

Diagnostic Sleep Testing

Provider Orientation for The Health Plan

Agenda



Solutions Overview

Sleep Management

Submitting Requests

Prior Authorization Outcomes, Special Considerations & Post-Decision Options

EviCore Provider Portal

Overview, Features & Benefits

Provider Resources

Solution Overview

The Health Plan Prior Authorization Services

Applicable Membership

- Commercial
- Medicaid
- Medicare

Prior authorization applies to the following services

- Outpatient
- Elective/Non-emergent

Prior authorization does NOT apply to services performed in

- Emergency Rooms
- Observation Services
- Inpatient Stays



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

Sleep Management Services

Sleep Services within Scope:

- Facility-Based Polysomnography
 - Adult & Pediatric
- Facility-Based PAP Titration
 - Adult & Pediatric
- Facility-Based Split-Night Studies
- Home Sleep Testing
- Home APAP Titration
- PAP Therapy Devices
- PAP Therapy Supplies
- PAP Therapy Compliance
- Oral Appliances

DME Services within Scope:

- Medical and Surgical Supplies
- Oxygen-Related Equipment
- Diabetic Shoes
- Decubitus Care Equipment
- Bathroom Equipment
- Hospital Beds and Accessories Ventilators
- Pacemaker Monitor
- Patient Lifts
- Wheelchairs
- Other

To find a list of CPT codes that require prior authorization through EviCore, please visit:
<https://www.EviCore.com/resources/healthplan/health-plan>

Submitting Requests

West Virginia Senate Bill 267

In compliance with **West Virginia Senate Bill 267**, all **non-urgent** prior authorization requests for West Virginia Commercial and Medicaid members receiving services in the state of West Virginia must be submitted via the health plan online portal or at EviCore.com.

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

EviCore
By EVERNORTH

Phone: 877-791-4104
Monday – Friday
7 AM – 7 PM (local time)

Fax: 800-540-2406



Necessary Information for Prior Authorization

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

Member

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



Referring (Ordering) Provider

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

Rendering Facility

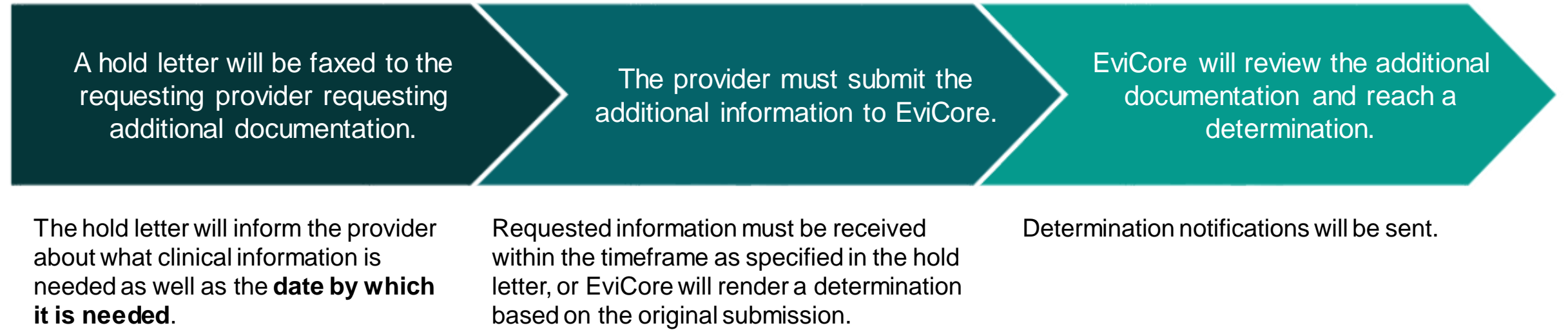
- Facility name
- Address
- National provider identifier (NPI)
- Tax identification number (TIN)
- Phone & fax number

Supporting Clinical

- Pertinent clinical information to substantiate medical necessity for the requested service
- CPT/HCPCS Code(s)
- Diagnosis Code(s)
- Previous test results

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:

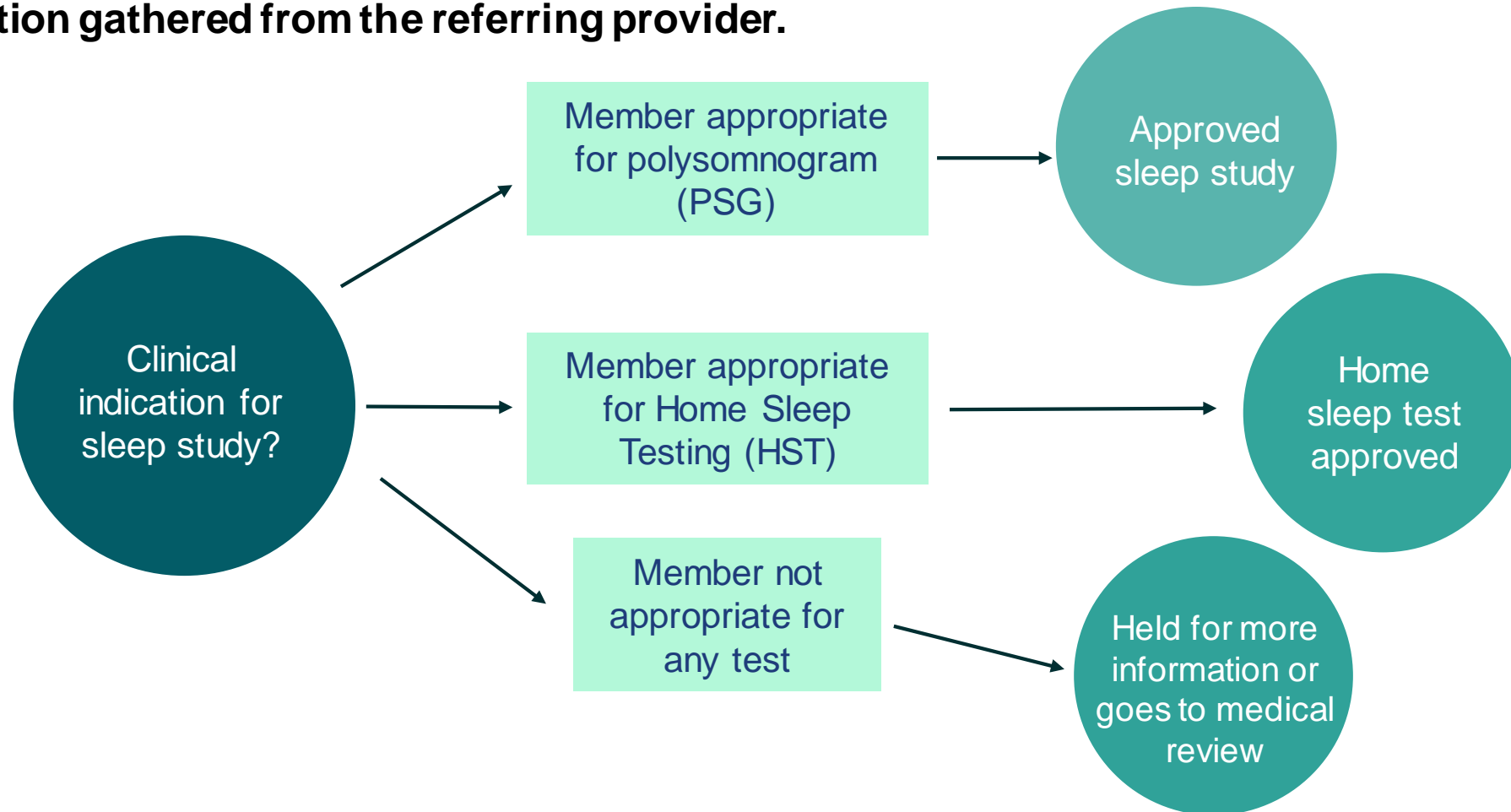


Sleep Study

Site of Service Authorization

Sleep Study Referral Workflow

EviCore's Clinical Pathways direct to the appropriate site of service or treatment based on the information gathered from the referring provider.



