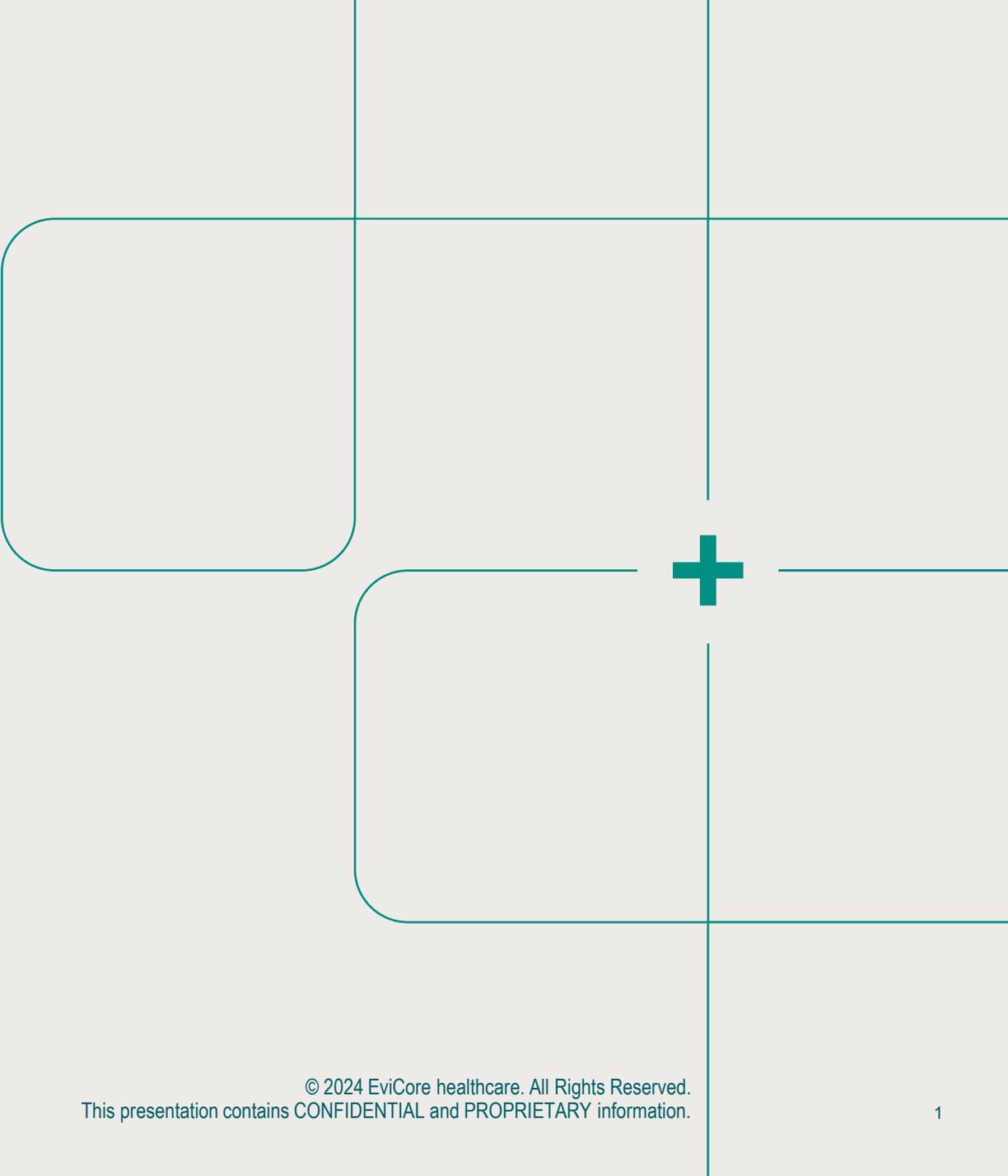


DURABLE MEDICAL EQUIPMENT UTILIZATION MANAGEMENT PROGRAM

FOR ZING HEALTH



Agenda

- **EviCore by Evernorth Company Overview**
- **Prior Authorization Program Overview**
- **Required Information and Methods to Submit Requests**
- **Additional Documentation Request**
- **Denial and Appeal Process**
- **Provider Resources**
- **Provider Portal**
- **Q/A Session**

Company Overview

Medical Benefits Management (MBM)

Addressing the complexity of the healthcare system



10
Comprehensive
solutions



Evidence-based
clinical guidelines



5k+ employees,
including
1k+ clinicians



Advanced, innovative,
and intelligent
technology

Program Overview

Zing Prior Authorization Services

EviCore by Evernorth will begin accepting prior authorization requests for Durable Medical Equipment (DME) services on April 1st, 2025 for Zing members for dates of service April 1st, 2025 and beyond for: IL, IN, MI, MS, OH, TN.

