# Radiation Oncology

## Provider Presentation for Highmark

**EviCore**
By **EVERNORTH**

**HIGHMARK.**

# Agenda

**Solutions Overview**
Radiation Oncology

**Submitting Requests**

**Prior Authorization Outcomes, Special Considerations & Post-Decision Options**

**EviCore Provider Portal**
Overview, Features & Benefits

**Provider Resources**

**Questions & Next Steps**

**Appendix**

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# Solution Overview

# Highmark Health Prior Authorization Services

| Applicable Membership | Prior authorization applies to the following services | Prior authorization does NOT apply to services performed in |
|---|---|---|
| • Commercial<br>• Medicare | • Outpatient<br>• Elective/Non-emergent | • Emergency Rooms<br>• Observation Services<br>• Inpatient Stays |

**It is the responsibility of the ordering provider to request prior authorization approval for services**.

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# Holistic Treatment Plan Review |
## Radiation Therapy

**EviCore relies on information about the patient's unique presentation and physician's intended treatment plan to authorize all services.**

- Providers specify the cancer type or body part being treated rather than requesting individual CPT and HCPCS codes.

- The intended treatment plan for the diagnosis is compared to the evidence-based guidelines developed by our Medical Advisory Board.

- For Medicare Cases, LCD and NCDs are followed if there is one applicable to the treatment.

- Of the requested treatment technique and number of fractions, the approved and/or denied technique and number of fractions will be communicated to the provider and member.

- If Image Guidance (IGRT) is requested, it may or may not be approved, separate from the primary treatment technique.

  **For questions about billing best practices or about the clinical guidelines utilized by EviCore**, please visit the resource page on eviCore.com.   Go to:  eviCore.com → resources → clinical guidelines → Radiation Oncology → Search for "Highmark" →

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**PROVIDERS:**  ☑ Check Prior Authorization

📄 **Resources**

**CLINICAL GUIDELINES**

**PROVIDER RESOURCES**

Clinical Worksheets
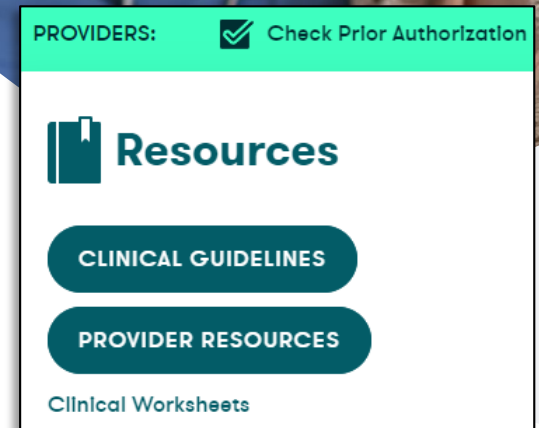
# Submitting Requests

# 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.**

- **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 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**: Opt to 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 submissions.

To access the EviCore Provider Portal, visit **www.EviCore.com**

**Phone: 888-564-5492**
Monday – Friday
7 AM – 7 PM (local time)

**Fax: 800-540-2406**

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# Utilization Management | Prior Authorization



Visit provider

Provider requests a clinical review for prior authorization

Easy for providers and staff

Clinical decision support

Nurse review

MD review

Peer-to-Peer

Appropriate decision

Request is **approved.**

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

Request is **partially approved.**

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

Request is **denied.**

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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# Necessary Information for Prior Authorization | Radiation Therapy

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

**Want to make it easier?**
Use our **clinical worksheets on EviCore.com** to ensure all the necessary information is included in your requests. Go to: EviCore.com → Resources -> Clinical Worksheets → Radiation Oncology → Search "Highmark"

### Member
- Health plan ID
- Member name
- Date of birth (DOB)

### Referring (Ordering) Physician
- Physician name
- National provider identifier (NPI)
- Phone & fax number

### Supporting Clinical
- Site of treatment: non-cancerous or specific cancer type
- Diagnosis code(s)
- Anticipated treatment start date
- Pertinent clinical information such as the treatment plan, cancer stage etc.
  - Critical: Treatment technique, number of phases, number of treatment fractions, and identifying if Image Guided Radiation Therapy [IGRT] will be used
- As applicable, radiation oncology consultation note and/or treatment comparison plans

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

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# Insufficient Clinical | Additional Documentation Needed

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:

| A hold letter will be faxed to the requesting provider requesting additional documentation. | The provider must submit the additional information to EviCore. | EviCore will review the additional documentation and reach a determination. |
|---|---|---|
| The hold letter will inform the provider about what clinical information is needed, as well as the **date by which it is needed**. | Requested information must be received within the timeframe as specified in the hold letter, or EviCore will render a determination based on the original submission. | Determination notifications will be sent. |

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# Pre-Decision Options | Medicare Members

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

Before a denial decision is issued on Medicare cases, EviCore will notify providers telephonically and in writing. From there, additional clinical information must be submitted to EviCore in advance of the due date referenced.

