

# OnePA MDM Migration for Aspirus Health Plan

For the Prior Authorization of **Medical  
Specialty Drugs**

# Medical Specialty Drugs Prior Authorization Overview

---

Effective October 1, 2024, Aspirus Health Plan providers will go through [www.eviCore.com](http://www.eviCore.com) for medical specialty drugs prior authorization case initiation.

- EviCore.com will act as a single sign on portal, allowing the provider to submit an electronic request to Care Continuum (CCUM).
- Web portal issues may be addressed by phone at 800-646-0418 Option 2, or emailed to EviCore's Portal Support team at [portal.support@EviCore.com](mailto:portal.support@EviCore.com).
  - The EviCore web team will triage the issue and guide the caller with technical support issues.
- Phone case initiation will be through CCUM via phone number 866-540-8289
- Fax case initiation will be through CCUM via fax number 866-540-8935.
- Case status can be obtained utilizing Authorization Lookup or by calling CCUM
- For Member eligibility, please contact the Health Plan directly.
- For helpful resources, please use this link: [Aspirus Provider Resources | EviCore by Evernorth](#)

# Provider/Prescriber Prior Authorization Submission Options

---

What do I need?

Where do I go as of 10/1/2024?

Aspirus Health Plan  
Medical Specialty  
Drugs PA

Electronic  
(Preferred)

Phone

Fax

EviCore.com  
Available: 24/7

866-540-8289 (CCUM)  
Available: 8am-7pm EST  
(M-F)

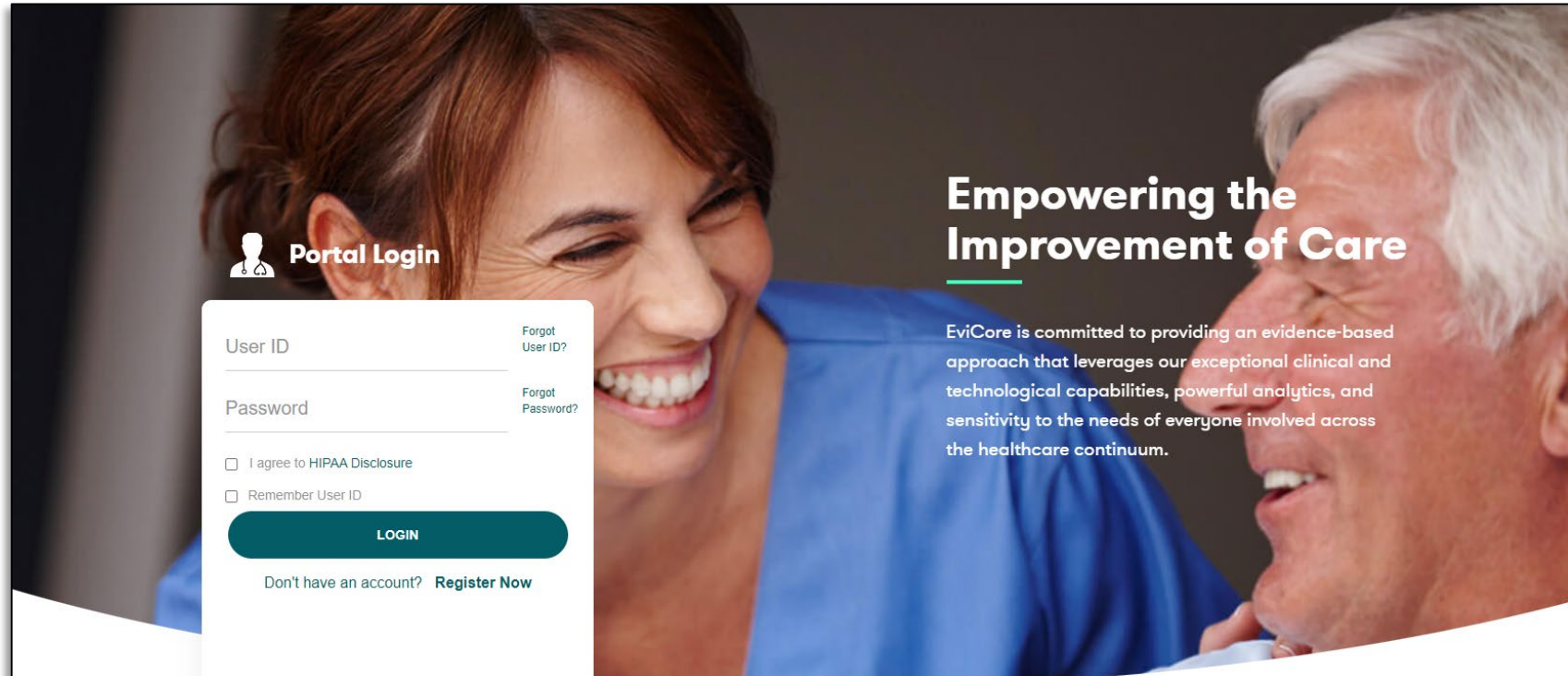
866-540-8935  
(CCUM)