Applicable Membership:

- Medicare

Prior authorization applies to DME services that are:

- Home Based
- Medically Necessary

Prior Authorization does NOT apply to services that are performed in:

- Hospital Settings
- Skilled Nursing Facilities
- Surgical Settings



Providers should verify member eligibility and benefits with Zing Health on the secured provider log-in section through Availity or call Customer Services at 866.949.4458.

Prior Authorization Required

- Oxygen/Related Equipment
- Diabetic Shoes
- Decubitus Care Equipment
- Hospital Beds and Accessories
- Ventilators
- Pacemaker Monitor
- Patient Lifts
- Wheelchairs
- Prosthetics
- Orthotics
- Other

To find a complete list of DME Healthcare Procedural Codes (HCPCS) that require prior authorization through EviCore by Evernorth, please visit:

[Zing Health Provider Resources | EviCore by Evernorth](#)

DME HCPCS code list is subject to change so please refer to our provider resources site and any Durable Medical Equipment announcements we send out.



DME Prior Authorization Required Information and Methods to Submit Requests

Necessary Information for Prior Authorizations

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

1. Member

- Health Plan ID
- Member name
- Date of birth (DOB)

3. Rendering Facility

- Facility name
- Address
- National provider identifier (NPI)
- Tax identification number (TIN)
- Phone & fax number

Necessary Information

2. Referring (Ordering) Physician

- Physician name
- National provider identifier (NPI)
- Tax Identification Number (TIN)
- Phone & fax number

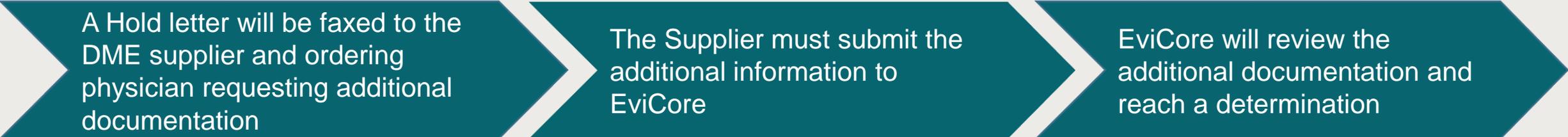
4. Supporting Clinical

- Current Physician's order/script
- Current clinical information relating to request (i.e. patient history, progress notes and physical exam)
- Current detailed invoice listing all requested equipment
- HCPCS codes with units and specification of rental vs purchase
- Diagnosis Code(s)

Insufficient Clinical- Additional Documentation Needed

Additional Documentation to Support Medical Necessity

If during case build all required pieces of documentation are not received, or are insufficient for EviCore to reach a determination, the following will occur:



The Hold notification will inform the provider about what clinical information is needed as well as the date by which it is needed.

Additional documentation can be faxed to EviCore by Evernorth or submitted via the online provider portal.

Determination notifications will be sent once EviCore by Evernorth is able to review the additional documentation and make a final determination.



Methods for Prior Authorization Requests

[Homepage | EviCore by Evernorth](#)

Available 24/7 and the **quickest** way to create a prior authorization and check existing case status

Other methods:

Fax:

866-663-7740 with DME Authorization form

Phone:

855.252.1125

Monday – Friday 8 a.m. to 9 p.m. EST

Saturday 9 a.m. to 5 p.m. EST

Sunday 9 a.m. to 2 p.m. EST

Holidays 9 a.m. to 2 p.m. EST

24 Hour On Call Nurse Coverage



WEB

Important: EviCore by Evernorth recommends a completed DME Authorization form for all DME requests submitted by fax

Prior Authorization Outcomes and Special Considerations

Prior Authorization Approval

Approved Requests

- Standard requests are processed within 2 business days after receipt of all necessary clinical information.
- Purchases are usually valid for 180 days but can be up to 365 days if guidelines allow.
- Monthly rentals are usually valid how many units/months approved.
- For continued rentals and purchase a future DOS, up to 30 calendar days from date of submission of the PA, can be requested. This should not be requested > 30 days prior to existing authorization expiration date. This helps eliminate authorization time-frames from overlapping.
- Prior authorization letters will be faxed to the ordering physician & rendering provider and can be printed on demand from the EviCore by Evernorth portal at [Homepage | EviCore by Evernorth](#).



