

Blue Cross Blue Shield of Kansas City Radiology/Cardiology Platform Migration

Provider Orientation Session

Agenda

- Program Overview
- Provider Portal Walkthrough
- Additional Portal Features
- Provider Resources
- Q & A

BCBS-KC Prior Authorization Services

Historically, EviCore accepts **Radiology & Cardiology** prior authorization requests for Blue KC members through the MedSolutions portal. Beginning 3/1/23, these requests should be entered through the CareCore National portal at EviCore.com. Your staff can continue to use the MedSolutions portal through 2/28/23. As of 3/1/23, these requests including retrospective cases should be entered through the CareCore National portal, and the MedSolutions portal should no longer be used.

Prior authorization applies to the following services:

- Outpatient
- Diagnostic
- Elective / Non-emergent

Prior authorization does **NOT** apply to services performed in:

- Emergency Rooms
- Observation Services
- Inpatient Stays
- Home Health

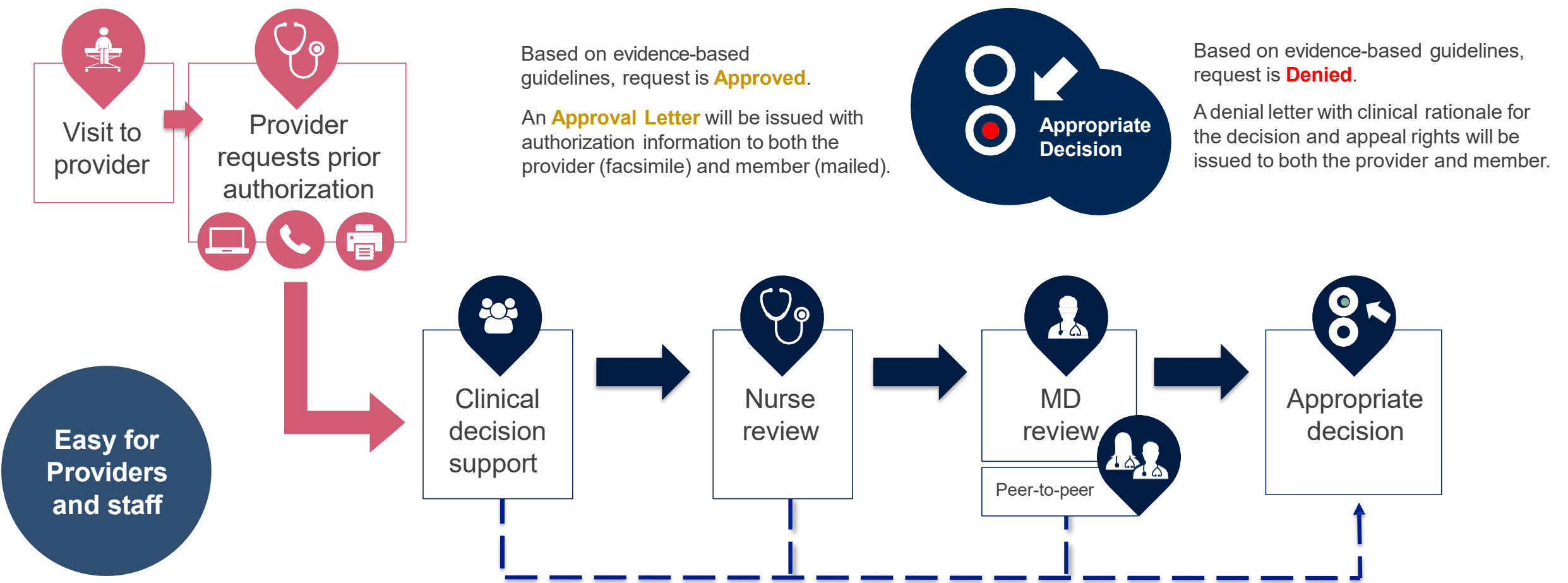
It is the responsibility of the ordering provider to request prior authorization approval for services. Providers should verify member eligibility and benefits on the secured provider log-in section at: <https://apps.availity.com/availability/web/public.elegant.login>