# EviCore by Evernorth Website

---

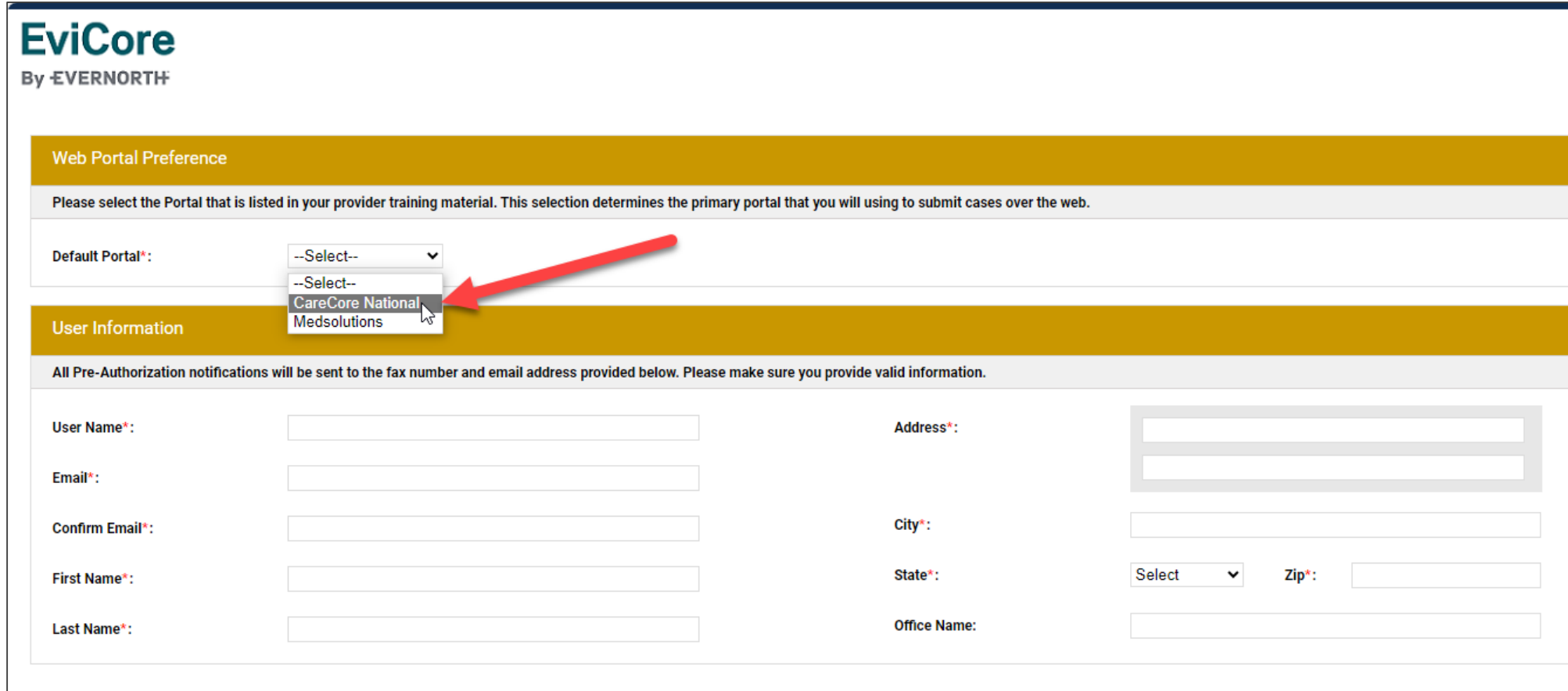
Prior authorization requests for Medical Specialty Drugs will be initiated through [www.EviCore.com](https://www.EviCore.com).

Login or Register



To create a new portal account, select “Register Now.”  
**If already registered, skip to slide 15.**

# Creating an Account



**EviCore**  
By EVERNORTH

**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\*:

Email\*:

Confirm Email\*:

First Name\*:

Last Name\*:

Address\*:

City\*:

State\*: Select

Zip\*:

Office Name:

Under “Default Portal,” select “CareCore National,” then complete the user registration form.

# User Registration Continued

EviCore

By EVERNORTH

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 use to access the system.

Default Portal\*: CareCore National

If you are a health plan representative, please contact web support at 1-800-646-0418 option 2 for your account to be created.

User Registration

UserName: testname

Email: testname@healthservices.com

Account Type: Physician

First Name: test

Last Name: name

Phone: 800-555-1212

Ext:

Fax: 800-555-2121

Individual NPI: 1730396904

Back

Submit Registration

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 radiological services, whether it is with eviCore directly or said health plan(s)).

☒ Accept Terms and Conditions \*

Submit

Cancel

Accept the Terms and Conditions, and click “Submit.”

EviCore

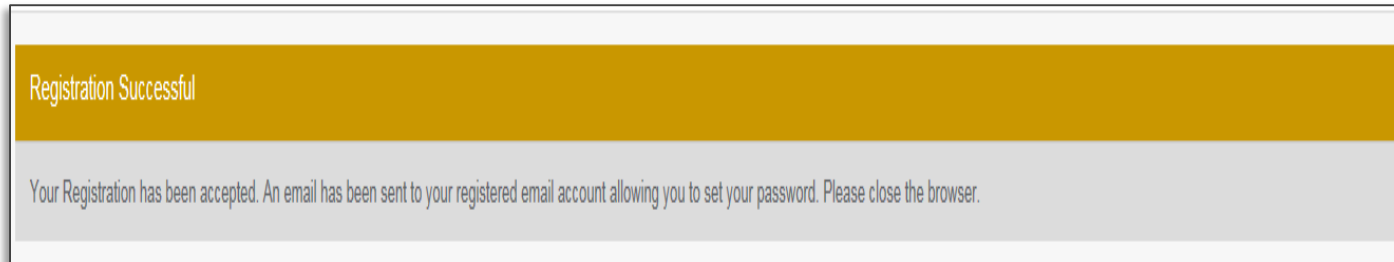
By EVERNORTH

© 2024 eviCore healthcare. All Rights Reserved.

This presentation contains CONFIDENTIAL and PROPRIETARY information.