Prior Authorization Outcomes - Denied Requests



Based on evidence-based guidelines, an adverse determination is made and the request is denied.

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

Determination letters can be printed on demand from the EviCore by Evernorth portal at [Homepage | EviCore by Evernorth](#).

Special Circumstances

Urgent Prior Authorization Requests

- EviCore uses the NCQA/URAC definition of **urgent**: when a delay in decision-making may seriously jeopardize the life or health of the member.
- Can be initiated by phone (recommended), fax or portal.
- Urgent prior authorization request determinations will be made within 72 hours.

** Due to the shortened timeframe for an urgent decision, we will not pend the case to request additional information and the case is reviewed with the information submitted initially.*



Special Circumstances cont.

Retroactive Requests

- Retrospective reviews will be allowed and can be submitted up to 60 calendar days from the date of service.

Alternate Recommendation

- An alternative recommendation may be offered, based on EviCore's evidence-based clinical guidelines, if the originally requested equipment/supplies do not meet guidelines.
- The ordering provider can accept the alternative recommendation on the web or by phone during case build, and the recommended equipment/supplies will be approved instead of the original requested one.
- If the alternative recommendation is not accepted and the case is denied, the only option for the provider would be an appeal.



Pre-Decision Options

I've received a request for additional clinical information. What's next?

Submission of Additional Clinical Information

- Providers can submit additional clinical information to EviCore by Evernorth for consideration per the instructions received.
- Additional clinical information must be submitted to EviCore by Evernorth in advance of the due date referenced.

EviCore utilizes CMS Guidelines when reviewing for Medical Necessity and in the following hierarchy:

- Medicare Benefit Policy Manual
- NCD
- LCD/LCA

Note: Ordering Physicians may speak with an EviCore by Evernorth MD at any time before a decision is made.

Post-Decision Options

My case has been denied. What's next?

Clinical Consultation

- Providers can request a Clinical Consultation with an EviCore by Evernorth physician to better understand the reason for denial.
- Once a denial decision has been made, however, the decision cannot be overturned via Clinical Consultation.

Appeals

- EviCore by Evernorth is not delegated for appeals
- Please reference your denial letter, received from EviCore by Evernorth, for next steps on where to submit your appeal.

Provider Resources

Dedicated Call Center

Prior Authorization Call Center – 855.252.1125

Monday – Friday 8 a.m. to 9 p.m. EST
Saturday 9 a.m. to 5 p.m. EST
Sunday 9 a.m. to 2 p.m. EST
Holidays 9 a.m. to 2 p.m. EST
24 Hour On Call Nurse Coverage

Providers can contact our call center to perform one of the following:

- Request prior authorization
- Check status of existing prior authorization requests
- Discuss questions about prior authorization and case decisions
- Change facility or HCPCS code(s) on an existing request
- Request to speak to a clinical reviewer or EviCore Medical Director
- Schedule a Peer-to-Peer request



Note: To ensure you have a successful experience in reaching the desired representative, please listen carefully to the phone prompts when calling the EviCore by Evernorth call center.

Client & Provider Operations Team

Client and Provider Services

Dedicated team to address provider-related requests and concerns including:

- Questions regarding accuracy assessment
- Requests for a prior authorization to be re-sent to the health plan
- Consumer engagement inquiries
- Eligibility issues (member, rendering facility, or ordering physician)
- Issues experienced during case creation

How to Contact our Client and Provider Services team

Email: ClientServices@EviCore.com (preferred)

Phone: 800.575.4517 (option 3)

For prompt service, please have all pertinent information available. When emailing, make sure to include “Zing Health” in the subject line with a description of the issue; include member, provider and case details when applicable.



Provider Resource Website

Client Specific Provider Resource Pages

EviCore by Evernorth's Provider Experience team maintains provider resource pages that contain client and solution specific educational materials to assist providers and their staff on a daily basis. The provider resource pages will include but are not limited to the following educational materials:

- Provider Training Documents
- Frequently Asked Questions (FAQ) Documents
- Quick Reference Guides (QRG)
- Provider Training Sessions Details
- HCPCS Prior Authorization Code List
- DME Authorization Form

To access these helpful resources, please visit:

[Zing Health Provider Resources | EviCore by Evernorth](#)



EviCore by Evernorth's Provider Newsletter

Stay up to date with our free provider newsletter!