Sleep Study Site of Service Authorization



Sleep Study testing that meets medical necessity for the appropriate site of service will be authorized by EviCore.

What happens if an attended sleep study is requested, but Home Sleep Testing (HST) is more appropriate?

- If the member meets medical appropriateness criteria for a HST, an authorization for an attended study will **not** be given.
- The ordering clinician will be offered the choice to **suspend** the request for an attended study in favor of a HST.
- If the provider selects the HST option, the CPT code will be changed to G0399/95806 and the HST will be **approved**.
- If the provider does **not** select the HST option, the case will go to medical review and could lead to an **adverse determination** of the requested attended sleep study.

Sleep Study – Clinical Guidelines Summary

Home Sleep Apnea Test - Home Sleep Apnea Testing (HSAT) is the **preferred study**.

Attended Sleep Study Indications - Attended sleep studies are the most appropriate test when a patient has one or more comorbid diagnoses that make an HST an inappropriate choice for sleep apnea testing. In addition, an attended study would be appropriate if the patient DOES NOT have the mobility, dexterity or cognitive ability to use an HSAT safely at home or HSAT has been attempted and is inconclusive.

- When code **95811** is approved but split night criteria was not met, in order to “downcode” the authorization to 95810, the provider should call EviCore within 15 days of the service date.
- When code **95810** is approved but split night criteria was met, in order to “upcode” the authorization to 95811, the provider should call EviCore within 15 days of the service date.

Multiple Sleep Latency Testing - Multiple sleep latency testing (MSLT) is a tool to help diagnose and treat patients with severe daytime sleepiness due to suspected narcolepsy or other central hypersomnias. If obstructive sleep apnea is suspected, this should be evaluated first before proceeding with PSG/MSLT. Standard protocol for this procedure is that a PSG MUST be completed the night before the MSLT. Therefore, MSLT requests should be accompanied by a request for an attended sleep study.

Repeat Sleep Testing - The patient MUST be compliant with the current treatment. Repeat testing is generally not necessary to supply new PAP equipment.

To access the Clinical Guidelines, please visit: [EviCore Sleep Management Clinical Guidelines](#)

Sleep Study Worksheet

eviCore healthcare PH#: 888-511-0401 Website: www.eviCore.com (The following form must be filled out completely for all sleep testing)			
Patient	Patient Name: _____		
	DOB: _____		
	Insurance Plan: _____	Member ID: _____	
	Epworth Sleepiness Score (ESS, see page 4): _____		
	BMI: _____	Height: _____ Weight: _____	
Physician	Ordering Physician Name: _____ MD NPI #: _____		
	Physician Address: _____		
	City: _____	State: _____ ZIP: _____	
1	a. Study Requested		
	<input type="radio"/> Home Sleep Test (G0399)		
	<input type="radio"/> Split Sleep Study (95811)		
	<input type="radio"/> Polysomnography - Attended (95810)		
	<input type="radio"/> PAP Titration or Re-titration (95811)		
	b. Has the member had a sleep study in the past? If yes, please complete sections (5) and (6) below. <input type="radio"/> Yes <input type="radio"/> No		
	c. If a facility study is checked, but only a Home Sleep Test meets criteria, would you like to order a HST instead? <input type="radio"/> Yes <input type="radio"/> No		
	d. Has the patient had a comprehensive sleep evaluation by the ordering physician? <input type="radio"/> Yes <input type="radio"/> No		
	e. Participating site if a facility based study is authorized.		
	Name: _____ TIN: _____		
2	a. Complaints and Symptoms: (Check all that apply)		
	<input type="checkbox"/> Snoring	<input type="checkbox"/> Excessive daytime sleepiness	<input type="checkbox"/> Disturbed or restless sleep
	<input type="checkbox"/> Non-restorative sleep	<input type="checkbox"/> Morning headaches	<input type="checkbox"/> Memory loss
	<input type="checkbox"/> High blood pressure	<input type="checkbox"/> Witnessed pauses in breathing	<input type="checkbox"/> Choking during sleep
	<input type="checkbox"/> Gasping during sleep	<input type="checkbox"/> Frequent unexplained arousals	<input type="checkbox"/> Nocturia
	<input type="checkbox"/> Decreased libido	<input type="checkbox"/> Irritability	<input type="checkbox"/> Non-ambulatory individual
	<input type="checkbox"/> Patient works night shift	<input type="checkbox"/> Patient sleeps <6hrs per night	

Page 1 of 4

eviCore healthcare | www.eviCore.com | 400 Buckwalter Place Blvd • Bluffton, SC • 29910 | 800.918.8924

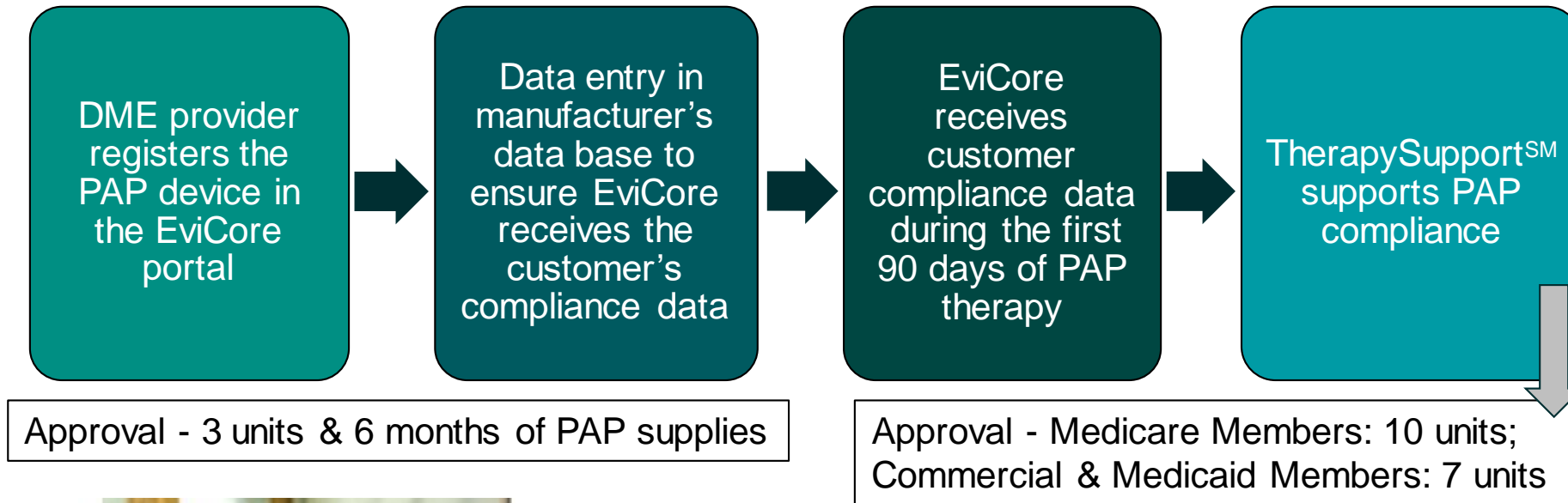
- Worksheets for attended sleep studies and multiple sleep latency tests (MSLT) procedures are available on the EviCore website.
- The provider should complete this worksheet **prior** to contacting EviCore for an authorization.
- **Please Note:** The worksheet is a tool to help providers prepare for prior authorization requests via the web portal (preferred method) or by phone and **should not** be faxed to EviCore to build a case.