# User Registration Continued

---



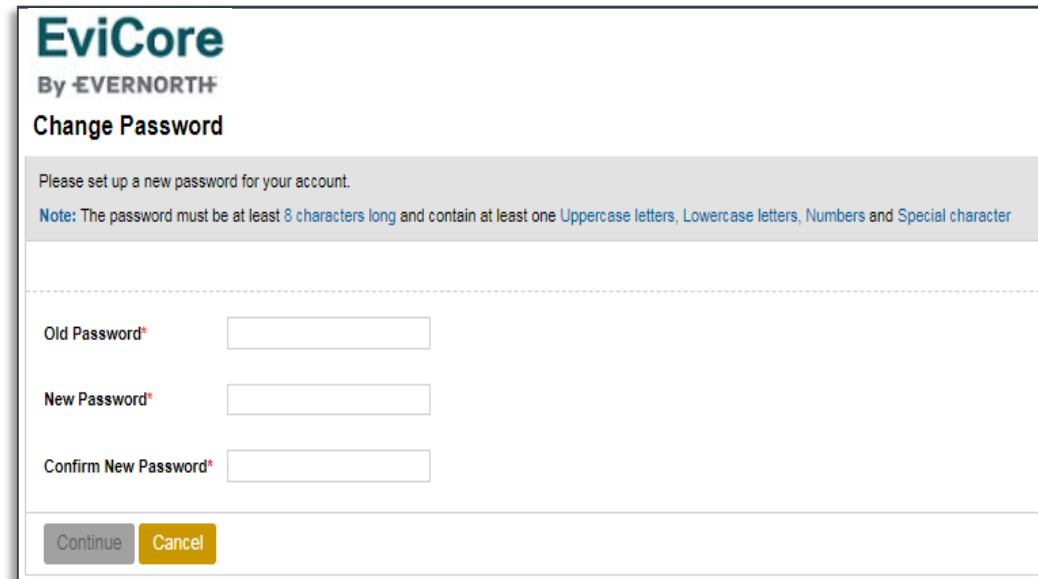
Registration Successful

Your Registration has been accepted. An email has been sent to your registered email account allowing you to set your password. Please close the browser.

**You will receive a message on the screen confirming your registration is successful.  
An email will be sent to your inbox with instructions on how to create a password.**

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

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



**EviCore**  
By EVERNORTH

### Change Password

Please set up a new password for your account.

Note: The password must be at least 8 characters long and contain at least one Uppercase letters, Lowercase letters, Numbers and Special character

Old Password\*

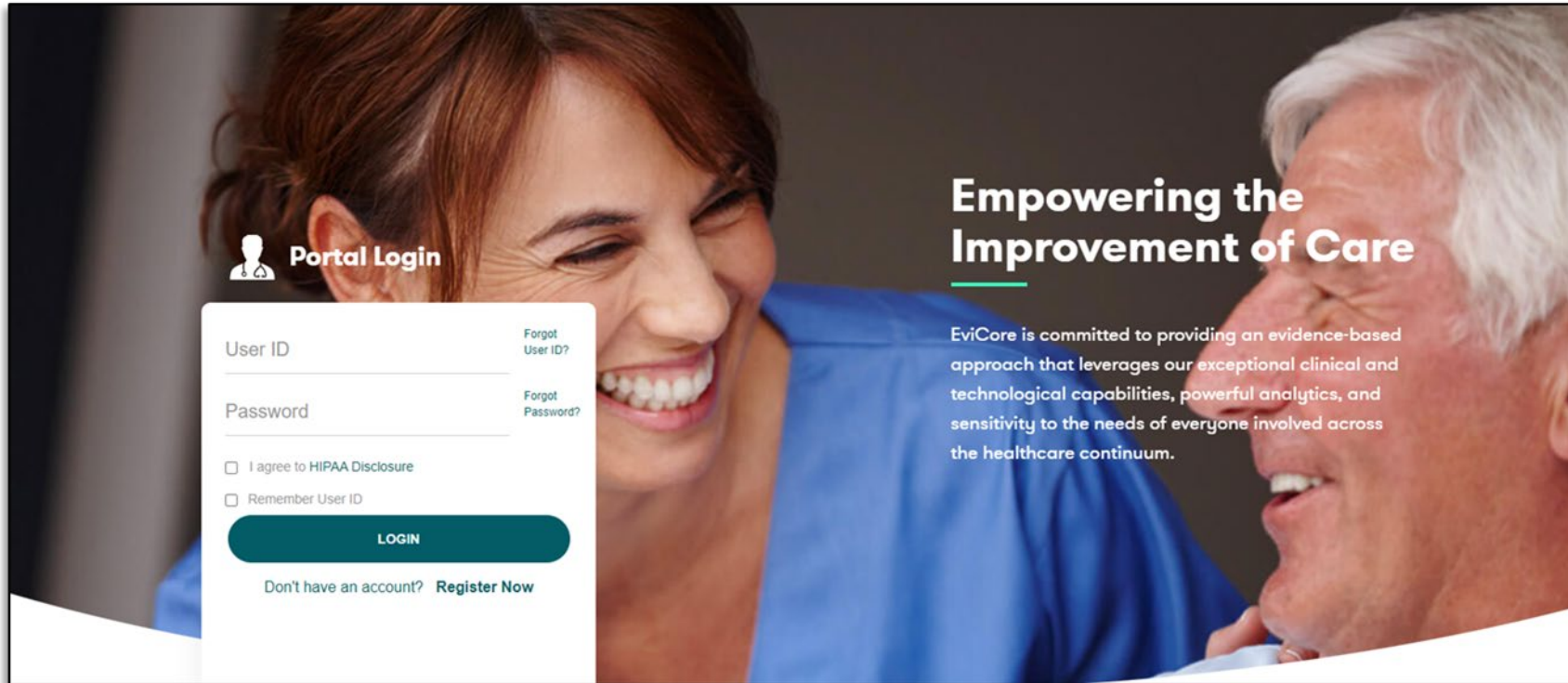
New Password\*


Confirm New Password\*



# Account Log-In

---



 **Portal Login**

User ID [Forgot User ID?](#)

Password [Forgot Password?](#)

☐ I agree to HIPAA Disclosure

☐ Remember User ID

**LOGIN**

Don't have an account? [Register Now](#)

## Empowering the Improvement of Care

EviCore is committed to providing an evidence-based approach that leverages our exceptional clinical and technological capabilities, powerful analytics, and sensitivity to the needs of everyone involved across the healthcare continuum.