**There are three ways to supply the requested information:**

1.  **Fax** to **800-540-2406**.
2.  **Upload** directly into the case via the provider portal at **EviCore.com**.
3.  **Request a Pre-Decision Clinical Consultation.**
    This consultation can be requested via the EviCore website, and must occur prior to the due date referenced in the notification.

**PLEASE NOTE:** If the additional clinical information is faxed/uploaded, that clinical is what is used for the review and determination. The case is not held further for a Pre-Decision Clinical Consultation, even if the due date has not yet lapsed.

**Once the determination is made, notifications will go to the provider and member, and status will be available on EviCore.com.**

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# Prior Authorization Outcomes, Special Considerations & Post-Decision Options

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# Prior Authorization Outcomes

**Determination Outcomes:**

- **Approved Requests:** Authorizations are valid for a minimum of **180 calendar days** from the date of approval. Please refer to the authorization notification for the specific timeframe.

- **Denied Requests:** Based on evidence-based guidelines, if a request is determined as inappropriate, a notification with the rationale for the decision and post decision/appeal rights will be issued.

- **Partially Approved Requests:** A portion of the requested treatment is authorized and valid for a minimum of **180 calendar days** from the date of approval. Please refer to the authorization notification for the specific timeframe. A portion of the request is **<u>not</u>** authorized based on evidence-based guidelines, and a notification with rationale for decision and post decision appeal rights will be issued.

**Notifications:**

- Authorization letters will be faxed to the ordering provider.

- Web initiated cases will receive e-notifications when a user opts to receive e-notifications.

- Members will receive a letter by mail.

- Approval information can be printed on demand from the EviCore portal: www.EviCore.com

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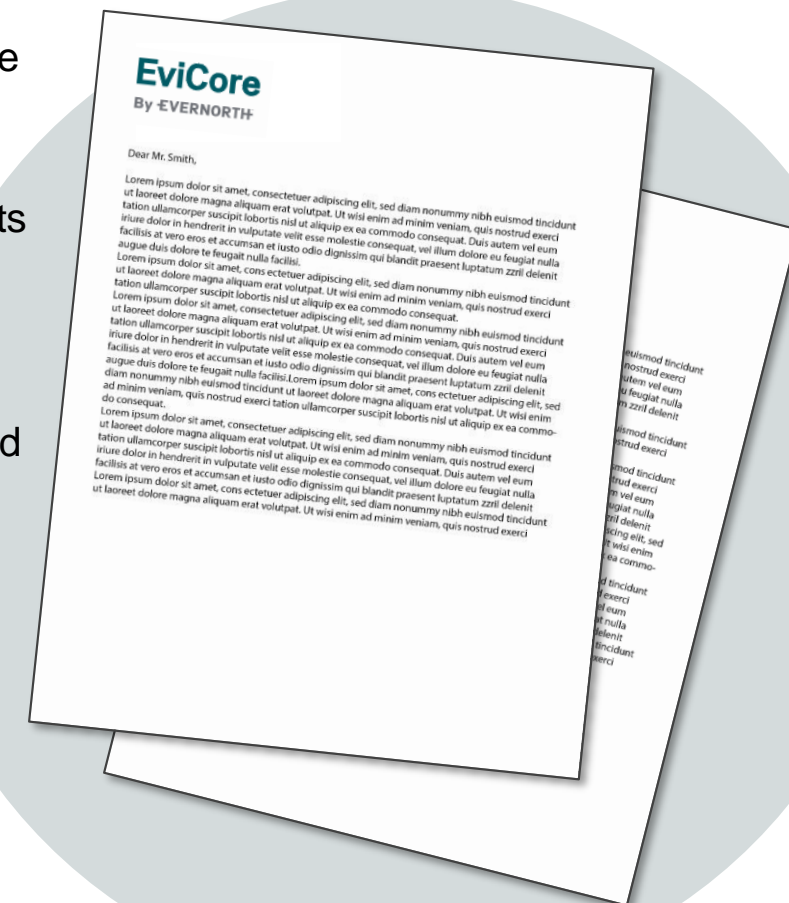
# Post-Decision Options |
## Commercial & Medicaid Members

### My case has been denied.  What's next?

Your determination letter is the best immediate source of information to assess what options exist on a case that has been denied.  You may also call EviCore at **888-564-5492** to speak with an agent who can provide available option(s) and instruction on how to proceed.

Alternatively, select **All Post Decisions** under the **Authorization Lookup** function on **EviCore.com** to see available options.

### Reconsiderations

- Providers can request a reconsideration review.

- Reconsiderations must be requested within **14 calendar days** after the determination date.

- Reconsiderations can be requested in writing or verbally via a Clinical Consultation with an EviCore physician.

### Appeals

- EviCore will process first-level appeals for **Commercial members only**.

- The timeframe by which appeal requests must be submitted to EviCore varies by line of business.  Please refer to the denial letter for instructions.