Applicable Memberships

Prior Authorization is required for Blue KC members who are enrolled in the following lines of business/programs:

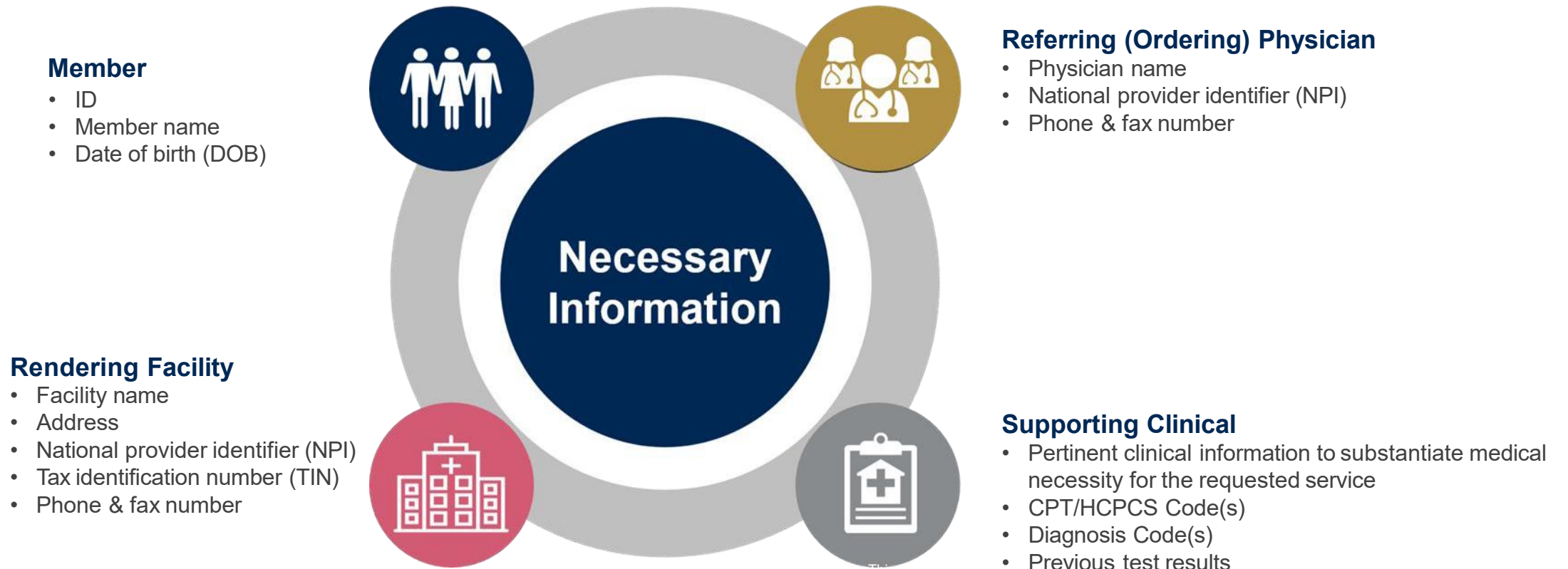
- **Commercial**

Utilization Management – The Prior Authorization Process



Information Needed for Prior Authorization