**Now that you have completed the one time registration for the portal, you are ready to log-in to your account, enter your User ID and Password. Agree to the HIPAA Disclosure, and click “LOGIN”.**



# Two Factor Authentication

---

### Complete Two Factor Authentication

Registered Email Address

**Send PIN**

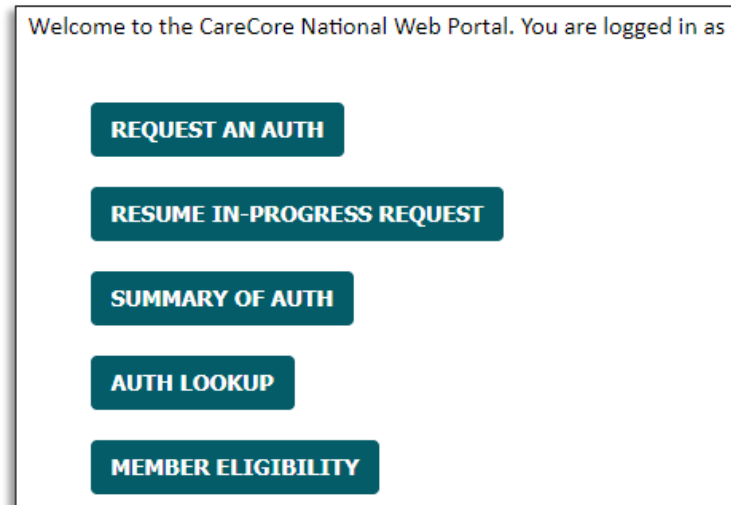
Please enter PIN sent to your Registered Email Address

**Submit**

**After entering your login/password, you will be prompted to “Send PIN.” The required PIN will be received into your registered email account. Enter the received PIN and submit.**

**Once logged into the web registration, there will be a five (5) hour window before the authentication process would expire.**

# Welcome Screen | Adding Providers to Registration



**Providers can be added to your account prior to case submission. Click the “Manage Your Account” tab to add providers to the web registration.**

# Adding Providers

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

Manage Your Account

Office Name:

CHANGE PASSWORD

EDIT ACCOUNT

Address:

Primary Contact:

Email Address:

ADD PROVIDER

Click Column Headings to Sort

No providers on file

CANCEL

Click the “Add Provider” button.

# Adding Providers

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

## 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

Enter the Provider’s NPI, state, and zip code to search for the provider record.  
Once entered, click “Find Matches.”  
Multiple providers can be added to your account.

# Adding Providers

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

## 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

ADD THIS PRACTITIONER

CANCEL

Selecting the matching record based upon your search criteria.

# Adding Providers

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

## 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

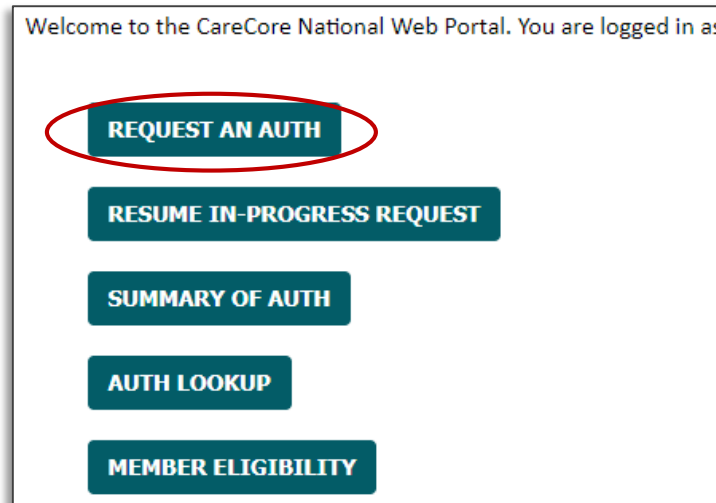
CONTINUE

Once you have selected a practitioner, your registration will be completed and ready for building a case. You can click on “Add Another Practitioner” to add another provider to your account or click “Continue.”

# Initiating a Case

---

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



The requester/user will log into the EviCore portal using their existing login credentials, then select “Request an Auth” or “Clinical Certification.”



# Select Program

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

## Request an Authorization

To begin, please select a program below:

- ☐ Durable Medical Equipment(DME)
- ☐ Evicore Medical Oncology Pathways
- ☐ Gastroenterology
- ☐ Lab Management Program
- ☒ Medical Specialty Drugs
- ☐ Musculoskeletal Management
- ☐ Pharmacy Drugs (Express Scripts Coverage)
- ☐ Radiation Therapy Management Program (RTMP)
- ☐ Radiology and Cardiology/Vascular Intervention
- ☐ Sleep Management

**CONTINUE**

[Click here for help](#)

- Select **Medical Specialty Drugs** from the program list and continue.
- **Selecting the Medical Specialty Drugs program is essential. Choosing any other radio button on the left will lead the user down an alternate prior authorization program that does not relate to Aspirus Health Plan.**

# Select 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	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------

## Requesting Provider Information

Select the ordering provider for this authorization request.

Filter Last Name or NPI:

SEARCH

CLEAR SEARCH

	Provider
SELECT	

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

Search By NPI:

SEARCH

BACK

CONTINUE

[Click here for help](#)

Select the provider who is referring the patient for medical specialty drugs treatment.

# Select Health Plan and Provider Address

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

## Choose Your Insurer

Requesting Provider: C [REDACTED]

Please select the insurer for this authorization request.

ASPIRUS HEALTH PLAN ▾



Select the health plan and the referring practitioner address.

BACK

CONTINUE

[Click here for help](#)

**Urgent Request?** You will be required to upload relevant clinical info at the end of this process. [Learn More.](#)

**Don't see the insurer you're looking for?** Please call the number on the back of the member's card to determine if an authorization through eviCore is required.

© 2024 eviCore healthcare. All Rights Reserved.

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

# Redirect to OnePA

EviCore

By EVERNORTH

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

Thursday, September 12, 2024 11:43 AM

Choose Your Insurer

Requesting Provider:

Please select the insurer for this authorization request.

ASPIRUS HEALTH PLAN

BACK

CONTINUE

[Click here for help](#)

**Urgent Request?** You will be required to upload relevant clinical info at the end of this process. [Learn More.](#)

**Don't see the insurer you're looking for?** Please call the number on the back of the member's card to determine if an aut

© 2024 eviCore healthcare. All Rights Reserved.

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

Message from webpage

You are now being transferred to Express Scripts OnePA to complete your request.

OK

CANCEL

EviCore

By EVERNORTH

© 2024 eviCore healthcare. All Rights Reserved.

This presentation contains CONFIDENTIAL and PROPRIETARY information.