To access the Clinical Worksheets, please visit:

www.EviCore.com/provider/online-forms

PAP Compliance & TherapySupportSM

TherapySupportSM Workflow | Overview



TherapySupportSM Benefits:

- PAP compliance increased
- Improved patient outcomes
- Minimal additional work for DME providers

EviCore TherapySupportSM & PAP Compliance

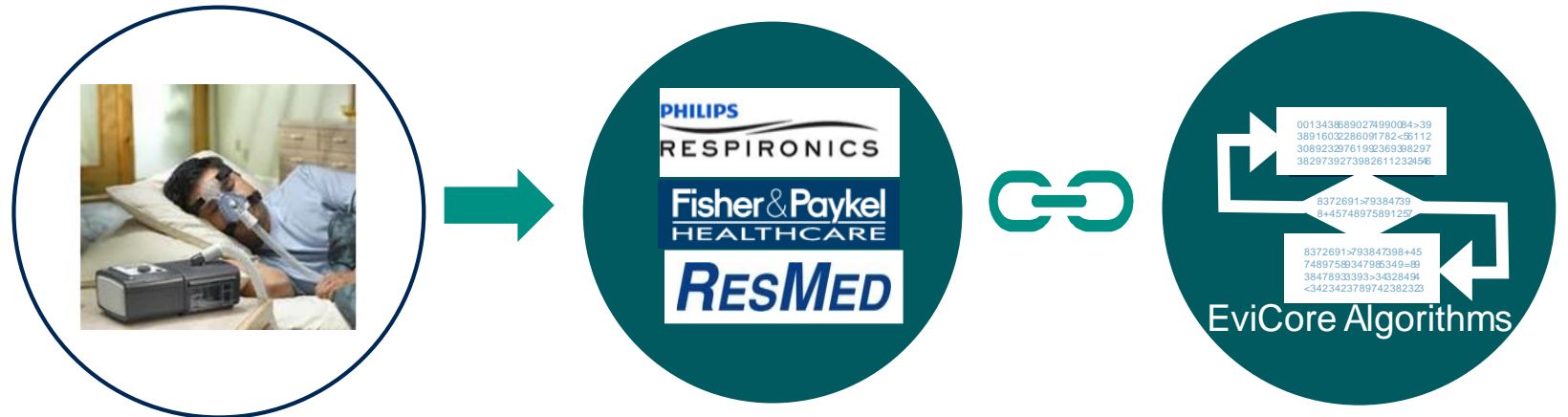
- Members that are prescribed PAP therapy must demonstrate PAP compliance **during the first 90 days of therapy** in order to qualify for continued PAP therapy and supplies.
- During the initial 90-day period of PAP use, device-generated patient compliance data will be monitored by EviCore.
- EviCore's TherapySupportSM Program allows tracking of PAP usage and uses the data for outreach to DME and physician providers to support compliance.
- In order to enable compliance monitoring by EviCore, the DME provider will need to visit the online systems of the members' PAP machine manufacturer to enter specific member information. A member set-up guide and detailed instructions for each PAP manufacturer will be located at: <https://www.EviCore.com/resources/healthplan/health-plan>

What does this mean for the DME Provider?

- To ensure EviCore receives all of the member's data, the DME provider will need to enter the patient information exactly as instructed on the very first day of setup.
- During member setup, data entry in the manufacturer's data base is critical to proper monitoring of PAP compliance by EviCore and payment by the health plan.
- **Member Compliance:** The DME provider is encouraged to work with the member during the first 90 days of PAP therapy to maximize member compliance with PAP treatment .
 - **Non-compliant customers** - EviCore will outreach to the DME provider and physician periodically to support compliance. Outreach contact points: 3d, 7d, 14d, 21d, 30d, 60d, 90d, and as driven by data. Support for non-compliant customers will allow time to become comfortable with PAP therapy.
 - To reach the compliance goal, PAP usage data must demonstrate ≥ 4 hours per night for 70% of nights, within a 30-consecutive-day period, within the first 90 days of PAP therapy.

TherapySupportSM – The Key to CPAP Compliance

- Member adherence to PAP therapy is critical for clinical improvement.
- EviCore gathers PAP usage data from three of the largest manufacturers of PAP devices.



The program supports properly equipped machines from the following 3 major DME manufacturers:
ResMed, Resironics*, and Fisher & Paykel.

*Resironics require a Business Associate Agreement (BAA) to be completed and returned to EviCore healthcare to be set up in the system.

Manufacturer Member Set-Up

Manufacturer Member Set-Up Guides

Member Set Up Instructional Guides will be available at:

<https://www.EviCore.com/resources/healthplan/health-plan> for each of the following DME manufacturers.



<https://airview.resmed.com/>



www.encoreanywhere.com



www.fpinfosmart.com

Questions regarding member setup may be emailed to **Sleep TherapySupportSM** sleeptherapysupport@EviCore.com. In addition, providers may contact customer service at 877-791-4104 and ask to speak with an EviCore Sleep Educator.

Prior Authorization Outcomes, Special Considerations & Post-Decision Options

Prior Authorization Outcomes

Determination Outcomes:

- **Approved Requests:** Authorizations timeframes can vary. Please refer to your approval letter.
- **Partially Approved Requests:** In instances where multiple CPT codes are requested, some may be approved and some denied. In these instances, the determination letter will specify what has been approved as well as post decision options for denied codes, including denied Site of Care (if applicable).
- **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.

Notifications:

- Authorization letters will be faxed to the ordering provider.
- Web initiated cases will receive e-notifications when a user opts to receive.
- Members will receive a letter by mail.
- Approval information can be printed on demand from the EviCore portal:
www.EviCore.com