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# Post-Decision Options |
## Medicare Members

### My case has been denied. What's next?

**Clinical Consultation**

- Providers can request a Clinical Consultation with an EviCore physician to better understand the reason for denial.

- Once a denial decision has been made, however, the decision cannot be overturned via Clinical Consultation.

**Reconsideration**

- Medicare cases **do not** include a reconsideration option.

**Appeals**

- EviCore **will not** process first-level appeals for Medicare members.

- Please refer to the denial notice for instructions and requirements to submit an appeal.



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# Special Circumstances

## Retrospective (Retro) Authorization Requests

- Must be submitted within **730 calendar days** from the date of service.

- Reviewed for clinical urgency and medical necessity.

- Retro requests are processed within **30 calendar days** after receiving all necessary information.

- When authorized, the start date will be the submitted date of service.

## 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 on provider portal or by phone.

- Urgent cases are typically reviewed within 24 to 72 hours.

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# Special Circumstances |
## Alternative Recommendations

**An alternative treatment plan recommendation may be offered based on EviCore's evidence-based clinical guidelines.**

**When this occurs, the ordering provider can accept the alternative recommendation by building a new case.**

**Providers must contact EviCore to accept the alternative recommendation _before_ the start of treatment.**

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# Special Circumstances |
## Authorization Updates

**We understand treatment plans can sometimes change.**

- If updates are needed for an existing authorization, providers should contact EviCore by phone.

- **The following updates will require contacting EviCore:**
  - Modification to the technique(s)
  - Addition of Image Guided Radiation Therapy (IGRT)
  - Additional treatment fractions or phases
  - Change to the cancer type (or non-cancerous) indicated during the case build process
  - Modification to the authorized timespan

- **Changes in treatment plan** will require another Medical Necessity review on a new authorization. If approved, the original case will be withdrawn.

- Claims payment may be impacted if these updates are not communicated to EviCore. The billed services should align with the requested and approved treatment plan.

- If the **authorization time span will not cover the entirety** of the **treatment**, EviCore should be notified before the impacted services are billed by the provider.

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# EviCore Provider Portal

# EviCore Provider Portal | Access and Compatibility

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

To access resources on the EviCore Provider Portal, visit **EviCore.com/provider**

**Already a user?**

**Log in** with User ID & Password.

**Don't have an account?**
Click **Register Now**.



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.

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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# Creating an EviCore Provider Portal Account

- 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 login page.



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**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--
--Select--
CareCore National
Medsolutions

**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*: | |
| Email*: | | | |
| Confirm Email*: | | City*: | |
| First Name*: | | State*: Select Zip*: | |
| Last Name*: | | Office Name: | |

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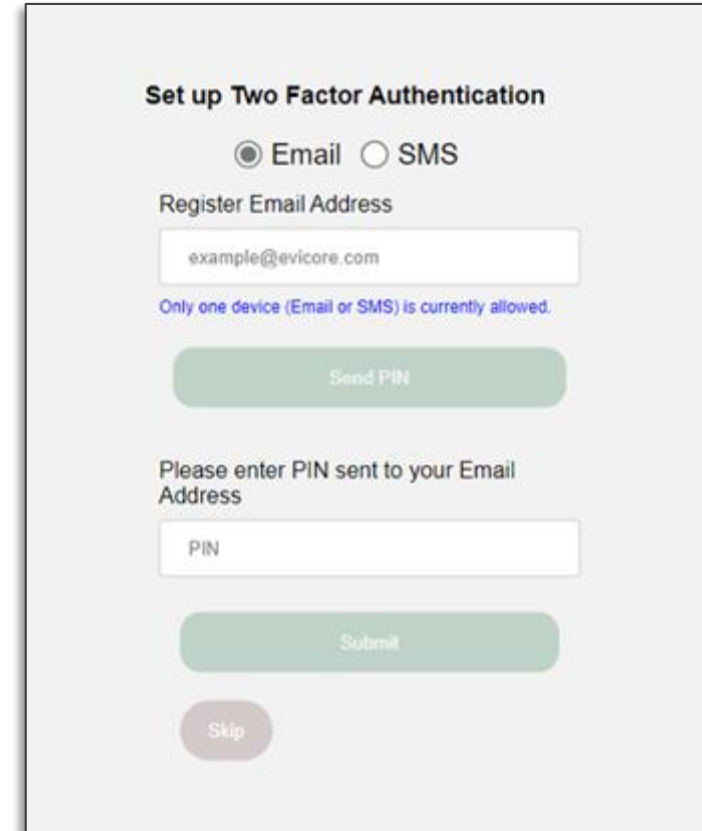
# Setting Up Multi-Factor Authentication (MFA)

**To safeguard your patients' private health information (PHI), we have implemented a multi-factor authentication (MFA) process.**

- After you log in, you will be prompted to register your device for MFA.

- Choose which authentication method you prefer: Email or SMS. Then, **enter your email address or mobile phone number.**

- Once you select **Send PIN**, a 6-digit pin will be generated and sent to your chosen device.