# Case Create

The screenshot shows the 'OnePA (OPA-1009284)' case creation interface. The header includes the 'OnePA' logo, 'EXPRESS SCRIPTS' branding, and a 'Log Off' button. A top navigation bar contains the case ID and an 'Actions' dropdown. The form is organized into three main sections: 'Contact Information', 'Date Of Service', and 'Member Information'. The 'Contact Information' section includes fields for 'Medium of Interaction' (ePA), 'First Name' (PSO), 'Last Name' (ESI), 'Caller Phone No', 'Caller' (Doctors Office), and 'Comments' (This case is created with request from Evicore Portal). It also features a 'Request Received' date/time field (3/28/2024 3:13 PM) and a 'Case Urgency' section with radio buttons for 'Urgent' and 'Not Urgent'. The 'Date Of Service' section has a 'Date of Service' field (3/28/2024). The 'Member Information' section includes a 'Member Search By' dropdown (set to 'Member ID'), a 'Member ID' field, and a 'Search' button. A dropdown menu is open under 'Member Search By', showing options: 'Member ID', 'First + Last Name + DOB', and 'First + Last Name + ZipCode'. Fields marked with an asterisk (\*) are required.

OnePA™ EXPRESS SCRIPTS Log Off

OnePA (OPA-1009284) Actions ▾

▼ Contact Information

Medium of Interaction First Name ★ Last Name ★ Caller Phone No Caller Comments

ePA PSO ESI Doctors Office This case is created with request from Evicore Portal

Request Received ★ Case Urgency ★

3/28/2024 3:13 PM ☐ Urgent ☐ Not Urgent

▼ Date Of Service

Date of Service ★

3/28/2024

▼ Member Information

Member Search By Member ID ★

Member ID  Search

Member ID  
First + Last Name + DOB  
First + Last Name + ZipCode

- **Complete Contact information (case urgency), Date of Service and Member information: Search by Member ID, Member Name & DOB or Member Name and Zip.**
- **Fields with \* are required fields.**



# Case Create

▼

Diagnosis information

Code Type

Search By

Diagnosis Code

Primary ▼

Code ▼

Search

Primary

Code

Secondary

Description

Code Type

Search By

Diagnosis Code

Primary ▼

Code ▼

r60

Search

Primary Diagnosis Codes

Code	Description
<input type="radio"/> R60	Edema, not elsewhere classified
<input type="radio"/> R60.0	Localized edema
<input type="radio"/> R60.1	Generalized edema
<input type="radio"/> R60.9	Edema, unspecified

Add

Code Type

Search By

Diagnosis description

Primary ▼

Description ▼

edema

Search

Primary Diagnosis Codes

Code	Description
<input type="radio"/> J81.0	Acute pulmonary edema
<input type="radio"/> T78.3	Angioneurotic edema
<input type="radio"/> T78.3XXA	Angioneurotic edema, initial encounter
<input type="radio"/> T78.3XXS	Angioneurotic edema, sequela
<input type="radio"/> T78.3XXD	Angioneurotic edema, subsequent encounter

Add

- Enter Diagnosis information by code or diagnosis description.
- Must have primary, can add up to 24 secondary codes, if needed.



# Case Create

▼ Drug Information

Drug Search By

Drug Name

Drug Name ▼

remicade

Drug Name

NDC

GCN

HCPCS

☒ One Drug Per GCN ☐ Drug is Compound Ingredient

Search

Drug Name

NDC

GCN

HCPCS

GCN Drug Strength Dosage form Drug Type

X7480 57894003001 61501 100 MG VIAL Single-Source

Drug Name

REMICADE 100 MG VIAL

HCPCS Description

Infliximab - 100 mg (Code deleted effective 6/15/09, see J1745)

Continue

- Drug information can be searched by HCPC, NDC or Drug name.
- Select continue to proceed.

# Case Create

OnePA EXPRESS SCRIPTS

OnePA (OPA-583382)

onepacient-qa.express-scripts.com says  
Please correct flagged fields before submitting the form!  
OK

Start Date 09/01/2012 End Date 12/31/2999  
> Additional Info

PATIENT CONTACT DETAILS  
Number not provided/verified

Drug Information  
Drug Search By Drug Name  
Drug Name remicade One Drug Per GCN Drug is Compound Ingredient Search  
Selected Drug  
HCPCS NDC GCN Drug Strength Dosage form Drug Type  
X7480 57894003001 61501 100 MG VIAL Single-Source  
Drug Name  
REMICADE 100 MG VIAL  
HCPCS Description  
Infliximab - 100 mg (Code deleted effective 6/15/09, see J1745)

OnePA EXPRESS SCRIPTS

OnePA (OPA-583382)

1. General Information 2. Coverage Engine Decision

Contact Information  
Medium of Interaction First Name Last Name Caller Phone No Caller  
ePA Provider Demo Doctors Office  
Request Received Case Urgency  
2/7/2023 3:43 PM Urgent Not Urgent  
Value cannot be blank

Date Of Service  
Date of Service

- If all required fields are not populated, will see message “Please correct flagged fields before submitting the form!”.
- Fields that need data will be highlighted in red.

# Case Create

Medical Case Information

Order Information

Weight

UOM

Lbs

Oz

Lbs/Oz

0

Height

UOM

Feet

Inches

Feet/Inches

0

Review Type

★

Select...

Patient BMI Information

Patient Age

27 years

Start Date

3/28/2024

End Date

3/27/2025

Duration in Days

365

Dosage

★

Dosage UOM

MG

Frequency

★

Frequency UOM

Day

Administrations

★

NDC Quantity (in Units)

★

HCPCS Quantity (in Units)

★

Route Description

★

Intravenous

HCPCS Modifier

Direction

★

Remaining: 400 characters

+ Add Additional Doses/Durations

Drug Information

Drug Name	NDC	NDC Strength
REMICADE 100 MG VIAL	57894003001	100 MG
Strength Measure	Package Quantity	Package Description
100.0	1	
Volume Measure	HCPCS Description	
0.0	Injection, infliximab, excludes biosimilar, 10 mg (Code is to be used for Remicade or Infliximab)	

- **Order Information:** Enter height and weight, especially for weight based drugs for dosing and Review Type (Prospective, Retrospective or Concurrent)
- Enter Start Date, End Date, Dosage UOM, Frequency UOM, Administrations, NDC/ HCPCS QTY units, HCPCS Modifier (if applicable), Route Description, and Directions. Add additional Doses/Duration, if applicable.