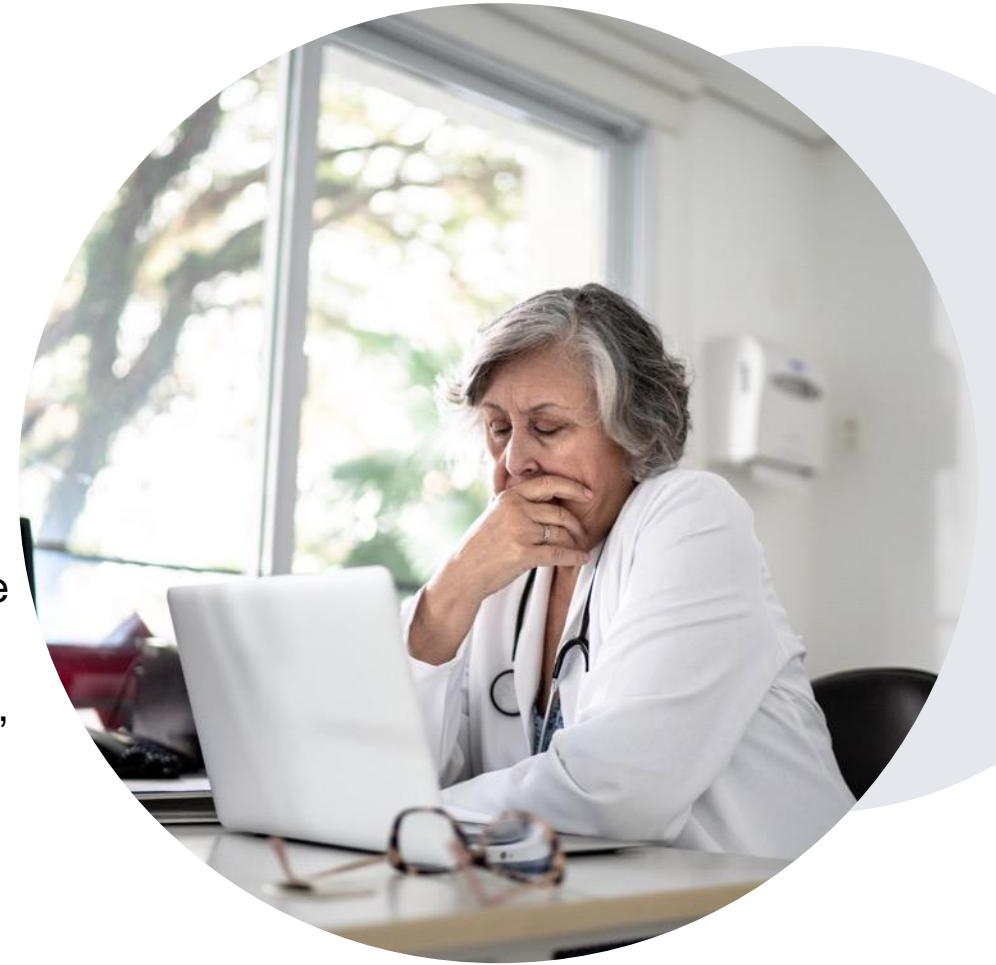
Special Circumstances

Alternative Recommendations

- An alternative recommendation may be offered, based on EviCore's evidence-based clinical guidelines.
- The ordering provider can either accept the alternative recommendation or request a reconsideration for the original request.
- Providers have up to **14 calendar days** to contact EviCore to accept the alternative recommendation.

Authorization Update

- If updates are needed on an existing authorization, you can contact EviCore by phone at **877-791-4104**.
- While EviCore needs to know if changes are made to the approved request, any change could result in the need for a separate clinical review and require a new request (and the original approved request would need to be withdrawn).
- If the authorization is not updated, it may result in a claim denial.



Post-Decision Options | Commercial 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 **877-791-4104** 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](https://www.evicore.com) to see available options.

Reconsiderations

- Providers can request a reconsideration review.
- Reconsiderations must be requested within **60 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 and Medicaid members. Please refer to the denial letter for instructions.
- **Commercial** - Must be submitted to EviCore within **180 calendar days** from the initial determination.
- **Medicaid**
 - **Member** appeals must be submitted within **60 calendar days** from the initial determination.
 - **Provider** appeals must be submitted within **180 calendar days** from the initial determination.



Special Circumstances

Retrospective (Retro) Authorization Requests

- Must be submitted within **one (1) calendar day** from the date of service.
- Reviewed for clinical urgency and medical necessity.
- Retro requests are processed within the following timeframes after receiving all necessary information:
 - Commercial – 30 calendar days
 - Medicare – 14 calendar days
 - Medicaid – 7 calendar days
- 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.



THP Provider Portal

Initiating a Prior Authorization Request

The screenshot displays the 'The HealthPlan' provider portal. On the left is a sidebar with a logo at the top and a menu below it. The menu items are 'Home', 'Search Patients', 'Claims', and 'Authorizations'. The 'Authorizations' item is highlighted with a red box. The main content area is titled 'Prior-Authorization' and includes a breadcrumb 'Home > Prior-Authorization'. Below the title is a paragraph explaining that prior authorization may be required based on the patient's benefit plan and the provider's status as a Gold Card Program Practitioner. It then instructs providers to click a link in a chart below. The chart consists of three boxes. The first box is titled 'View Prior Authorization Requirements' and lists 'Medical and Behavioral Health' and 'Pharmacy'. The second box is titled 'Submit THP or eviCore Prior Authorization' and lists 'Single Sign on Feature'. This second box is highlighted with a red border. The third box is titled 'Manage THP Authorizations' and lists 'Check Status' and 'Upload Documentation'.

The HealthPlan

Provider

- Home
- Search Patients
- Claims
- Authorizations**

Home > Prior-Authorization

Prior-Authorization

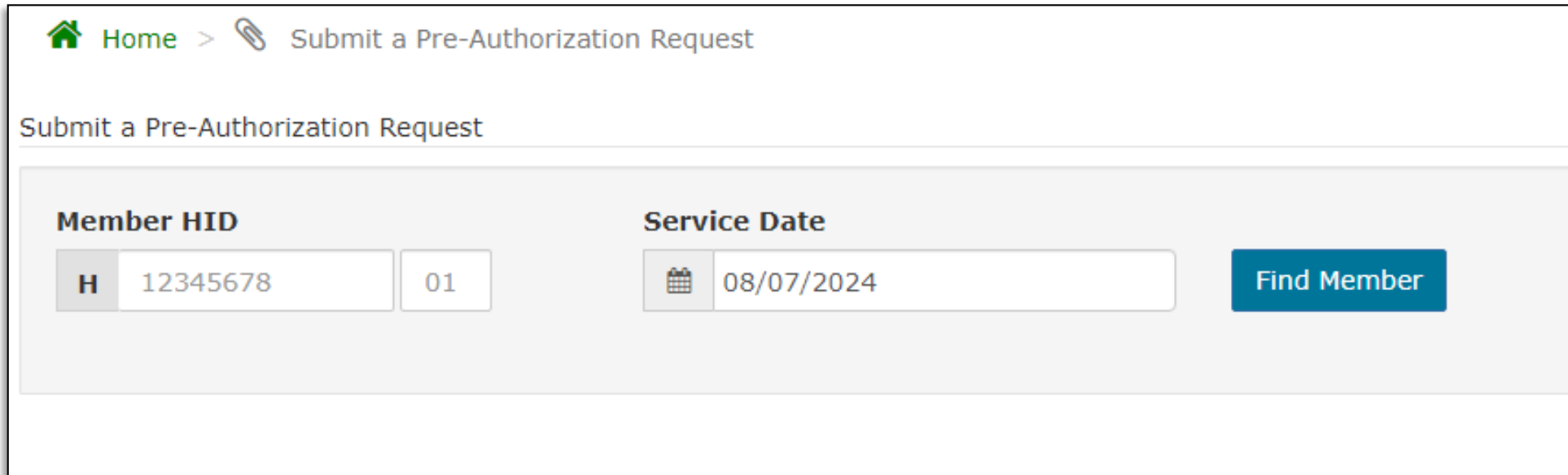
Depending on your patient's benefit plan and your qualification as a Gold Card Program Practitioner, you may be required to demonstrate medical necessity with the prior authorization process.

To submit and view prior authorization(s) for your patient's vision, dental, or pharmacy benefit, please click the appropriate link in the chart below.

View Prior Authorization Requirements <ul style="list-style-type: none">Medical and Behavioral HealthPharmacy	Submit THP or eviCore Prior Authorization <ul style="list-style-type: none">Single Sign on Feature	Manage THP Authorizations <ul style="list-style-type: none">Check StatusUpload Documentation
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- After logging in to your account on the [THP Provider Portal](#), click the **Authorizations** link.
- Then, click **Submit THP or EviCore Prior Authorization**.

