDER Name of Referring Physician First Name | on Case Required | f Required | Credential Required |
| | on Case Required
Last Name | Contact Last Name | Credential Required
Select ~ |

Schedule a P2P Request

- 1. Update the following fields to ensure the correct person is contacted for the Peer-to-Peer appointment:
 - + Name of Provider Requesting P2P
 - + Phone Number for P2P
 - + Contact Instructions
- 2. Click **Submit** to schedule the appointment
- 3. You will be presented with a summary page containing the details of your scheduled appointment
- 4. Confirm contact details

FviCore

By EVERNORTH

| Case Info | Questions | Schedule | Confirmation |
|--|---|----------------------|---|
| P2P Info Date Mon 5/18/20 Time Image: Im | P2P Contact D Name of Provider Request Dr. Jane Doe Contact Person Name Office Manager John D Contact Person Location Provider Office Phone Number for P2P (555) 555-5555 Alternate Phone (xxx) xxx-xxxx Requesting Provider Em droffice@internet.com Contact Instructions Select option 4, ask for | etails
esting P2P | Phone Ext.
I 12345
Phone Ext.
Phone Ext.
Submit > |
| Scheduling Scheduled O Mon 5/18/20 - 6:3 | 30 pm EDT | | SCHEDULED |

Call Notes

- 1. Use the radial button to select options if applicable
- 2. If 'Procedure was performed on' is selected, the date is required

| + + + + + + + + - |
|--|
| Contact Instructions |
| Contact Instructions |
| Call Notes |
| ALT REC declined |
| Procedure was performed on: mm/dd/yyyy |
| Caller requested MD Specialty match |
| Appeal LOR attestation requirement |
| OH State Regulation: Member Consent obtained |
| TX licensed physician - Caller is aware P2P does not meet SSL match and
wants to proceed with P2P per same-specialty match requirement. |
| TX licensed same specialty - Caller is aware P2P does not meet TX
SSL/specialty match and wants to proceed with P2P |
| |
| Schedule Appointment |
| |

44

Cancel or Reschedule a P2P Appointment

To cancel or reschedule an appointment:

- 1. Access the scheduling software and select **My P2P Requests** on the left-pane navigation
- 2. Select the request you would like to modify from the list of available appointments
- 3. When the request appears, click on the schedule link. An appointment window will open
- 4. Click on the **Actions** drop-down and choose the appropriate action
 - + If choosing to reschedule, select a new date or time as you did initially
 - + **If choosing to cancel**, input a cancellation reason
- 5. Close the browser once finished

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Bv EVERNORTH

| Appointment Details: | |
|---|--|
| | Actions 🗸 |
| SCHEDULED Mon 5/18/20 €:30 pm EDT | Reschedule Appointment
Cancel Appointment |
| P2P Contact Info: | |
| Name of Provider Requesting P2P Dr. Jane Doe | - |
| Contact Person Name Office Manager John | Doe |
| Contact Person Location Provider Office | |
| Requesting Provider Email droffice@internet.con | n |
| Phone Number for P2P (555) 555-5555 ext. | 12345 |
| Contact Instruction Request Dr. Doe | |

Contacts and Helpful Links

Web-Based Services

portal.support@evicore.com 800-646-0418, option 2

Client Provider Operations

clientservices@evicore.com 800-646-0418 (option 4)

Provider Engagement: Patricia Allen Regional Provider Engagement Manager

pallen@evicore.com 800-918-8924 x24176

evicore.com

Worksheets

evicore.com/provider/online-forms

Clinical Guidelines

evicore.com/provider/clinical-guidelines

Request a Clinical Consultation

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Thank You



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