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



EviCore Healthcare Website

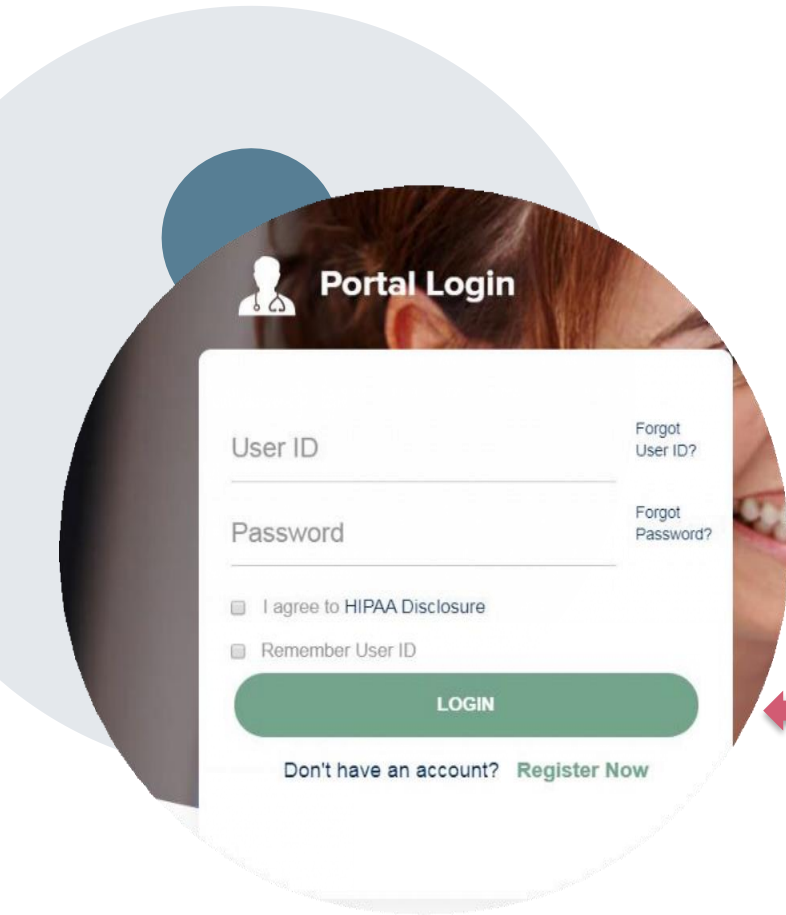
Visit www.evicore.com

Already a user?

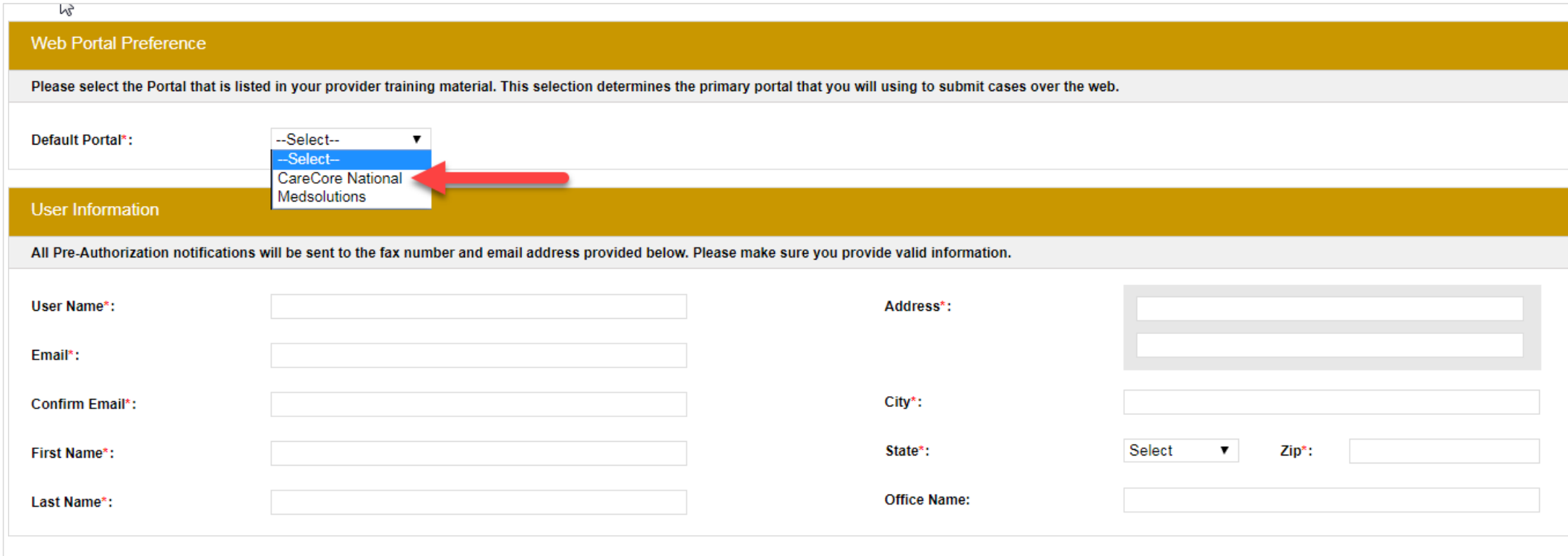
If you already have access to EviCore's online portal, simply log-in with your User ID and Password and begin submitting requests in real time!