Initiating a Prior Authorization Request



The screenshot shows a web application interface for submitting a pre-authorization request. At the top, there is a breadcrumb trail: a home icon followed by 'Home', a greater-than sign, a paperclip icon, and 'Submit a Pre-Authorization Request'. Below this, the title 'Submit a Pre-Authorization Request' is repeated. The main form area has a light gray background and contains two input sections. The first section, labeled 'Member HID', includes a dropdown menu with 'H' selected, a text box containing '12345678', and a small box containing '01'. The second section, labeled 'Service Date', includes a calendar icon, a text box containing '08/07/2024', and a blue button labeled 'Find Member'.

Home > Submit a Pre-Authorization Request

Submit a Pre-Authorization Request

Member HID

H 12345678 01

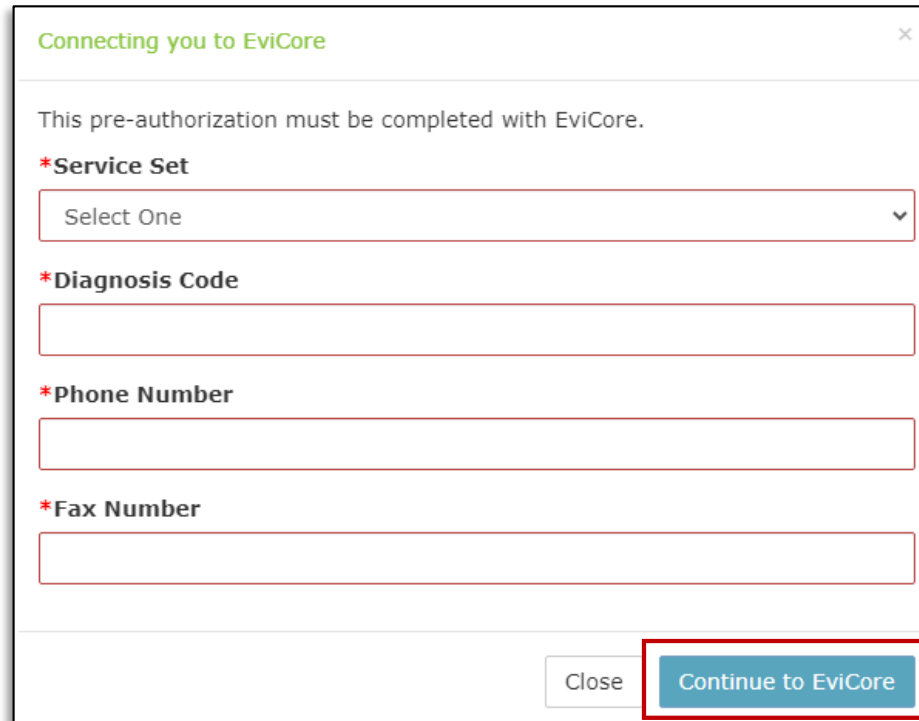
Service Date

08/07/2024

Find Member

- Enter the **member ID** and **service date**.
- Click **Find Member**.

Initiating a Prior Authorization Request



Connecting you to EviCore

This pre-authorization must be completed with EviCore.

*Service Set
Select One

*Diagnosis Code

*Phone Number

*Fax Number

Close Continue to EviCore

- If the member is delegated to EviCore for prior authorization, then you'll be directed to this screen.
- Enter the **service set**, **diagnosis code** (ICD10), your **phone** and **fax** numbers.
- Click **Continue to EviCore**.

EviCore Provider Portal

EviCore Provider Portal | Access and Compatibility

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

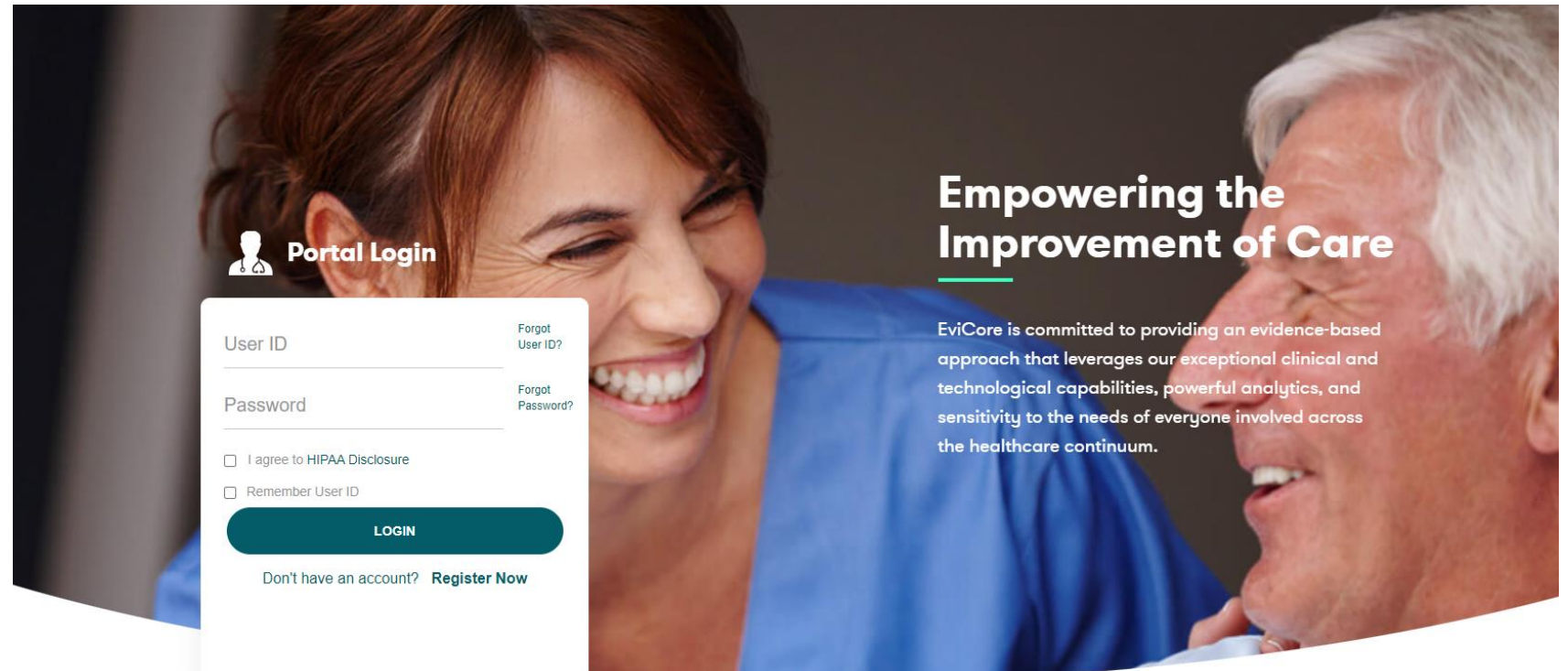
To access resources on the EviCore Provider Portal, visit EviCore.com/provider

Already a user?

Log in with User ID & Password.

Don't have an account?

Click **Register Now**.

