EviCore Post Acute Care Web Portal

Registration & Web Portal Navigation

Reference Guide

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Benefits of Provider Portal

Did you know that most providers are already saving time submitting precertification requests online? The provider portal allows you to go from request to decision much faster. Following are some benefits and features:

- Saves time: Quicker process than telephone precertification requests.

- Available 24/7: You can access the portal any time, any day.

- Upload additional clinical information: No need to fax supporting clinical documentation; it can be uploaded on the portal to support a new request or when additional information is requested.

- View and print determination information.

- Check case status in real-time.

Link to EviCore provider portal:

https://www.evicore.com/pages/providerlogin.aspx

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Provider Portal – Web Browser Compatibility

The EviCore website is compatible with the following web browsers:
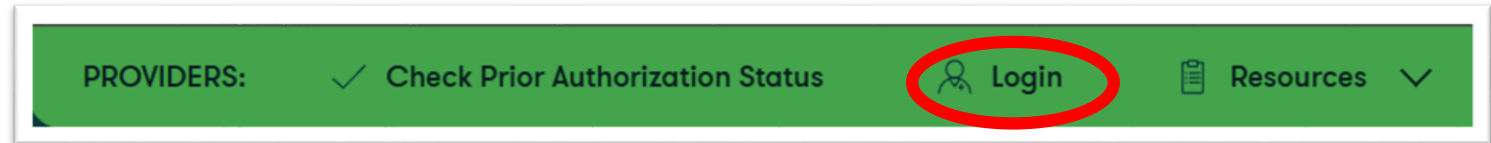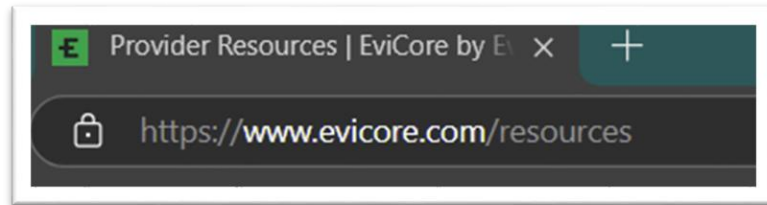
- Google Chrome

- Mozilla Firefox

- Microsoft Edge

The EviCore website is **<u>not</u>** compatible with the following web browsers:

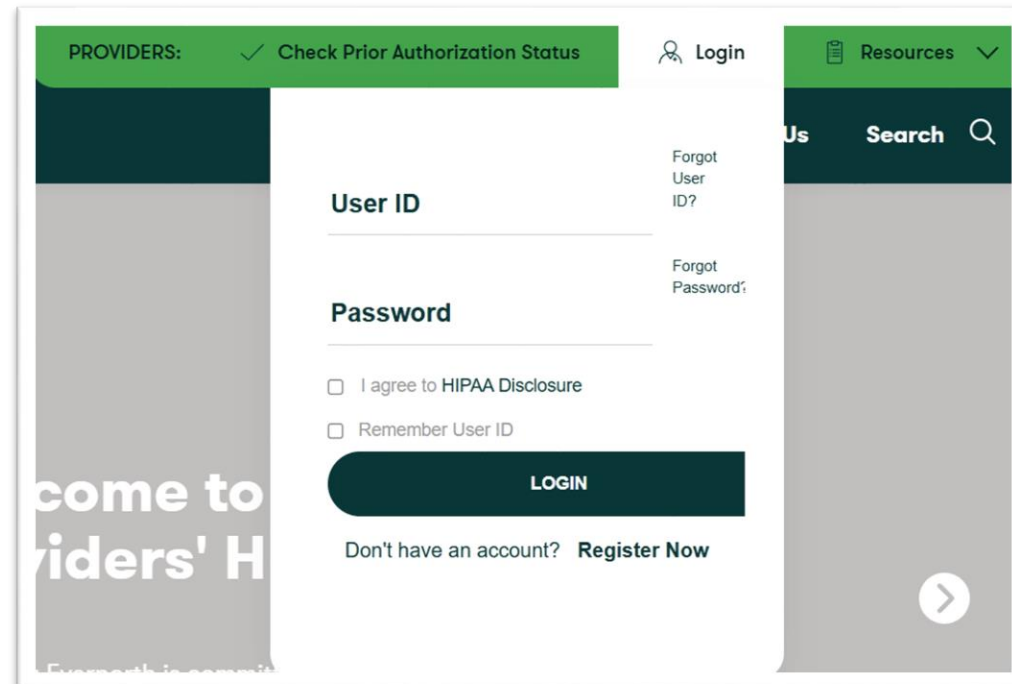- Internet Explorer

- Microsoft Edge under Internet Explorer Mode

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EviCore Portal Registration

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EviCore Provider Portal Registration

Web browser to evicore.com.