To subscribe:

- Visit [Homepage | EviCore by Evernorth](#).
- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**.
- Enter a valid email address.



Provider Portal

Benefits of EviCore by Evernorth Provider Portal

Did you know that most providers can save time by submitting prior authorization requests online? Here are some benefits and features:

- Saves time: Quicker process than phone prior authorization requests
- Available 24/7: You can access the portal any time and any day
- Upload clinical information: No need to fax in supporting clinical documentation. It can be uploaded on the portal to support a new request or requests for additional information
- Providers can now complete the clinical pathways for certain HCPCS codes including Oxygen, Orthotics/Braces, Hospital beds and other items via the web. If the questions are answered in alignment with the guidelines and attestation, you may receive a real time authorization for the request.
- Check case status in real-time
- View and print decision information

- To speak with a Portal Specialist, call 800.646.0418 (Option #2) or email portal.support@EviCore.com

Account Registration

EviCore by Evernorth Website

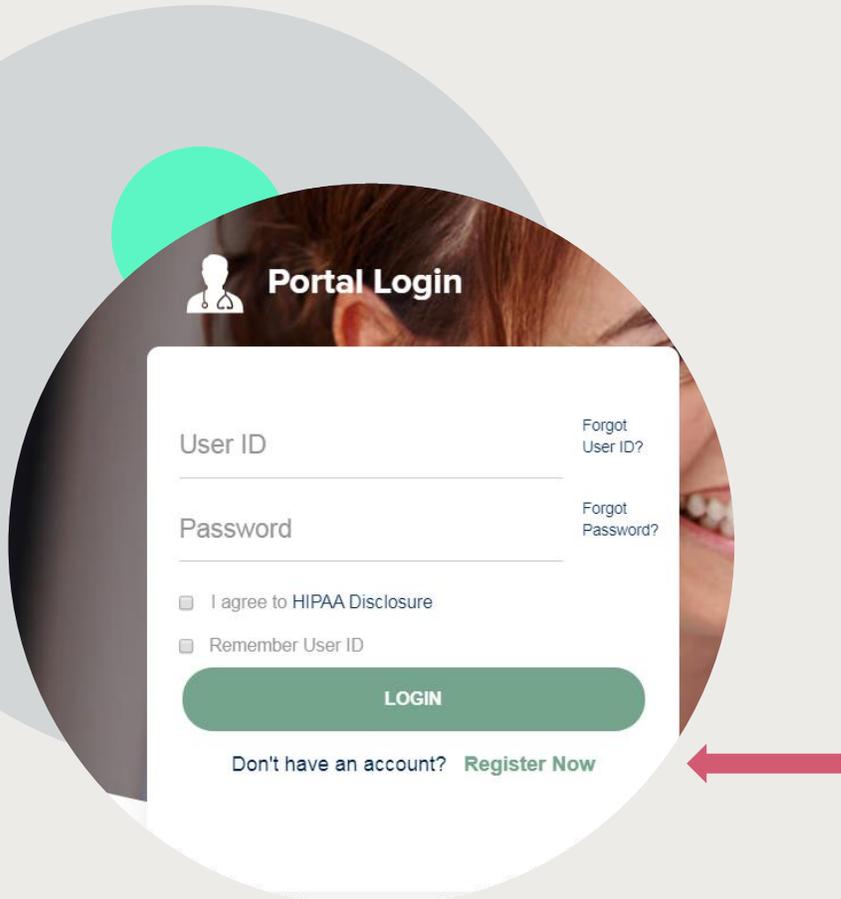
[Homepage | EviCore by Evernorth](#)

Already a user?

If you already have access to EviCore by Evernorth's online portal, simply log-in with your User ID and Password and begin submitting requests in real-time!

Don't have an account?

Click "Register Now" and provide the necessary information to receive access today!



Creating An Account

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*: --Select--

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*:

Address*:

Phone*:

Email*:

Ext:

Confirm Email*:

City*:

Fax*:

First Name*:

State*: Select

Zip*:

Last Name*:

Office Name:

Next

- Select **CareCore National** as the Default Portal, complete the User Information section in full and **Submit Registration**.
- You will immediately be sent an email with a link to create a password. Once you have created a password, you will be redirected to the log in page.

Add Providers to Your Account

The screenshot shows a web portal interface with a top navigation bar containing the following tabs: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification, Certification Requests In Progress, MSM Practitioner Perf. Summary Portal, Resources, **Manage Your Account** (circled in red), MedSolutions Portal, Unified Worklist, and Help / Contact Us.