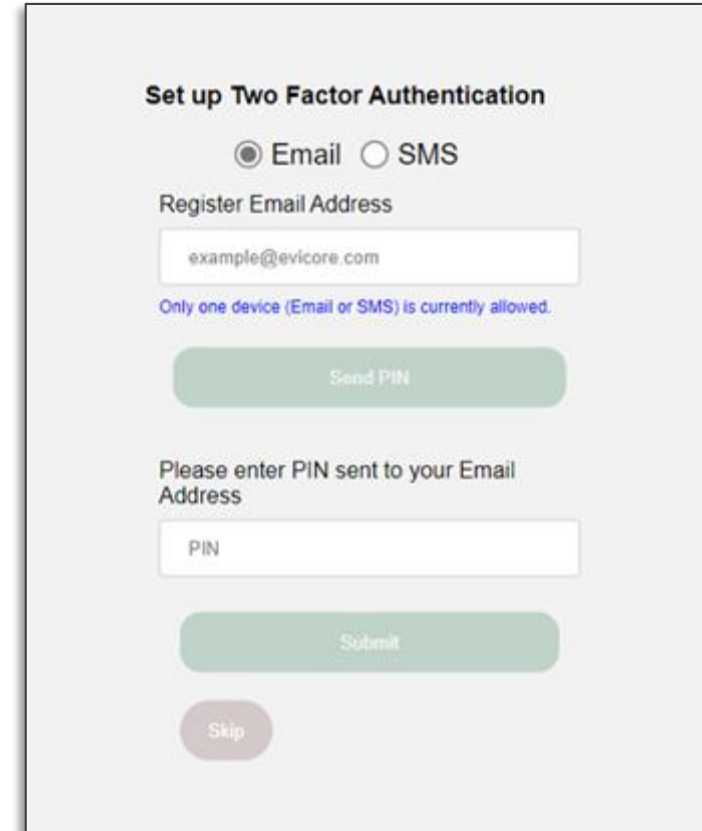


EviCore's website is compatible with **all web browsers**. If you experience issues, you may need to **disable pop-up blockers** to access the site.

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.

A screenshot of a web form titled "Set up Two Factor Authentication". At the top, there are two radio buttons: "Email" (selected) and "SMS". Below this is a label "Register Email Address" followed by a text input field containing "example@evicore.com". A small blue note below the field states "Only one device (Email or SMS) is currently allowed." Below the field is a green "Send PIN" button. Further down is a label "Please enter PIN sent to your Email Address" followed by a text input field containing "PIN". Below this field is a green "Submit" button. At the bottom left is a small grey "Skip" button.

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--

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*:

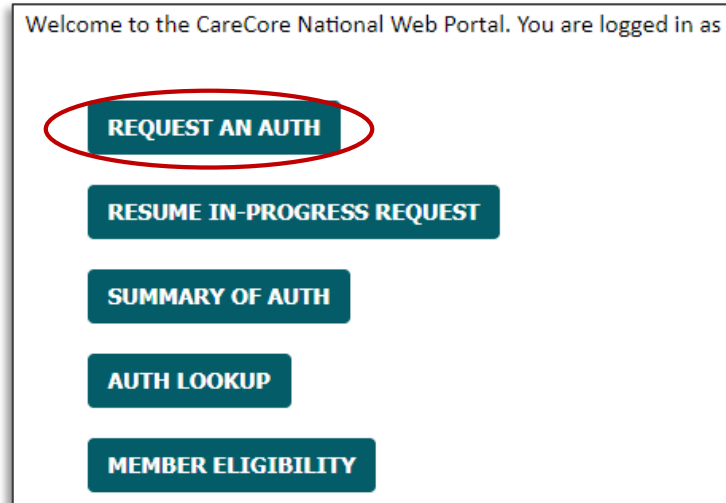
Zip*:

Office Name:

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
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------

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



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
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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 **Sleep Management** from the program list and continue.

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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
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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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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
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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**.

Enter 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	Help / Contact Us
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Add Your Contact Info

Provider's Name:* [?]

Who to Contact:* [?]

Fax:* [?]

Phone:* [?]

Ext.: [?]

Cell Phone:

Email:

☒ Receive notification of case status changes. Please enter email address in box above.

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.

BACK

CONFIRM FAX AND CONTINUE

[Click here for help](#)

- Enter/Edit the **provider's name** and appropriate information for the point of contact.
- Practitioner name, fax, and phone will pre-populate; edit as necessary.

The e-notification box is checked by default to enable email notices for any updates on case status changes. Make sure to uncheck this box if you prefer to receive faxed notices.

Clinical Certification Request | Procedure and Diagnosis Codes

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
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Attention!

Time: 8/8/2024 9:23 AM

What is the expected treatment start date? (MM/DD/20YY)

SUBMIT

- Enter the expected treatment start date.
- Enter the primary CPT code.
- Add diagnosis code(s).

Requested Service + Diagnosis

This procedure will be performed on 5/6/2024.

CHANGE

Musculoskeletal Management Procedures

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

Don't see your procedure code or type of service? [Click here](#)

Additional Procedure codes will be collected/presented during the clinical questionnaire

Diagnosis

Select a Primary Diagnosis Code (Lookup by Code or Description)

LOOKUP

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

Select a Secondary Diagnosis Code (Lookup by Code or Description)

Secondary diagnosis is optional for Musculoskeletal Management

LOOKUP

BACK

[Click here for help](#)

Clinical Certification Request | 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	Help / Contact Us
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- Answer the question regarding the location of the procedure to be performed.

Attention!

Will you be rendering this procedure in your office?

Yes

No

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 name and we will provide you the site names that most closely match your entry.

NPI:

Zip Code:

Site Name:

TIN:

City:

Exact match

Starts with

LOOKUP SITE

- 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.

Clinical Certification Request | 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	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 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.**

Clinical Certification Request | Standard or Urgent 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
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------

Proceed to Clinical Information

Urgency Indicator

If the case you are submitting is found NOT to meet one of the two conditions below, your case will be processed as a standard/routine, non Urgent request. If you have clinical information and this request meets the criteria for urgent, please indicate below.

In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case. If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Please indicate if any of the following criteria are true regarding urgency of this request :

☒ A delay in care could seriously jeopardize the life or health of the patient or patient's ability to regain maximum function.

☐ A delay in care would subject the member to severe pain that cannot be adequately managed without the care or treatment requested in the prior authorization.

☐ None of the above

Clinical Upload

In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case.

If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Required Medical information checklist

Browse for file to upload (max size 25MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

Choose FileNo file chosen

Choose FileNo file chosen

Choose FileNo file chosen

Choose FileNo file chosen

Choose FileNo file chosen

UPLOAD

Proceed to Clinical Information

Is this case Routine/Standard?

YES

NO

- 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 Information | Example of Questions

Proceed to Clinical Information

Please select the reason for the this sleep study.

Initial Study for Suspected Obstructive Sleep Apnea (OSA)
Repeat Diagnostic Study
Second Night Titration
Repeat Titration (re-assessment after PAP treatment)
Hypoglossal Nerve Stimulator Implantation (Pre or Post Implant)
Narcolepsy and Hypersomnia
Parasomnias
Other/ None of the Above

request to finish later.

CANCEL

[Click here for help](#)

- If you have continued as a standard request, select a reason for the study from the dropdown list.