EviCore

By EVERNORTH

© 2024 eviCore healthcare. All Rights Reserved.

This presentation contains CONFIDENTIAL and PROPRIETARY information.

# Case Create

Medical Case Information

Order Information

Weight

UOM

Lbs

Oz

Lbs/Oz

135

0

Unit Conversion: 61.29 Kgs

Height

UOM

Feet

Inches

Feet/Inches

5

10

Unit Conversion: 177.80 cm

Review Type \*

Prospective

Patient BMI Information

Patient Age

Body Mass Index (Kg/M2)

Body Surface Area (M2)

27 years

19.39

1.74

Start Date

3/28/2024

End Date

3/27/2025

Duration in Days

365

Dosage \*

100.000

Dosage UOM

MG

Frequency \*

3.000

Frequency UOM

Week

Administrations \*

18

NDC Quantity (In Units) \*

18.0000000000

HCPCS Quantity (In Units) \*

180.0000000000

Route Description \*

Intravenous

HCPCS Modifier

Direction \*

Take 100mg every 3 weeks as directed.

Remaining: 363 characters

+ Add Additional Doses/Durations

Drug Information

Drug Name

NDC

NDC Strength

REMICADE 100 MG VIAL

57894003001

100 MG

Strength Measure

Package Quantity

Package Description

100.0

1

—

Volume Measure

HCPCS Description

0.0

Injection, infliximab, excludes biosimilar, 10 mg (Code is to be used

- Order Information: Populated with data.
- Patient BMI information populated when height and weight data provided.

EviCore

By EVERNORTH

This presentation contains CONFIDENTIAL and PROPRIETARY information.

# Case Create

Prescriber Information

Search By

NPI

NPI

Last + First + State

Last + First + Zip

Phone #

NPI

Search

Provider Information

Provider and Prescriber are same

Site Of Care ★

Physician Requestor ★

Select...

PrescriberProvider

Search By

NPI

NPI

Search

Back

Create

- **Prescriber Information:** Must match prescriber information registered via EviCore portal during the case request.
- **Search by NPI, Name and state or zip or phone to locate.**

# Case Create

Add New Location

	Address	City	State	Zip code	Phone#	Fax#
<input type="radio"/>	40 [REDACTED]	A [REDACTED]	[REDACTED]	[REDACTED]	510-433-1105	51 [REDACTED]
<input type="radio"/>	[REDACTED] 200U	[REDACTED] Y	NY	[REDACTED]		

Prescriber Information

NPI

10 [REDACTED]

First Name

Middle Name

Last Name

Suffix

S [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Specialty

Network Status

Add New Location

Add / Edit Prescriber Address

Address \*

Address 1

Address 2

City

State... ▾

Zipcode

Ext

Phone Number

Fax Number

Phone

Fax

Skip Address Validation

Validate Address

Prescriber Information

NPI

10 [REDACTED]

Cancel

Submit

- **Prescriber Information: NPI search results.**
- **Select the appropriate address with associated phone/fax.**
- **Add New Location, if applicable.**

# Case Create

▼ Provider Information

Provider and Prescriber are same ☐ Site Of Care ★  ▼

Physician Requestor ★ ☐ Prescriber ☐ Provider

Search By  ▼ NPI

- NPI
- Facility Name
- Last + First + State
- Last + First + Zip
- Phone #

- **Provider Information: If same as prescriber, select radio button.**
  - If not the same, search by NPI, Facility name, Name and State or Zip or phone.
- **Selection of requestor is required when provider and prescriber are NOT the same.**



# Case Create

The screenshot displays the 'Case Create' form. At the top, there are three sections: a toggle for 'Provider and Prescriber are same', a 'Site Of Care' dropdown menu, and a 'Physician Requestor' section with radio buttons for 'Prescriber' and 'Provider'. Below these is the 'Add New Location' section, which contains a table with columns: Address, City, State, Zip code, Phone#, and Fax#. The table has two rows, each with a radio button in the first column. A modal titled 'Add / Edit Provider Address' is open in the foreground. This modal has a close button (X) in the top right corner. It contains fields for 'Address' (with 'Address 1' and 'Address 2' sub-fields), 'City', 'State...' (a dropdown), 'Zipcode', and 'Ext'. Below these are fields for 'Phone Number' (with 'Phone' sub-field) and 'Fax Number' (with 'Fax' sub-field). There is a 'Skip Address Validation' toggle and a 'Validate Address' button. At the bottom of the modal are 'Cancel' and 'Submit' buttons. The background form also shows a 'Provider Information' section with fields for NPI, Facility Name, First Name, Last Name, Suffix, Specialty, and Network Status.

- **Provider information: NPI search results.**
- **Select the appropriate address with associated phone/fax.**
- **Add New Location, if applicable.**

# Case Create

Provider and Prescriber are same ☐ **Site Of Care \*** Select... Physician Requestor \* ☐ Prescriber ☐ Provider

**Provider Information**

NPI  
152827

Facility Name  
[Redacted] IC

First Name Last Name Suffix  
[Redacted] [Redacted] [Redacted]

Specialty Network Status  
PHARMACY: [Redacted]

**Provider address**

Address	City Desc	State Desc	ZipCode
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Phone Number Fax Number  
(615) 353-3533 (615) 353-3533

[Back](#) [Create](#)

- **Site of Care Selection: Select Home Health, Hospital Outpatient Facility or Providers Office/Ambulatory Center.**
- **Fields with \* are required and system will alert if information is needed.**
- **Select Create to proceed.**

# Case Create

Click to go back (Alt+Left arrow), hold to see history

Errors:

- “A request for the drug/service you are requesting has already been made. Please contact the plan sponsor for more information.”