The main content area is titled "Manage Your Account" and contains the following information:

- Office Name: Dmetest
- Address: 100 Front Street, Franklin, TN 37067
- Primary Contact: Dme Test
- Email Address: (empty field)

There are two buttons: "CHANGE PASSWORD" and "EDIT ACCOUNT".

The "ADD PROVIDER" button is circled in red.

Below the button, there is a section titled "Click Column Headings to Sort" with a table containing one row: "No providers on file".

A "CANCEL" button is located at the bottom left of the main content area.

- Once logged in, you will want to add providers to your account prior to case submission. Click the **“Manage Account”** tab, then the **“Add Provider”** link. You can multiple referring providers to your account.

Add Providers To Your Account continued

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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Add Practitioner

Enter Practitioner information and find matches.
*If registering as rendering genetic testing Lab site, enter Lab Billing NPI, State and Zip

Practitioner NPI

Practitioner State

Practitioner Zip

FIND MATCHES **CANCEL**

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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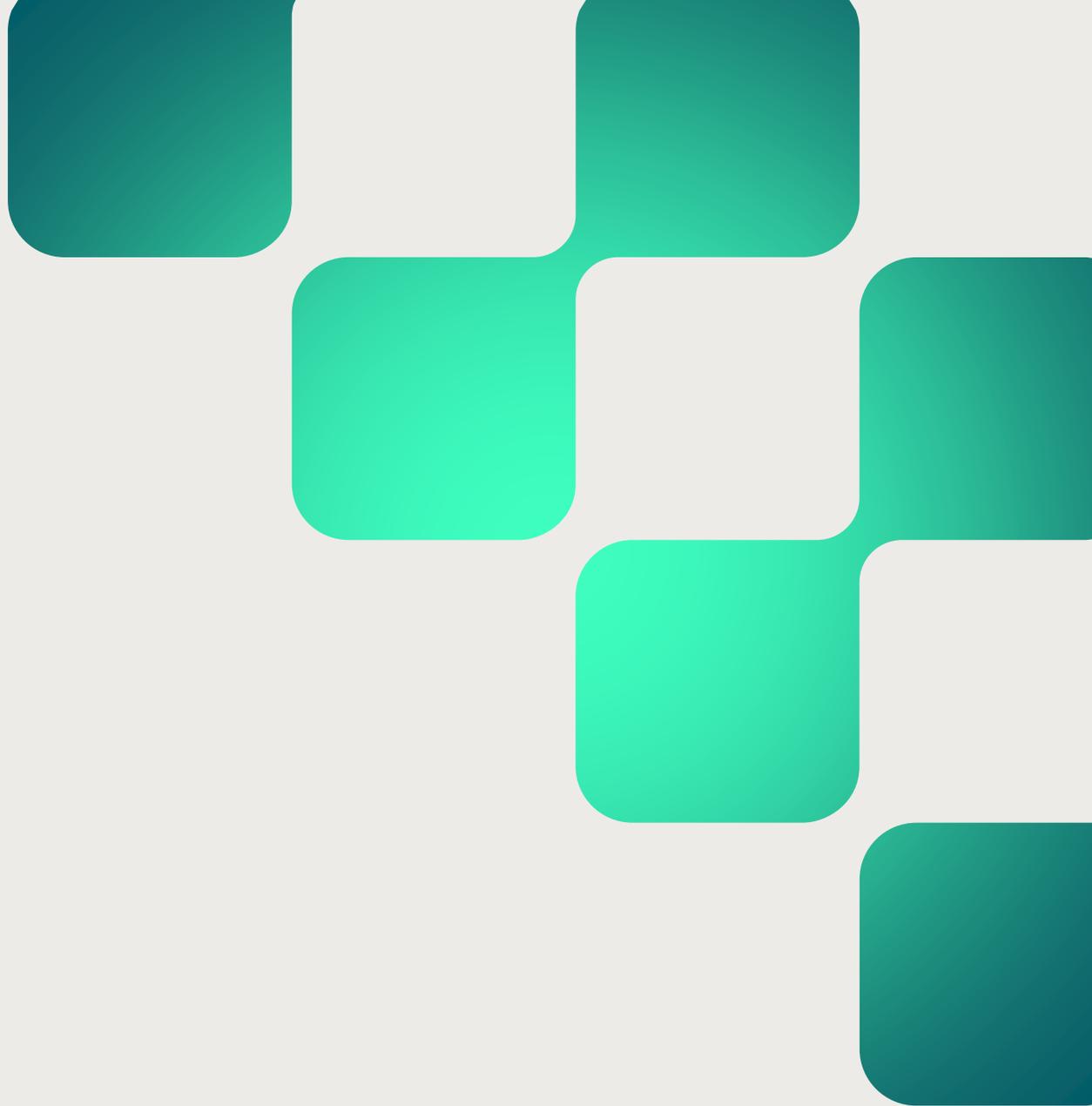
Add Practitioner

Thank you for registering on the CareCore National website. If you wish to add an additional practitioner, click the "Add Another Practitioner" button. If you are finished, click the "Continue" button to complete the registration process.