- After entering the provided PIN in the portal display, you will successfully be authenticated and logged in.

### Set up Two Factor Authentication

◉ Email   ○ SMS

Register Email Address

example@evicore.com

Only one device (Email or SMS) is currently allowed.

Send PIN

Please enter PIN sent to your Email Address

PIN

Submit

Skip

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# Welcome Screen | Adding Providers to Registration

| 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 |

- Providers can be added to your account prior to case submission.

- Click the **Manage Your Account** tab to add providers to the web registration.

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**

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# Adding Providers



- Click the **Add Provider** button.

# Adding Providers



- 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.

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# Adding Providers



- Select the matching record based upon your search criteria.

# Adding Providers



- 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**.

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# Initiating a Case



- To initiate a prior authorization request via the EviCore portal, select **Request an Auth** or **Clinical Certification**.

- **NOTE:** If you are already logged in to the EviCore portal, you DO NOT need to return to Highmark's prism page to initiate an authorization request for a member.

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

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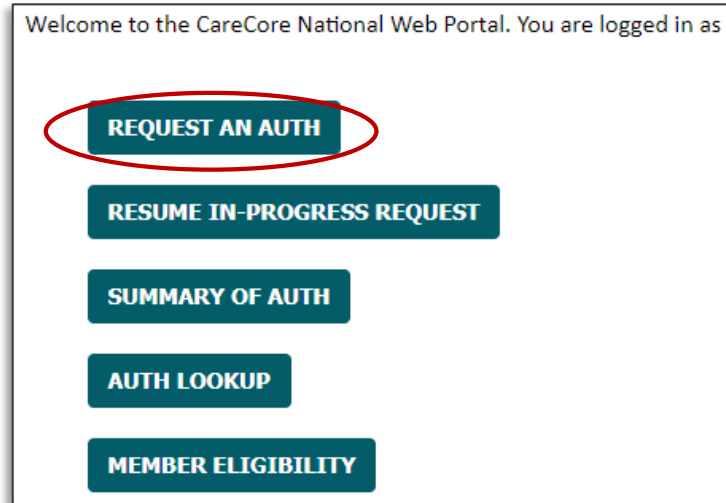
# Select a Program

| 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)
○ Gastroenterology
○ Lab Management Program
○ Medical Drug Management
○ Medical Oncology Pathways
○ Musculoskeletal Management
○ Pharmacy Drugs (Express Scripts Coverage)
○ Radiation Therapy Management Program (RTMP)
○ Radiology and Cardiology
○ Sleep Management

**CONTINUE**

Click here for help

- Select **Radiation Therapy Management Program (RTMP)** from the program list and continue.

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# Select Provider

## 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 treatment.

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# Clinical Certification Request | Search and Select Provider



**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

| | Practitioner Name | NPI | Address | City | State | ZipCode | Phone | Fax |
|---|---|---|---|---|---|---|---|---|
| SELECT | | | | | | | | |
| | | | | | | | | |

BACK   CONTINUE

Click here for help

- Once the provider is found by searching **NPI**, the line will turn gray to indicate they are selected.

**Attention!**

Do you want to add this NPI (          ) to your account for future requests ?

YES   NO

By choosing **YES**, the practitioner will be added to the provider list in your account.

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# Clinical Certification Request | Select Health Plan



| 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:

Please select the insurer for this authorization request.

Please Select a Health Plan ⌄

BACK     CONTINUE

Click here for help

- Choose the appropriate **health plan** for the request.

- Another drop down will appear to select the appropriate address for the **provider**.

- Click **CONTINUE**.

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# Clinical Certification Request



| 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 |

**ⓘ Has the patient received their first dose of radiation treatment?**
● Yes ○ No

**ⓘ On what date did the patient receive their first dose of radiation treatment for this episode (MM/DD/20YY)?**
[          ] 📅
Submit

## Patient Eligibility Lookup

Patient ID:* [          ]
Date Of Birth:* [          ] MM/DD/YYYY
Patient Last Name Only:* [          ] [?]

**ELIGIBILITY LOOKUP**

## Requested Service + Diagnosis

This procedure will be performed on [   ]    **CHANGE**

**Radiation Therapy Procedures**

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

RCADRE
RCANAL
RCBILE
RCBLAD
RCBONE
RCBRAI
RCBREA
RCCERV
RCCNSL
RCCNSN
RCENDO
RCESOP
RCGACA
RCGALL
RCHDKL
RCHENE
RCHEPA

r procedure code or type of service? Click here

ry Diagnosis Code (Lookup by Code or Description)
[          ] **LOOKUP**

g diagnosis code? Please follow these steps

dary Diagnosis Code (Lookup by Code or Description)
osis is optional for Radiation Therapy
[          ] **LOOKUP**

- You will be asked the **expected treatment start date**, the date of the member's **initial radiation therapy treatment**.  The case will be backdated to cover simulation and treatment planning.