OnePA (OPA-583382)

Actions

Medical Case Information

D Demo,Provider

Duplicate Cases

Case ID	Member ID	HCPCS ID	Drug Name	Modifier	Start Date	End Date
54754	37112620352	J3380	ENTYVIO 300 MG VIAL		12/08/2023	12/06/2024
54636	37112620352	J3380	ENTYVIO 300 MG VIAL		12/07/2022	12/06/2023
54635	37112620352	J3380	ENTYVIO 300 MG VIAL		12/06/2023	12/10/2026
54622	37112620352	J3380	ENTYVIO 300 MG VIAL		12/07/2023	12/05/2024
54578	37112620352	J3380	ENTYVIO 300 MG VIAL		12/06/2023	12/04/2024

Diagnosis information


- If this message appears after you click create, this means there is a case for the same patient, drug within the same start and end date. (i.e. duplicate case)
- Duplicate cases will display for review.
- If additional details are needed, please contact Care Continuum at 866-540-8289.

# Case Processing

OnePA™

EXPRESS SCRIPTS

Log Off

Medical - Make Determination  Case ID (94017) | Primary | 

Actions

Case Information

Member ID

TESTTDNGIE

Patient Name

██████████ Gender F

Date Of Birth

2/1/1997 Age 27Y 1M

Patient address

██████████

Patient Phone

██████████

Primary Diagnosis

J81.0 (ACUTE PULMONARY EDEMA)

Drug Name

REMICADE 100 MG VIAL

Urgency

NOT URGENT

Prescriber/Provider Name

██████████ (██████████)

Network Status

IN

Phone

(804) 341-3800

Fax

██████████

Review Type

PROSPECTIVE

Carrier

██████████ TRAIL MOUNTAIN HEALTH

LOB

██████████

Regulatory Status

State

Funding Type

Group

Complete Criteria

Please answer the below criteria to finalize case.

Will the requested medication be used in combination with a BIOLOGIC or with a targeted synthetic disease-modifying antirheumatic drug (DMARD) used for an inflammatory condition?

☐ Biologic DMARD- Please note: examples of biologic DMARDs Cimzia, Cosentyx (IV or SC), etanercept products (Enbrel, biosimilars), adalimumab products (Humira, biosimilars), Kevzara, Simponi Aria, Simponi SC, Actemra (IV or SC), Kineret, a rituximab product (Rituxan, biosimilars), Siliq, Stelara (IV or SC), Taltz, Ilumya, Tremfya, Entyvio (IV or SC), Omvoh, Bimzelx, Zymfentra, Skyrizi (IV or SC), or Orencia (IV or SC)

☐ Targeted synthetic DMARD (such as Otezla, Rinvoq, Xeljanz/XR, Sotyktu, or Olumiant)

☒ Conventional synthetic DMARD (such as methotrexate, leflunomide, sulfasalazine, hydroxychloroquine)

Comments

Is the requested medication being prescribed by or in consultation with a rheumatologist?

☐ Yes

☒ No

Comments

Save Answers

Submit

- Case is created and moves into the criteria collection phase. After answering the criteria questions, Select submit.
- There is a “save answers” option, if unable to answer criteria question. Choosing this option will allow you to obtain the answers and come back to the question later.

# Case Processing

OnePA

EXPRESS SCRIPTS

Log Off

Medical - Make Determination Case ID (58964) | Primary | 15 days, 12:33:58

Case Information

Member ID

3711

Patient Name

SH

Gender

F

Date Of Birth

11/1/1975

Age

47Y 3M

Patient address

1

Patient Phone

NUMBER NOT PROVIDED

Primary Diagnosis

R60 (EDEMA, NOT ELSEWHERE CLASSIFIED)

Drug Name

BOTOX 200 UNIT VIAL

Urgency

NOT URGENT

Prescriber Name

( )

Network Status

Provider Name

Phone

(111) 111-1111

Fax

(111) 111-1111

Network

Phone

(615) 352-2500

Fax

(615) 352-2500

Review Type

PROSPECTIVE

Carrier

LOB

Regulatory Status

State

Funding Type

Your request has been submitted. Please reference Case ID :58964

Thank you! The next step in this case has been routed to Make Determination Work Basket.

Coverage Criteria

Decision

Authorization

Finalize

Add Documents

Criteria completion: Request is submitted, and Case ID referenced documentation can be added or Log Off to exit.

# Case Processing

The image displays two screenshots of the 'Add Document' dialog box in a software application. The left screenshot shows the initial state with empty dropdowns and a 'Choose File' button. The right screenshot shows the form filled out with 'Medical Records' as the document type, 'ePA' as the medium, 'Prescriber' as the source/recipient, and a file named '000693...bits.pdf' attached. The documentation date/time is set to '2/8/2023 11:28 AM'. The comments field contains the text 'attaching additional Medical records'.

- **Select Add Document, if applicable. Fill out required fields\* and browse desktop to attach file. Comments may be entered as well.**
- **Once finished, select submit.**

# Case Processing

Drug Name

ROTCY 300 UNIT VIAL

Review Type

Add Document

✕

Document Type ★

Medical Records

▼

Medium ★

ePA

▼

Source/Recipient ★

Prescriber

▼

Attach File ★

Choose File

000693...bits.pdf

Documentation Date/Time ★

2/8/2023 11:28 AM

📅

Comments

attaching additional Medical records

Remaining: 2464 characters

Cancel

Submit

Your request has been submitted. Please reference Case ID :58964

Thank you! The next step in this case has been routed to Make Determination Work Basket.

Add Documents

Case 360 View

Case SummaryCase Documents

▼ User Documents


Document name	Document ID	Document Type	Recipient	Generation Date/Time	Comments
0006938_healthyHabits.pdf	{A0E03186-0000-CB1D-98A1-0A14E992E7F2}	Medical Records	Prescriber	2/8/23 11:28 AM	attaching additional Medical records

- Once document added viewable under User Document Section.





# Case Processing

OnePA<sup>™</sup>

 EXPRESS SCRIPTS

Log Off

Medical - Clinician Review  Case ID (93805) | Primary | 02 days, 23:59:15 

✓ Case Information

EviCore

By EVERNORTH

Home

Certification Summary

Authorization Lookup

Eligibility Lookup

Clinical Certification

Certification Requests In Progress

MSM Practitioner Perf. Summary Portal

Resources

Manage Your Account

MedSolutions Portal

Help / Contact Us

Thursday, 10/24/2024 10:10 AM

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

REQUEST AN AUTH

RESUME IN-PROGRESS REQUEST

SUMMARY OF AUTH

AUTH LOOKUP

MEMBER ELIGIBILITY

© 2024 eviCore healthcare. All Rights Reserved.