ADD ANOTHER PRACTITIONER **CONTINUE**

- Enter the Practitioner NPI, State, and Zip Code to search for the Physician and click on **“Find Matches”**.
- You can click **“Add Another Practitioner”** to add another provider to your account.
- You can access the Manage Your Account at any time to make any necessary updates or changes

Initiating a Case



Initiating A Case

The screenshot shows the EviCore web application interface. At the top, a navigation bar contains several menu items: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification (circled in red), Certification Requests In Progress, MSM Practitioner Perf. Summary Portal, Resources, Manage Your Account, MedSolutions Portal, Unified Worklist, and Help / Contact Us. Below the navigation bar, the main content area is titled 'Request an Authorization'. It begins with the instruction 'To begin, please select a program below:'. A list of radio button options follows: Durable Medical Equipment (DME), Gastroenterology, Lab Management Program, Medical Oncology Pathways, Musculoskeletal Management, Pharmacy Drugs (Express Scripts Coverage), Radiation Therapy Management Program (RTMP), Radiology and Cardiology, Sleep Management, and Specialty Drugs. A red arrow points to the 'Durable Medical Equipment (DME)' option. Below this list is a question: 'Are you building a case as a referring physician or as a durable medical equipment provider?'. A dropdown menu is open, showing three options: 'Please Select', 'Referring Physician', and 'Durable Medical Equipment'. A red arrow points to the 'Durable Medical Equipment' option in the dropdown. At the bottom left of the form area, there is a link that says 'Click here for help'.

- Choose **Clinical Certification** to begin a new case request
- Select Durable Medical Equipment (DME) for your program
- Choose who is building the case

Select Healthplan and Provider

Home Certification Summary Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Perf. Summary Portal Resources Manage Your Account MedSolutions Portal Unified Worklist Help / Contact Us

Requesting Physician Information

Search for Physician by TIN, NPI, physician last name, city and/or zip.

Healthplan:

TIN:

NPI:

Last Name: (requires NPI or TIN)

City: (city only, no state)

Zip:

SEARCH

Select one of the following providers:

	Provider	Address	Tax ID	NPI
SELECT	TEST, DOC		123456789	1234567890

[Click here for help](#)

- Choose the Healthplan
- Search for the **ordering** Physician for whom you want to build a case by entering the NPI and last name
- Select the appropriate physician

Add Contact Information

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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Add Contact Info

Physician's Name:* [?]

Who to Contact:* [?]

Fax:* [?]

Phone:* [?]

Ext.: [?]

Cell Phone:

Email:

Receive notification of case status changes

Please review the fax and phone numbers presented for accuracy. Change as necessary and click "Confirm Fax and Continue" to confirm they are correct. Changes apply only to this specific request. If you wish the change to be permanent, please contact the Health Plan.

[Click here for help](#)

BACK **CONFIRM FAX AND CONTINUE**

- Enter the appropriate person to contact at the physicians office.
- Include an email if you would like to receive E-mail notifications when case status changes.

DME Delivery Status

Attention!

Has the DME been delivered or dispensed?

Yes No

SUBMIT

- Choose whether or not the DME has been delivered to the member

Member Information

Home Certification Summary Authorization Lookup Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Perf. Summary Portal Resources Manage Your Account MedSolutions Portal Unified Worklist Help / Contact Us

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [?]

When entering patient details, please review and confirm the spelling of the patient's name. Verify accuracy of the patient's ID and date of birth.

LOOKUP AGAIN

Search Results

	Patient ID	Member Code	Name	DOB	Gender	Address
SELECT	123456789		TEST, PATIENT	01/01/1901	M	

BACK

[Click here for help](#)

- Enter the **patient information** including the patient ID number, date of birth, and patient’s last name. Click “**Eligibility Lookup**” and select the appropriate patient

Member Information Continued

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [2]

When entering patient details, please review and confirm the spelling of the patient's name. Verify accuracy of the patient's ID and date of birth.