- You will then be asked to enter the **member information** (patient ID number, date of birth and last name), click **Eligibility Lookup** and verify the member.

- Next, select the **cancer type/body part** being treated (RC code) and **diagnosis code** associated with the member's cancer type

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# Clinical Certification Request | Service Selection

## Requested Service + Diagnosis

Confirm your service selection.

| | |
|---|---|
| **Treatment Start:** | 7/2/2020 |
| **CPT Code:** | RCADRE |
| **Description:** | ADRENAL CANCER |
| **Primary Diagnosis Code:** | C17.2 |
| **Primary Diagnosis:** | Malignant neoplasm of ileum |
| **Secondary Diagnosis Code:** | |
| **Secondary Diagnosis:** | |

Change Procedure or Primary Diagnosis

Change Secondary Diagnosis

**BACK**    **CONTINUE**

Click here for help

- Confirm that the correct cancer type and diagnoses have been selected
- Edit any information if needed by selecting **Change Procedure or Primary Diagnosis**.
- Click **CONTINUE** to confirm your selection.

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# Clinical Certification Request | Site Selection



- Search for the **site of service** where the procedure will be performed (for best results, search with NPI, TIN, **or** zip code).

- **Select** the specific site where the procedure will be performed.

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# Clinical Certification Request | Clinical Certification



**Navigation bar:** 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

**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 Provider, Patient, or Service information entered in the previous steps. Please be sure that all this data has been entered correctly before continuing.

**In order to ensure prompt attention to your 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.

BACK    CONFIRM AND CONTINUE

- Verify that all information is entered and correct.

- Check the acknowledgement statement.

- Once you enter the clinical collection phase of the process, the answers to the clinical questions will not save unless the case is completed.

- **You will not have the opportunity to make changes after this point.**

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# Clinical Certification Request | Standard or Urgent Request?



- If the case is **standard,** select **Yes**.
- If your request is **urgent,** select **No**.
- When a request is submitted as urgent, you will be **required** to upload relevant clinical information.
- Upload up to **FIVE** documents. *(.doc, .docx, or .pdf format; max 5MB size)*
- Your case will only be considered urgent if there is a successful upload.

# Clinical Certification Request | Proceed to Clinical Information

- **Clinical Certification** questions may populate based upon the information provided in previous questions.

- **Clinical worksheets/CDS online documents** located on www.EviCore.com can be used as a guide and will help prepare the requestor for the questions that are presented

- You can save your request and finish later if needed.

  **Note:** You will have until the end of the day to complete the case.

- When logged in, you can resume a saved request by going to **Certification Requests in Progress**.

- Once the clinical questions have been answered, click the attestation and click **Submit Case**.

**Proceed to Clinical Information**

ⓘ Does the patient have distant metastases (stage M1) (i.e. to brain, lung, liver, bone)?
○ Yes ○ No

ⓘ Where will treatment be directed?
○ Bilateral breast (treated concurrently)
● Left breast
○ Right breast

ⓘ Will the patient receive concurrent chemotherapy?
○ Yes ○ No

ⓘ Will daily image-guided radiation therapy (IGRT) be used for phase I?
○ Yes ○ No

ⓘ What is the treatment intent?
○ Pre-operative (neo-adjuvant)
○ Definitive (No surgery planned)
○ Post-operative (adjuvant)
○ Palliative (for relief of symptoms)

ⓘ What is the T stage?
[          ▼]

ⓘ What is the N stage?
[          ▼]

**SUBMIT**

☑ I acknowledge that the clinical information submitted to support this authorization request is accurate and specific to this member, and that all information has been provided. I have no further information to provide at this time.

**SUBMIT CASE**

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# 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.

- Review the details of the request and select **CONTINUE**.

# Clinical Certification Request | Criteria Not Met



- If your request cannot be immediately approved during the initial submission, you will get a summary stating the case has been sent to clinical review, where any free text notes and/or uploaded clinical information will be reviewed for medical necessity.
- You can print the summary of the request for your records, then click **CONTINUE**.

# Clinical Certification Request | Criteria Not Met

## Submitting Additional Clinical Information



- If the pathway questions do not lead to immediate approval, you will be asked if additional clinical information can be included.

- Enter **additional notes** in the free text space provided only when necessary.

- Upload up to **five documents**
  (.doc, .docx, or .pdf format; max 5MB size)

- When finished, **SUBMIT CASE** for review.

- Clinical cannot be uploaded for cases that have reached a **final status**.
  (Approved, Denied, Partially Approved Withdrawn, or Expired)

# Clinical Certification Request | Case Submission Success

- After clicking continue on the case summary screen, you will see a **Success** screen.

- You can **PRINT** the summary of the request for your records, then select **CONTINUE**.

- From here, you can start a new request, return to the main menu, or resume an in-progress request.



**Success**

Thank you for submitting a request for clinical certification. Would you like to:

- Return to the main menu
- Start a new request
- Resume an in-progress request

You can also start a new request using some of the same information.