Login or Register

Select Default Portal and Account Type

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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*: **1** [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*: **3** [TestPac1] **Address***: [730 Cool Springs Blvd] [Suite 800] **Phone***: [999-999-9999]

Email*: [testpac@provider.com] **Ext:** [   ]

Confirm Email*: [testpac@provider.com] **City***: [Franklin] **Fax***: [888-888-8888]

First Name*: [Test] **State***: [Select ▼] **Zip***: [37067]

Last Name*: [PAC] **Office Name:** [   ]

Provider Information **2** Account Type:* [Facility ▼]

Please Select the Facility that you represent. A notification will be sent to the organization regarding this registration

Facility Name*: **4** [Test PAC] **Street Address:** [   ]

Zip Code: [   ] **Tax ID***: [352352222] **Individual NPI***: [1237894561]

[FIND]

Speech bubble:
1. Select Medsolutions as the Default Portal.
2. Facility as the Account Type.
3. Complete User Information
4. Complete the first 3 letters of Facility Name, TIN, and NPI.

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User Registration Successful

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Registration Successful

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

You will receive a message on the screen confirming your registration is successful. You will be sent an email to create your password.

Create a Password
Password must be at least 8 characters long and contain the following:
- ✓ **Uppercase Letters**
- ✓ **Lowercase Letters**
- ✓ **Numbers**
- ✓ **Characters (e.g., !#*)**

☎ Web Support 800-646-0418

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Option Tool

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MCNET | Online Chat | Logout

Change Password
Account Info
Preferences

Announcements | Home | Search/Start Case | Claim Search | CareCore National Portal | Post Acute Care

Announcements

+ The **Options Tool** allows you to access your Account Settings to update information:

• Change password

• Update user account information (address, phone number, etc.)

• Set up preferred Tax ID numbers of Facilities and view a summary of cases for providers with affiliated Tax ID numbers

☎ **Web Support** 800-646-0418

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Option Tool - Preferences

+ Adding **Preferred Tax ID numbers** will allow you to view the summary of cases submitted for those providers:

1. Search for a Tax ID by clicking **Physician** or **Facility**.

2. Confirm you are authorized to access PHI by clicking the check box, and hit Save.

Announcements

Once you have logged in to the site, you will be directed to the main landing or Announcement page.
** Make sure to choose **Post Acute Care** **
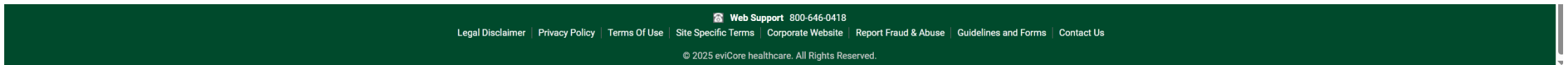
Initial Case Creation

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Initiate Case Process

To initiate a new case for PAC authorization. On the Post Acute Care tab, you will start with **Member/Case Look Up.**

Choose the appropriate Health plan

To conduct a **Patient Lookup**, enter the *Member ID* or *First Name, Last Name,* and *Date of Birth* for the result to be returned.

Click the SEARCH button

Urgent cases:
- You will not be able to indicate that a case is urgent via the portal.
- Call EviCore to initiate an urgent request.

Create a Case

Once you choose your member, the member's name and demographics will be listed with the insurance effective dates.

Click the **Create Case** button.

Create a Case – Enter Service Details

1. Choose a **Service Category from the drop-down box**, such as Skilled Nursing Facility, Inpatient Rehab Facility, or Long term Acute Care.
2. Enter the **ICD10 Code**. If you do not know the ICD10 code, type the name of the diagnosis, and a list with a corresponding ICD10 code will populate.
3. Enter the **PAC Start of Care Date and Expected Acute Care (or Hospital) Discharge Date**.. Review the information again to make sure that you have completed all of the service details correctly. To save the service details, click the **"Save & Next"** button

Create a Case – Ordering Physician

1. Enter the **Ordering Physician** details. If you do not know the NPI number, start typing the provider name, and the corresponding NPI number will auto-populate and allow you to select the correct provider. To save the provider details, click the **"Save & Next"** button

Create a Case – Requesting and Servicing Provider

Enter the **Requesting Provider** and **Servicing Provider** details. If you do not know the NPI number, start typing the provider name, and the corresponding NPI number will auto-populate and allow you to select the correct provider. To save the provider details, click the **"Save & Next"** button

Create a Case – Verify Details

The next screen will show all details related to the service line. This will allow you to review and edit by clicking the "pencil" icon. Click the **Save Service** button to move forward.