CLEAR PATIENT SELECTION

Patient Cell Phone

Patient Email

BACK **CONTINUE**

[Click here for help](#)

- Once confirmed you have the right patient, enter a cell phone and email for the patient if known

Clinical Details

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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Requested Service + Diagnosis

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

Durable Medical Equipment(DME)

Select a Procedure by CPT Code[?] or Description[?]
DME | DURABLE MEDICAL EQUIPMENT
Don't see your procedure code or type of service? [Click here](#)
Additional Procedure codes will be collected/presented during the clinical questionnaire

Diagnosis

Primary Diagnosis Code: **G47.33**
Description: **Obstructive sleep apnea (adult) (pediatric)**
[Change Primary Diagnosis](#)

Select a Secondary Diagnosis Code (Lookup by Code or Description)
Secondary diagnosis is optional for Durable Medical Equipment(DME)

[LOOKUP](#)

[BACK](#) [CONTINUE](#)

[Click here for help](#)

- Select “DME” and **Diagnosis** code(s) and select “Continue” to confirm

Site Selection

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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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 you the site names that most closely match your entry.

NPI: Zip Code: Site Name:
TIN: City:
 Exact match
 Starts with

Site Email (optional)

Fax [?]
Phone [?]

For DME authorization requests, place of service will be selected as 12 - Home.

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

[Click here for help](#)

- Search for the **site that is dispensing the equipment** by entering the **NPI**
- Enter site contact email, fax and phone.

Clinical Certification

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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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 "**CONFIRM AND CONTINUE**," you will not be able to edit the Physician, 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 online request, be sure to complete the clinical review before exiting the system. Even if you will be submitting additional information at a later time, please continue through the final summary page. Failure to formally submit your full request will cause the record to expire with no additional correspondence from eviCore.

I acknowledge that the clinical information I am about to submit for this authorization request is accurate and specific to this member, and that all information will be provided for this request.

[Click here for help](#)

BACK **CONFIRM AND CONTINUE**

- 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 this point**

Urgent vs Standard

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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Proceed to Clinical Information

Is this case Routine/Standard?

Important: In order to reduce denials, a request **should not be submitted as “urgent”**, unless it meets the NCQA/URAC definition of urgent: when a delay in decision-making may seriously jeopardize the life or health of the customer. Urgent Requests determinations will be rendered within 72 hours and will be based **solely** on clinical information received within that timeframe.

Codes and Units

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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Proceed to Clinical Information

What is your primary HCPCS code for this request?

SUBMIT

[Click here for help](#)

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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Proceed to Clinical Information

This code is not part of the DME program administered by evicore. Please call the Healthplan at the number on the back of the members card.

Would you like to enter another HCPCS code?

Yes No

- Enter the Primary HCPCS code and then enter any additional supplemental codes.
- If EviCore is not delegated to manage a code, you will receive notification to contact the healthplan
- If you have both rental and purchase codes, they must be entered under separate cases. Enter all rental codes or all purchase codes first and then once submitted, the system will ask if you would like to duplicate the member, physician, or site information for your next case.

Upload Clinical Documents or Notes

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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Proceed to Clinical Information

i Is there any additional information specific to the member's condition you would like to provide?

- I would like to upload a document after the survey (Recommended)
- I would like to enter additional notes in the space provided
- I would like to upload a document and enter additional notes
- I have no additional information to provide at this time

Please note that faxes received by eviCore may take up to 24 hours to process. Web uploaded documents have faster processing.

SUBMIT

Finish Later

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

[Click here for help](#)

- On this screen, you can choose to either upload clinical documents, enter important notes, or both

Upload Clinical Documents

The screenshot displays the EviCore portal's navigation menu at the top, with 'Clinical Certification' highlighted. Below the menu, the 'Proceed to Clinical Information' section contains a 'Clinical Upload' form. The form includes a 'Required Medical information checklist' with instructions to browse for files (max 25MB, .DOC, .DOCX, .PDF, .PNG) and five 'Choose File' buttons, each currently showing 'No file chosen'. At the bottom of the form are 'UPLOAD' and 'SKIP UPLOAD' buttons. A Windows File Explorer window is overlaid on the right, showing the path 'This PC > Desktop > PORTAL TEST DOCUMENTS' and listing two files: 'PORTAL TEST DOCUMENT 3' and 'PORTAL TEST DOCUMENT'.