Clinical Information | Example of Questions

Proceed to Clinical Information

1 Why does the individual need an attended study?

SUBMIT

☐ Finish Later

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

CANCEL

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Proceed to Clinical Information

1 Has a bed partner witnessed the individual's sleep apnea?
☒ Yes ☐ No ☐ Unknown

2 Is there a documented diagnosis of OSA (obstructive sleep apnea)?
☐ Yes ☐ No ☐ Unknown

3 Has the individual completed a sleep survey?
☐ Yes ☐ No ☐ Unknown

SUBMIT

☐ Finish Later

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

CANCEL

[Click here for help](#)

- **Clinical Certification** questions may populate based upon the information provided.
- You can save your request and finish later if needed,
 - **Note:** You will have until the end of the day to complete the request.
 - When logged in, you can resume a saved request by selecting **Certification Requests in Progress**.

Clinical Information | Example of Questions

Proceed to Clinical Information

1 Enter the type of survey completed.

SUBMIT

☐ Finish Later

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

CANCEL

[Click here for help](#)

Proceed to Clinical Information

1 Does the individual have ANY of the following noted as moderate to severe?

☐ COPD (Chronic Obstructive Pulmonary Disease)
☐ Asthma
☐ Other
☐ Unknown

1 Does the individual use oxygen at night?

☐ Yes ☐ No ☐ Unknown

1 Has the individual had pulmonary function testing (PFT's) performed?

☐ Yes ☐ No ☐ Unknown

SUBMIT

☐ Finish Later

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

CANCEL

[Click here for help](#)

Proceed to Clinical Information

1 Has the individual had arterial blood gasses (ABG's) drawn?

☒ Yes ☐ No ☐ Unknown

SUBMIT

☐ Finish Later

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

CANCEL

[Click here for help](#)

Additional Information | Upload Clinical

Proceed to Clinical Information

☒ 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

☐ 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

SUBMIT

☐ Finish Later

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

CANCEL

[Click here for help](#)

Proceed to Clinical Information

Clinical Upload

Please upload any additional clinical information that justifies the medical necessity of this request.

Browse for file to upload (max size 5MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

No file chosen

No file chosen

No file chosen

No file chosen

No file chosen

UPLOAD **SKIP UPLOAD**

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- You will have the opportunity to provide any additional information and upload applicable clinical information.

Outcome Determination

Summary of Your Request

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

Your case has been Approved.

Provider Name:	Contact:
Provider Address:	Phone Number:
	Fax Number:
Patient Name:	Patient Id:
Insurance Carrier:	
Site Name:	Site ID:
Site Address:	
Primary Diagnosis Code:	Description:
Secondary Diagnosis Code:	Description:
Date of Service:	
CPT Code:	Description:
Authorization Number:	
Review Date:	
Expiration Date:	
Status:	Your case has been Approved.

CANCEL

PRINT

CONTINUE

Summary of Your Request

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

Your case has been sent to Medical Review.

Provider Name:	Contact:
Provider Address:	Phone Number:
	Fax Number:
Patient Name:	Patient Id:
Insurance Carrier:	
Site Name:	Site ID:
Site Address:	
Primary Diagnosis Code:	Description:
Secondary Diagnosis Code:	Description:
Date of Service:	
CPT Code:	Description:
Case Number:	
Review Date:	
Expiration Date:	
Status:	Your case has been sent to Medical Review.

CANCEL

PRINT

CONTINUE

- You can **save** or **print** this screen for your records.

Initiating a Sleep DME Request

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 **Sleep Management** from the program list and continue.
- Choose **Durable Medical Equipment** from the dropdown, then click **Continue**.

Are you building a case as a referring provider or as a durable medical equipment provider?

Please Select

Please Select
Referring Provider
Durable Medical Equipment
CONTINUE



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 treatment.

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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**.

Enter 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	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------

Add Your Contact Info

Provider's Name:* [?]

Who to Contact:* [?]

Fax:* [?]

Phone:* [?]

Ext.: [?]

Cell Phone:

Email:

☒ Receive notification of case status changes. Please enter email address in box above.

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.

BACK

CONFIRM FAX AND CONTINUE

[Click here for help](#)

- Enter/Edit the **provider's name** and appropriate information for the point of contact.
- Practitioner name, fax, and phone will pre-populate; edit as necessary.

The e-notification box is checked by default to enable email notices for any updates on case status changes. Make sure to uncheck this box if you prefer to receive faxed notices.

Clinical Certification Request | Procedure and Diagnosis Codes

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
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------

Attention!

Time: 8/8/2024 9:23 AM

What is the expected treatment start date? (MM/DD/20YY)

SUBMIT

- Enter the expected treatment start date.
- Enter the primary CPT code.
- Add diagnosis code(s).

Requested Service + Diagnosis

This procedure will be performed on 5/6/2024.

CHANGE

Musculoskeletal Management Procedures

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

Don't see your procedure code or type of service? [Click here](#)

Additional Procedure codes will be collected/presented during the clinical questionnaire

Diagnosis

Select a Primary Diagnosis Code (Lookup by Code or Description)

LOOKUP

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

Select a Secondary Diagnosis Code (Lookup by Code or Description)

Secondary diagnosis is optional for Musculoskeletal Management

LOOKUP

BACK

[Click here for help](#)

Clinical Certification Request | 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	Help / Contact Us
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------

- For this question, choose **No**, as this does not apply to sleep-related DME requests.

Attention!

Will you be rendering this procedure in your office?

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 name and we will provide you the site names that most closely match your entry.

NPI:

Zip Code:

TIN:

City:

Site Name:

☐ Exact match
☒ Starts with

LOOKUP SITE

- 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.

Clinical Certification Request | 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	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.**

Clinical Certification Request | Standard or Urgent 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
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------

Proceed to Clinical Information

Urgency Indicator

If the case you are submitting is found NOT to meet one of the two conditions below, your case will be processed as a standard/routine, non Urgent request. If you have clinical information and this request meets the criteria for urgent, please indicate below.

In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case. If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Please indicate if any of the following criteria are true regarding urgency of this request :

☒ A delay in care could seriously jeopardize the life or health of the patient or patient's ability to regain maximum function.

☐ A delay in care would subject the member to severe pain that cannot be adequately managed without the care or treatment requested in the prior authorization.

☐ None of the above

Clinical Upload

In order for eviCore to process this case as clinically urgent you must upload clinical documentation relevant to this case.

If you are unable to upload clinical documentation at this time contact eviCore to process this case as urgent.

Required Medical information checklist

Browse for file to upload (max size 25MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

Choose FileNo file chosen

Choose FileNo file chosen

Choose FileNo file chosen

Choose FileNo file chosen

Choose FileNo file chosen

UPLOAD

Proceed to Clinical Information

Is this case Routine/Standard?

YES

NO

- 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 Information | Example of Questions

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

Please select the type of machine request.

☒ Initial Authorization

☐ Replacement machine

SUBMIT

☐ Finish Later

Did you know?

You can save a certification request to finish later.

CANCEL

[Click here for help](#)

- If the request is for a PAP device, please choose **initial** or **replacement**.
- You can save your request and finish later if needed.
 - Note: You will have until the end of the day to complete the request.
 - When logged in, you can resume a saved request by going to **Certification Requests in Progress**.

Clinical Information | Finish Questions & Submit Case

- On the screen below, answer the questions, then click **SUBMIT**.

Proceed to Clinical Information

1 Which PAP manufacturers' unit will you use for this patient's therapy?

☒ Fisher & Paykel

☐ ResMed

☐ Respireonics

1 Select the requested replacement mask:

☐ Combination oral/nasal mask, used with continuous positive airway pressure device (A7027)

☐ CPAP Full Face Mask (A7030)

☐ Nasal Application Device (A7034)

☐ PAP Oral Interface (A7044)

1 Select the requested replacement tubing:

☐ Positive Airway Pressure Tubing (A7037)

☐ Tubing with Heating Element (A4604)

1 Select the requested humidifier type:

☐ Nonheated humidifier with PAP (E0561)

☐ Heated humidifier with PAP (E0562)

SUBMIT

- Next, check the attestation, then click **SUBMIT CASE**.
- The request will either be pended for medical review or approved.