Create a Case – Upload Clinicals

Attach the required clinical documents. Here you will be able to enter additional notes by typing in the **Clinical Notes text** box.

Use this clinical notes text box for **clinical information ONLY**– e.g. anything that is extenuating or important to the determination. Please do NOT copy and paste information here. All clinical notes should be attached instead.

Create a Case – Submit Case

Once you **Save** and **Submit**, you will get a pop-up message which will verify your Case has been submitted to eviCore for review and authorization determination.

Searching a Submitted Request

Search Case Status

Once a request has been submitted, the member will show up on the user's HOME tab. If you have recently submitted a case, it is important to choose **"Refresh Data" for both pending and recently submitted cases.** To review case details, double-click on the case.

Search Case Status – Decision Status Descriptions

Once a request has been submitted, the member will show up on the user's HOME tab. If you have recently submitted a case, it is important to choose **"Refresh Data" for both pending and recently submitted cases.**

Cases in **RED** require additional Provider action

"Recently Submitted Cases" section:
- Active – Actively working the case and no decision has been made
- Authorized – Authorization is complete and approved. If the case is marked in RED, additional clinical is needed for concurrent review
- Denied – Request has been denied
- Pending – eviCore requires additional review

Search Case – Case Lookup – Active

When you open the case, you will see additional Authorization details and Decision Status. Make a note of the Case ID, authorization number if applicable, authorization expiration date, and total quantity approved. Decision letters are posted under the "Additional Documents" tab.

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Announcements | Home | Search/Start Case | Claim Search | CareCore National Portal | **Post Acute Care**

Announcements | Home | Member / Case Look Up | Case Summary - Not Provided ⊗

CASE SUMMARY

Case/Authorization

Case ID: 197646	**Authorization Number:** Not Provided	**Service Requested:** SNF	**Bill Code:** Not Provided
Rev Code: 191	**Start of Care Date:** 03/31/2025	**Authorization Expiration Date:** Not Provided	**Total Quantity:** Not Provided
Decision Date: Not Provided	**Decision Status:** ACTIVE	**Post Acute Care Facility Discharge Date:** Not Provided	**Expected Acute Discharge Date:** 03/31/2025
Ordering Physician: ORDERING PHYSICIAN NOT PROVIDED			
Denial Rationale: N/A			

Patient

First Name: LNAME
Last Name: FNAME
Date of Birth: 06/19/1933
Address: 123 STREET , CITY, MD, 21102
Phone: 1112223333
Member Plan ID: 100002914

Requesting Provider

Name: ABC HOSPITAL
Address: 5401 OLD COURT RD RANDALLSTOWN MD 21133
Phone : 999-999-9999
Fax : 888-888-8888
Tax ID: 521372665

Servicing Provider

Name: ABC SKILLED REHAB
Address: 7355 FURNACE BRANCH RD , GLEN BURNIE, MD, 21060
Phone: Not Provided
Fax: Not Provided
Tax ID: 201418557
NPI: 1922129501

ICD Codes

ICD Code: S92.151S
ICD Code Version: 10

Additional Documents

File Name

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Concurrent Review Process

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Concurrent Review Process

Return to the Home screen. Under "Recently Submitted Cases", locate the patient whom you would like to upload clinicals. Select the "Upload" link, attach the clinical record, select "Open", and the file will be uploaded to the patient's EviCore chart in real time.

Warning message if attachment is too large. Limit of 5MB/5000KB

myevicoreportalqa.us.medsolutions.com says

Attachment size exceeds the allowable limit of 5MB

OK

myevicoreportalstg.us.medsolutions.com says

File Uploaded Successfully

OK

EviCore Provider Portal Support

For EviCore portal account questions - contact a Portal Support Specialist

☎ **Call: 800.646.0418 (option 2)**

📄 **Email: portal.support@EviCore.com**

Portal Support Services: Available Monday through Friday, 8:00 a.m. – 7:00 p.m. EST

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Thank You