Start a new request using the same:

○ Program (Radiation Therapy Management Program)

○ Provider

○ Program and Provider (Radiation Therapy Management Program and

○ Program and Health Plan (Radiation Therapy Management Program and

[ GO ]

[ CANCEL ]   [ PRINT ]

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# Provider Portal Demo | Radiation Oncology

The EviCore online portal is the quickest, most efficient way to request prior authorization and check authorization status.

**Click HERE to view a video demo (2 min)**



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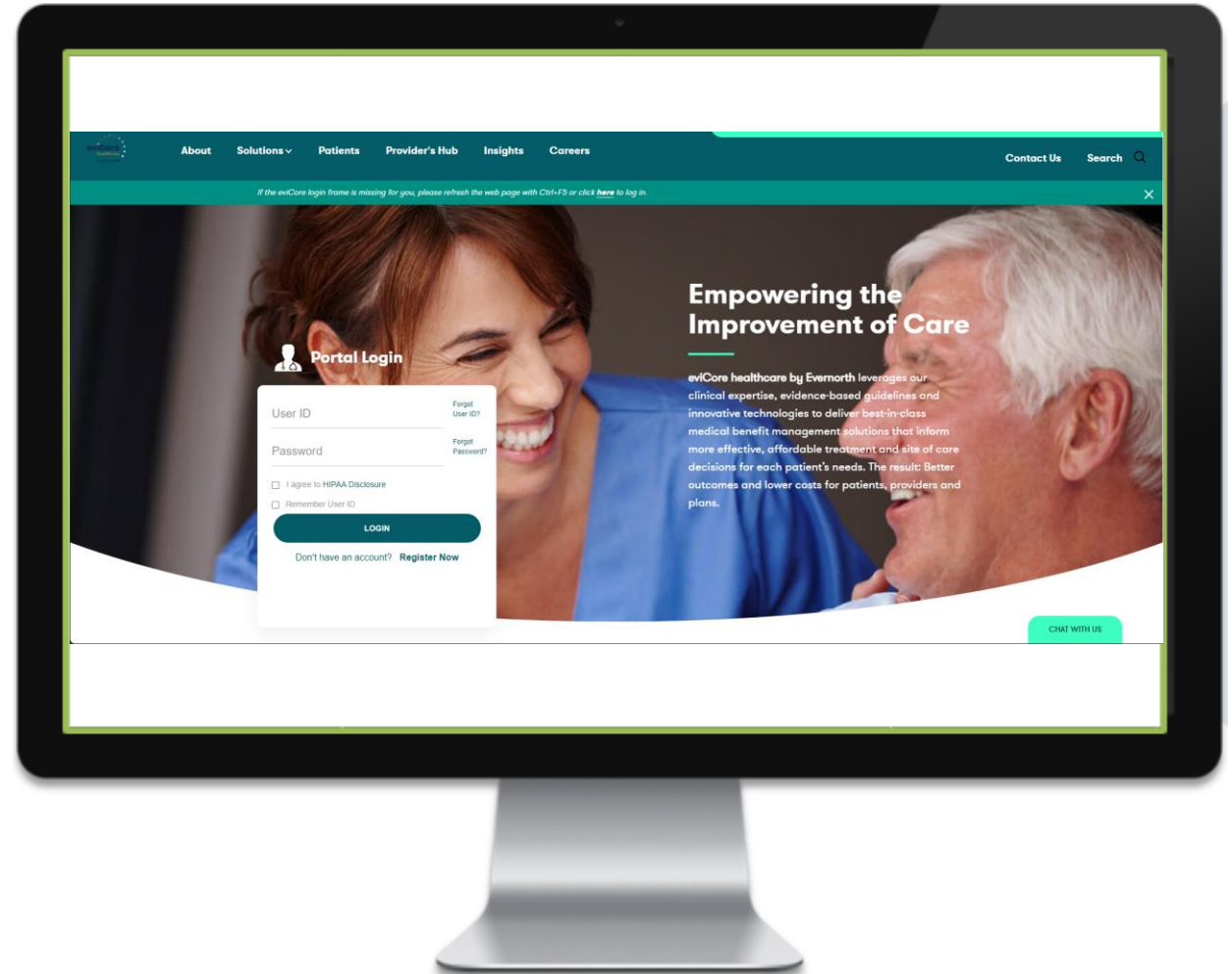
# EviCore Portal Features

# Provider Portal | Feature Access



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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 | MedSolutions Portal | Help / Contact Us |

**User Worklist**

**Most popular portal feature**

**Check if a member requires an authorization**

**Pick up where you left off**

REQUEST AN AUTH

RESUME IN-PROGRESS REQUEST

SUMMARY OF AUTH

AUTH LOOKUP

MEMBER ELIGIBILITY

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# EviCore Provider Portal | Features

**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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# Certification Summary | User Worklist



- The **Certification Summary** tab allows you to track recently submitted cases.
- The worklist 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-Peer calls.