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

- Log off once done and takes user back to EviCore submission page.

# Additional Portal Features

# Access a case via the Authorization Lookup feature on the EviCore portal

EviCore

By EVERNORTH

Home

Certification Summary

Authorization Lookup

Eligibility Lookup

Clinical Certification

Certification Requests In Progress

MSM Practitioner Perf. Summary Portal

Resources

Manage Your Account

MedSolutions Portal

Help / Contact Us

Thursday, May 30, 2024 2:20 PM

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:

Provider NPI:

SUBMIT

PRINT

[Click here for help](#)

© 2024 eviCore healthcare. All Rights Reserved.

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

- Select “Authorization Lookup” to search authorization by case ID.
- Select “OnePA Prior Authorization Portal for Providers” tab, Choose Health Plan and Provider NPI.
- Click OK to continue

Message from webpage

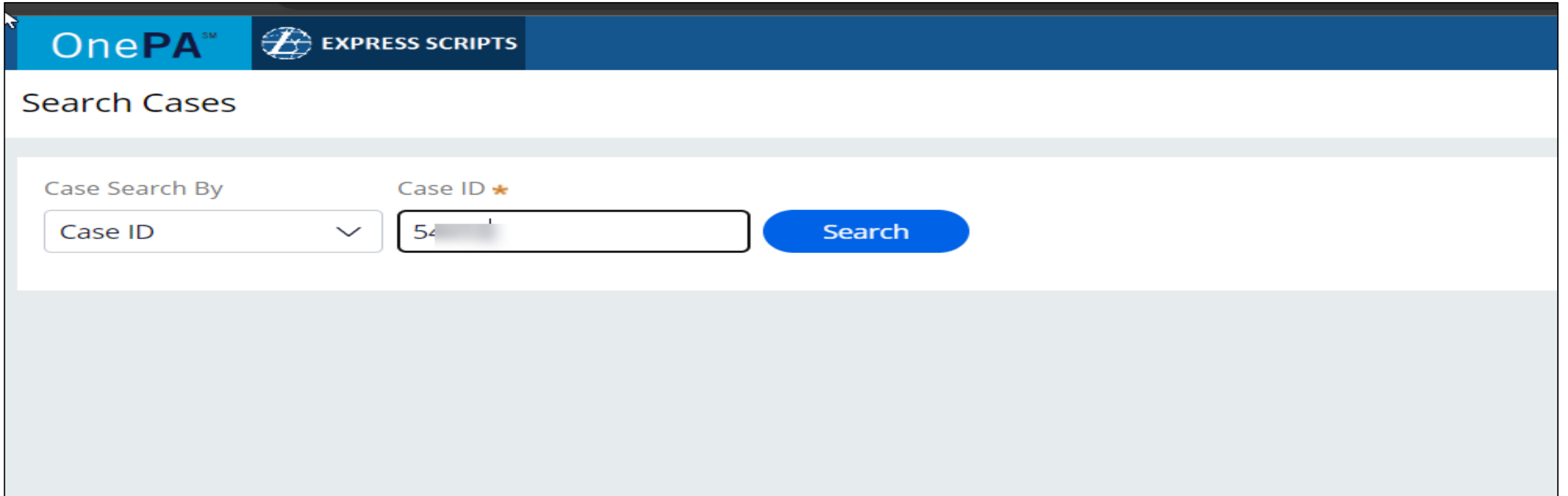
You are now being transferred to Express Scripts OnePA to complete your request.

OK

CANCEL

# Case look up

---



The screenshot shows the 'OnePA<sup>SM</sup> EXPRESS SCRIPTS' header. Below it is the 'Search Cases' section. A 'Case Search By' dropdown menu is set to 'Case ID'. To its right is a text input field containing '54' followed by a blurred area. A blue 'Search' button is positioned to the right of the input field.

OnePA<sup>SM</sup> EXPRESS SCRIPTS

Search Cases

Case Search By Case ID ★

Case ID 54 [blurred] Search

- **Case Search by Case ID: Enter case ID and click Search.**


# Case look up

Case ID	Patient's Name	Patient's DOB	Prescriber NPI	Prescriber Name	Provider NPI	Provider Name
5453	SH RY R	10	10	ERON L	15	

- **Work List of cases unique to Prescriber will display.**
- **Click applicable row for selection.**

# Case completion

OnePA™

 EXPRESS SCRIPTS

Medical - Make Determination Case ID (5 [redacted]) | Primary | 

Actions

Case Information

Member ID	37 [redacted]	Drug Name	BOTOX 200 UNIT VIAL		Review Type	PROSPECTIVE	
Patient Name	S [redacted] RG Gender F	Urgency	NOT URGENT		Carrier	[redacted] L ID 2B [redacted]	
Date Of Birth	11/1/1975 Age 47Y 3M	Prescriber Name	[redacted] ( [redacted] )	Network Status	---		
Patient address	[redacted]	Phone	(111) 111-1111	Fax	--		
Patient Phone	NUMBER NOT PROVIDED	Provider Name	--- -- [redacted]		Regulatory Status	--- State ---	
Primary Diagnosis	R60 (EDEMA, NOT ELSEWHERE CLASSIFIED)	Network Status	UNKNOWN		Funding Type	---	
		Phone	[redacted] [redacted] [redacted]				
		Fax	[redacted]				

Complete Criteria

Please answer the below criteria to finalize case.

[redacted] : Is the medication being requested Botox COSMETIC?

☐ Yes

☐ No

Comments

Save Answers

Submit

- User provided page to complete criteria.

# Web Portal Services

---

**We're here to help**

**Tech/Web Support**

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

**START LIVE CHAT**

Email: [portal.support@evicore.com](mailto:portal.support@evicore.com)

Phone: [800-646-0418](tel:800-646-0418)  
[option 2](#)

- Email: [portal.support@evicore.com](mailto:portal.support@evicore.com)
- Call a Web Support Specialist at (800)646-0418 (Option 2)
- Connect with us via Live Chat on the EviCore Provider Resource Page at [Provider's Hub | EviCore by Evernorth](#)

**CHAT WITH US**

# Thank You