Proceed to Clinical Information

☐ 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

[Click here for help](#)

Outcome Determination

Summary of Your Request

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

Your case has been Approved.

Provider Name:

Provider Address:

Contact:

Phone Number:

Fax Number:

Patient Name:

Insurance Carrier:

Patient Id:

Site Name:

Site Address:

Site ID:

Primary Diagnosis Code:

Secondary Diagnosis Code:

Date of Service:

CPT Code:

Authorization Number:

Review Date:

Expiration Date:

Status:

Description:

Description:

Description:

Your case has been Approved.

CANCEL

PRINT

CONTINUE

- You can **save** or **print** this screen for your records.

EviCore
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Summary of Your Request

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

Your case has been sent to Medical Review.

Provider Name:

Provider Address:

Contact:

Phone Number:

Fax Number:

Patient Name:

Insurance Carrier:

Patient Id:

Site Name:

Site Address:

Site ID:

Primary Diagnosis Code:

Secondary Diagnosis Code:

Date of Service:

CPT Code:

Case Number:

Review Date:

Expiration Date:

Status:

Description:

Description:

Description:

Your case has been sent to Medical Review.

CANCEL

PRINT

CONTINUE

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Compliance Details for CPAP

Authorization Number:
Case Number:
Status: Approved
Approval Date:
Service Code:
[CHANGE SERVICE CODE](#)
Service Description: POSITIVE AIRWAY PRESSURE (PAP)
Site Name:
Expiration Date:
Date Last Updated:
Correspondence: [UPLOADS & FAXES](#)

Manufacturer	Active	PAP Start Date	Total Usage Days	Usage Hours	30-Day Count	30-Day %
Respironics	True	6/4/2019	30	5.08	21	70.00
Respironics	True	6/4/2019	32	5.17	21	70.00
Respironics	True	6/4/2019	33	5.36	22	73.33
Respironics	True	6/4/2019	34	5.29	22	73.33

Authorization Number:
Case Number:
Status: Approved
Approval Date:
Service Code:
[CHANGE SERVICE CODE](#)
Service Description: POSITIVE AIRWAY PRESSURE (PAP)
Site Name:
Expiration Date:
Date Last Updated:
Correspondence: [UPLOADS & FAXES](#)

Manufacturer	Active	PAP Start Date	Total Usage Days	Usage Hours	30-Day Count	30-Day %
Respironics	False	11/3/2019	2	0.95	0	0.00
Respironics	False	11/3/2019	2	0.95	0	0.00
Respironics	False	11/3/2019	3	1.50	0	0.00
Respironics	False	11/3/2019	4	2.62	1	25.00

- For CPAP authorizations, **compliance information** is accessible to review under the authorization screen once EviCore receives usage data from the online systems.

EviCore Portal Features

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

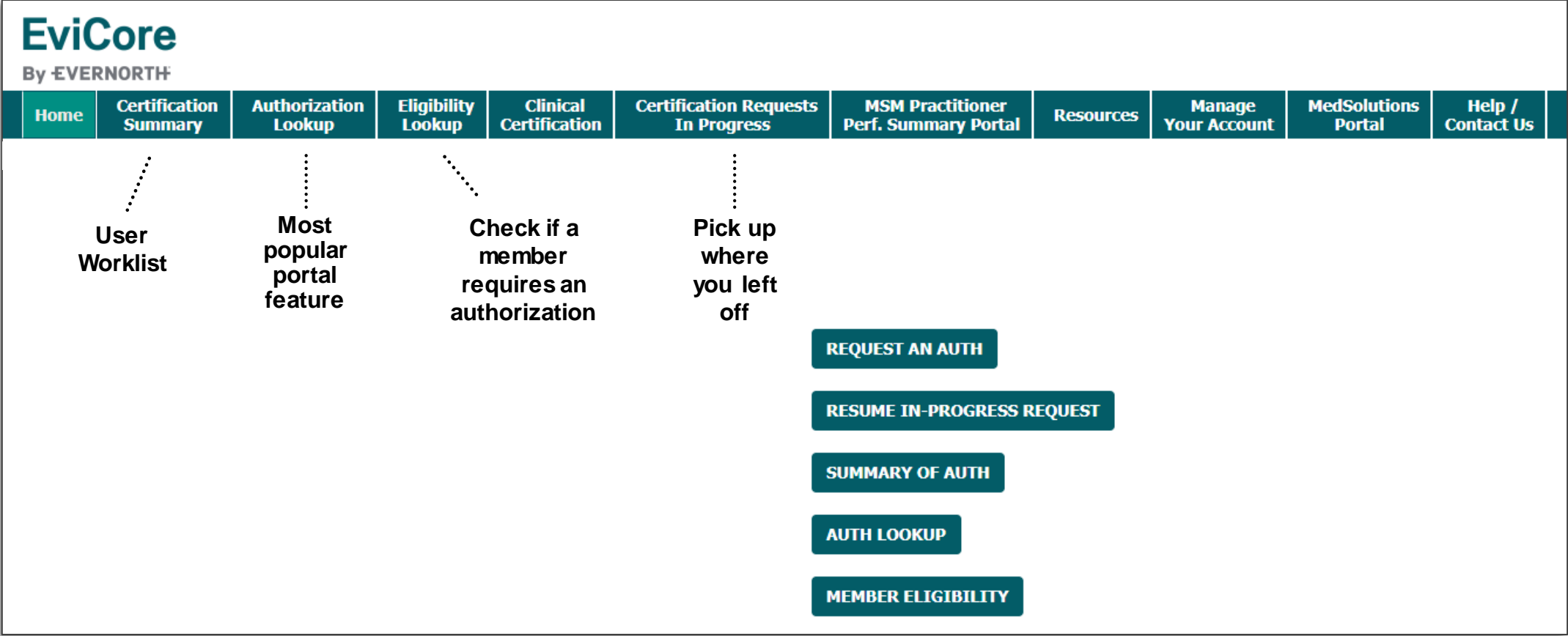
- View and print any correspondence associated with the case.
- Search by member information OR by case number with ordering national provider identifier (NPI).
- Review post-decision options, submit appeal, and schedule a peer-to-peer.

Certification Summary

- Track recently submitted cases.



Provider Portal | Feature Access



Certification Summary | User Worklist

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

Certification Summary

Search For: All Other Programs

Search..

Page 1 of 1

10

	Authorization Number	Case Number	Member Last Name	Ordering Provider Last Name	Ordering Provider NPI	Status	Case Initiation Date	Procedure Code	Service Description
1	NA					Expired / Cancelled	05/01/2024		

Page 1 of 1

10

- The **Certification Summary** tab allows you to track recently submitted cases.
- The worklist can also be filtered.

Authorization Lookup | Popular Tool

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
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------	---------------------	-------------------

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](#)

- 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 **877-791-4104**. Representatives are available from 7 a.m. to 7 p.m. local time.



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/health-plan>

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](#).

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.**



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](https://www.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



EviCore's Provider Newsletter

Stay up to date with our free provider newsletter!

To subscribe:

- Visit [EviCore.com](https://www.evicore.com).
- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**.
- Enter a valid email address.



Thank You