- View and print any correspondence.

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# Provider Resources

# 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: **ClientServices@EviCore.com**
- Phone: **800-646-0418** (option 4).

**Web-Based Services and Portal Support**

- Live chat
- Email: **Portal.Support@EviCore.com**
- Phone: **800-646-0418** (option 2)

**Provider Engagement**

Regional team that works directly with the provider community.

**Provider Engagement Manager Territory List**

**Call Center/Intake Center**

Call **888-564-5492.** Representatives are available from 7 a.m. to 7 p.m. local time.

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# Provider Resources at EviCore.com

**EviCore maintains provider resource pages that contain health-plan-specific and solution-specific educational material to assist providers and their staff on a daily basis. This page will include:**

- Frequently asked questions
- Quick reference guides
- Provider training
- CPT code list

To access these helpful resources, visit:

**https://www.evicore.com/resources/healthplan/highmark**

**EviCore also maintains online resources _not_ specific to health plans, such as guidelines and our required clinical information checklist.**

To access these helpful resources, visit EviCore's **Provider's Hub**.

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# Ongoing Provider Portal Training

**The EviCore Portal Team offers general portal training, twice a week, every week.**

All online orientation sessions are free of charge and will last approximately one hour. Advance registration is required, so follow the instructions below to sign up:

**How To Register:**

1. Go to **http://EviCore.webex.com/**

2. Click on the "hamburger" menu on the far left hand side (below the EviCore logo), then choose **Webex Training**.

3. On the **Live Sessions** screen, click the **Upcoming** tab. In the search box above the tabs, type: **EviCore Portal Training.**

4. Choose the date and time for the session you would like to attend, and click the **Register** link beside it. (You will need to register separately for each session.)

5. Complete the required information and click the **Register** button.

Immediately after registering, you will receive an e-mail containing the toll-free phone number, meeting number, conference password, and a link to the web portion of the conference. **Please keep the registration e-mail so you will have the Web conference information for the session in which you will be participating.**

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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 **Intro to EviCore Online Resources** session to learn how to navigate **EviCore.com** and understand all the resources available on the Provider's Hub.

**Learn how to access:**

- EviCore's evidence-based clinical guidelines
- Clinical worksheets
- Existing prior authorization request status information
- Search for contact information
- Podcasts & insights
- Training resources

**Register for a Provider Resource Review Forum:**

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

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# EviCore's Provider Newsletter

**Stay up to date with our free provider newsletter!**

**To subscribe:**

- Visit **EviCore.com**.

- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**.

- Enter a valid email address.

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# Thank You

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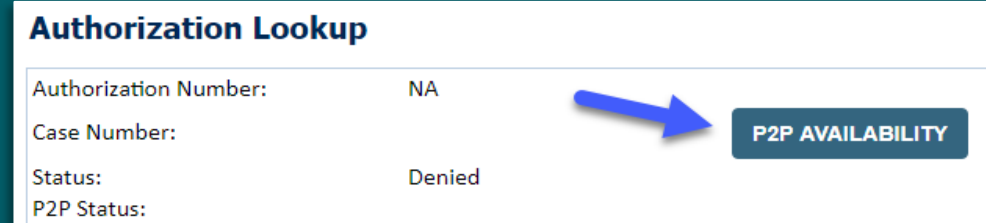
# Appendix

# Peer-to-Peer (P2P) Scheduling Tool

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# Schedule a P2P

If your case is eligible for a Peer-to-Peer (P2P) consultation, a link will display, allowing you to proceed to scheduling without any additional messaging.
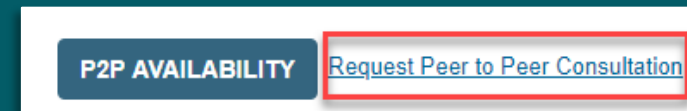
1. Log-in to your account at **EviCore.com**.

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.*
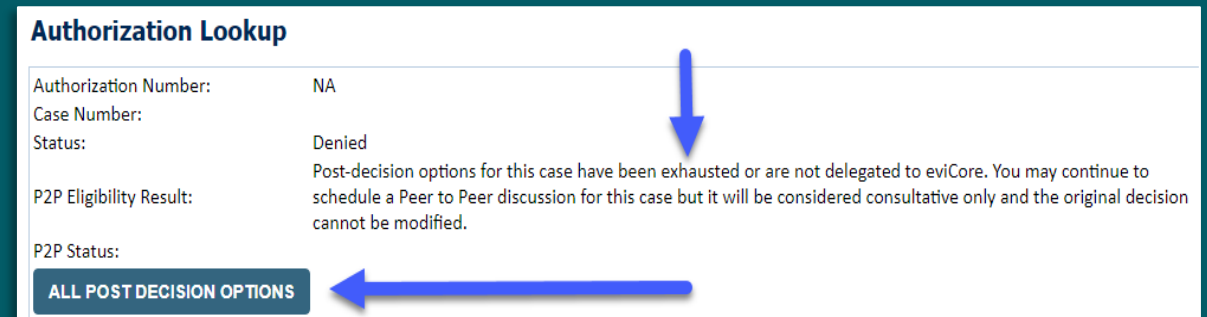
**Authorization Lookup**

| | |
|---|---|
| Authorization Number: | NA |
| Case Number: | |
| Status: | Denied |
| P2P Status: | |