- To attach documents, you will navigate to your desktop, locate the document, and choose upload
- Once complete, you can submit the case

Outcome Determination

Authorization Number: NA

Case Number: **P2P AVAILABILITY**

Patient Name:

DOB:

Status: **Pending Clinical Review**

P2P Status:

Approval Date:

Service Code: DME

Service Description: DURABLE MEDICAL EQUIPMENT

Site Name:

Start Date:

Expiration Date:

Date Last Updated:

Correspondence: **UPLOADS & FAXES**

Clinical Upload: **UPLOAD ADDITIONAL CLINICAL**

Authorization Number:

Case Number: **P2P AVAILABILITY**

Patient Name:

DOB:

Status: **Approved**

P2P Status:

Approval Date:

Service Code: DME

Service Description: DURABLE MEDICAL EQUIPMENT

Site Name: **CHANGE SITE**

Start Date:

Expiration Date:

Date Last Updated:

Correspondence: **UPLOADS & FAXES**

- Case will be either approved or sent for medical review
- You should save or print this screen for your records

Clinical Pathway Questions

Clinical Pathway Questions Continued

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account
Tuesday, May 28, 2024 1:44 PM								
Proceed to Clinical Information								
You entered K0738, a Respiratory code. This code will be added to the request.								
<input checked="" type="radio"/> Would you like to request another Respiratory code?								
<input type="radio"/> New code for same Service Type								
<input type="radio"/> Finished requesting codes								
SUBMIT								
Click here for help								
© 2024 eviCore healthcare. All Rights Reserved. Privacy Policy Terms of Use Site Specific Terms Contact Us								

- Providers can now complete the clinical pathways for certain HCPCS codes including Oxygen, Orthotics/Braces, Hospital beds and other items via the web. If the questions are answered in alignment with the guidelines and attestation, you may receive a real time authorization for the request.

Clinical Pathway Questions Continued

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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Tuesday, May 28, 2024 1:47 PM

Proceed to Clinical Information

Has the member used an oxygen device like this under this insurance before?

Yes No

SUBMIT

Finish Later

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

[Click here for help](#)

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

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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Tuesday, May 28, 2024 1:48 PM

Proceed to Clinical Information

Please indicate the reason Oxygen is being requested.

Request is for:

Initial start
 Recertification or Ongoing
 Unknown

SUBMIT

Finish Later

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

- Clinical pathway questions for K0738

Clinical Pathway Questions Continued

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account
Tuesday, May 28, 2024 1:48 PM								
Proceed to Clinical Information								
Please indicate the reason Oxygen is being requested.								
<input type="text"/>								
Request is for:								
<input type="radio"/> Initial start								
<input type="radio"/> Recertification or Ongoing								
<input type="radio"/> Unknown								
SUBMIT								
<input type="checkbox"/> Finish Later								
Did you know? You can save a certification request to finish later.								

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account
Tuesday, May 28, 2024 1:45 PM								
Proceed to Clinical Information								
k0739 is not a Respiratory request. This code will not be added to this request.								
Would you like to request another Respiratory code?								
<input type="radio"/> Finished requesting codes								
<input type="radio"/> New code for same Service Type								
SUBMIT								
Click here for help								
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- Completing these questions will lead to a quicker authorization process

Clinical Pathway Questions Continued

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

i Please enter the date of the most recent clinical evaluation with the ordering provider (MD, PA, NP).



i Has the DME supplier received a valid Certificate of Medical Necessity (CMN) or an order by the MD, PA, or NP?

Yes No Unknown

SUBMIT

Finish Later

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

- These questions are asked specifically for K0739
- If there are codes you want pathway questions for let us know

Authorization Lookup

Authorization Lookup

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Unified Worklist	Help / Contact Us
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Authorization Lookup

Search by Member Information Search by Authorization Number/NPI OnePA: Prior Authorization Portal for Providers Search by Claim Number/Health plan

Required Fields
Healthplan:

PRINT

[Click here for help](#)

- To look up the status of an Authorization, 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 Lookup Continued

Authorization Number:

Case Number: [P2P AVAILABILITY](#)

Patient Name:

DOB:

Status: Approved

P2P Status:

Approval Date:

Service Code: DME

Service Description: DURABLE MEDICAL EQUIPMENT

Site Name: [CHANGE SITE](#)

Start Date:

Expiration Date:

Date Last Updated:

Correspondence: [UPLOADS & FAXES](#)

- The authorization will then be accessible to review. To print authorization correspondence, select **Uploads & Faxes**.

Thank You Questions?