[ P2P AVAILABILITY ]

[ P2P AVAILABILITY ]  [Request Peer to Peer Consultation]

**Authorization Lookup**

| | |
|---|---|
| Authorization Number: | NA |
| Case Number: | |
| Status: | Denied |
| | Post-decision options for this case have been exhausted or are not delegated to eviCore. You may continue to schedule a Peer to Peer discussion for this case but it will be considered consultative only and the original decision cannot be modified. |
| P2P Eligibility Result: | |
| P2P Status: | |

[ ALL POST DECISION OPTIONS ]

*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

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.

# Schedule a P2P

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, then click **Continue**.

# Schedule a P2P

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.

# P2P Contact Details

1. Use the radio 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.

# Call Notes

1. Use the radio button to select options if applicable.

2. If "Procedure was performed on" is selected, then 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.
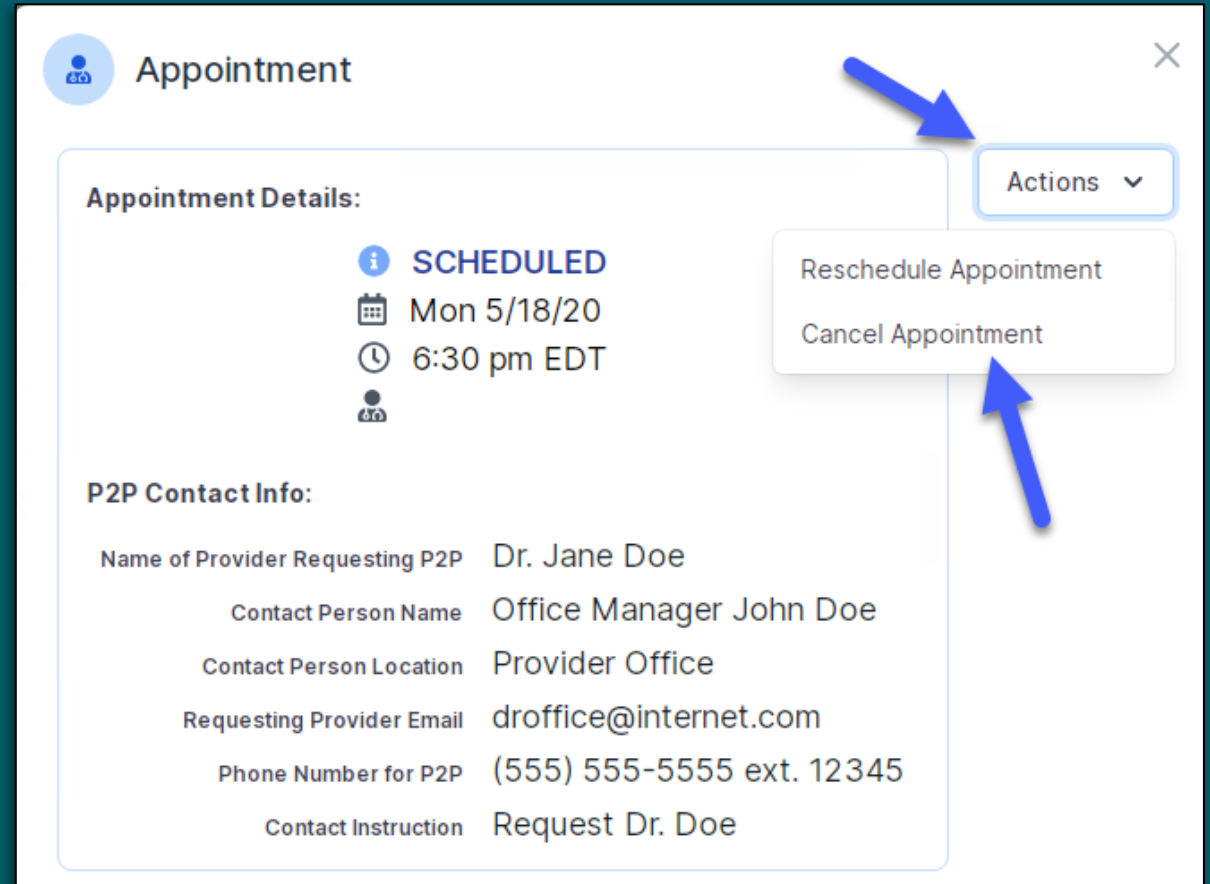
☐ TX licensed same specialty - Caller is aware P2P does not meet TX SSL/specialty match and wants to proceed with P2P

**Schedule Appointment**

# 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.