Don't have an account?

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



Creating an Account



The screenshot shows a web form titled "Web Portal Preference" with a yellow header. Below the header, a text box instructs the user to select a portal from their provider training material. A dropdown menu for "Default Portal*" is open, showing options: "--Select--", "--Select--", "CareCore National", and "Medsolutions". A red arrow points to "CareCore National". Below this is the "User Information" section with a yellow header and a text box stating that pre-authorization notifications will be sent to the provided contact information. The form contains several input fields: "User Name*", "Email*", "Confirm Email*", "First Name*", "Last Name*", "Address*" (with a multi-line text area), "City*", "State*" (a dropdown menu currently showing "Select"), "Zip*", and "Office Name".

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

Platform Migration – Effective 3/1/2023



- Starting March 1, 2023, all BCBS-KC Radiology & Cardiology requests must be submitted through the CareCore National portal at www.EviCore.com, instead of the MedSolutions portal.
- If a provider has an existing login, the same credentials are used for both portals and a new account does not need to be created.
- Any authorizations requested prior to March 1, 2023 can still be viewed on the MedSolutions portal, but as of March 1, 2023 all new requests must be created on the CareCore National portal, as shown below.



Portal Differences – MedSolutions vs. CareCore

PATIENT & CASE LOOKUP

Patient Lookup

Insurer: MEDSOLUTIONS DEMO

Member ID: xyz00002

First Name: Last Name: Date of Birth:

Reset Search

Select the Insurer (and) enter either the Member ID (or) Patient First Name, Last Name and Date of Birth

Case/Auth Lookup

Case ID Auth Number

Search

CASE DETAIL

Member

Insurer: MEDSOLUTIONS DEMO

Member ID: XYZ00002

Health Plan/Program: MSI DEMO PROGRAM - PA REQ

First Name: BOBBY Last Name: HILL Date of Birth: 2/1/1974 Gender: MALE

CPT/ICD

CPT Codes : 73721 ICD Codes : M25.562

Physician

Physician Name: DOCTOR , TEST , Tax ID : ****6789 , NPI : 7417417410

Facility

Facility Name: BEACON MRI WEST , Tax ID : ****9014 , NPI :

Please review the case details before submitting the case. You can edit the CPT/ICD, Physician and Facility information. The case details can't be changed once you press the "Submit" button. Once the case is submitted, you may be presented with a Survey to answer few questions about this request.

All Fax notifications for this case will be sent to (615) 468-4433. Please verify that it is correct. If you would like to change your Fax number, please click on the gear icon on the top right of the page for the Account Info screen.

Until a case number appears for this request, it is not a submitted case and it will not be reviewed for medical necessity. Please ensure all steps are completed in order to receive a case number.

☒ I acknowledge that this request IS NOT clinically urgent regardless of documentation attached or additional information/notes provided during the clinical collection section of this web case initiation process. Additionally, I acknowledge to being informed of the appropriate method for submission of clinically urgent requests. Clinical urgency is defined by the following:

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

2. In the opinion of a provider, with knowledge of the member's medical condition, indicates 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.

☒ I also further 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

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account
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Tuesday, January 21, 2020 9:42 AM

Request an Authorization

To begin, please select a program below:

- ☐ Durable Medical Equipment(DME)
- ☐ Gastroenterology
- ☐ Lab Management Program
- ☐ Medical Oncology Pathways
- ☐ Musculoskeletal Management
- ☐ Radiation Therapy Management Program (RTMP)
- ☐ Radiology and Cardiology
- ☐ Sleep Management
- ☐ Specialty Drugs

CONTINUE

[Click here for help](#)

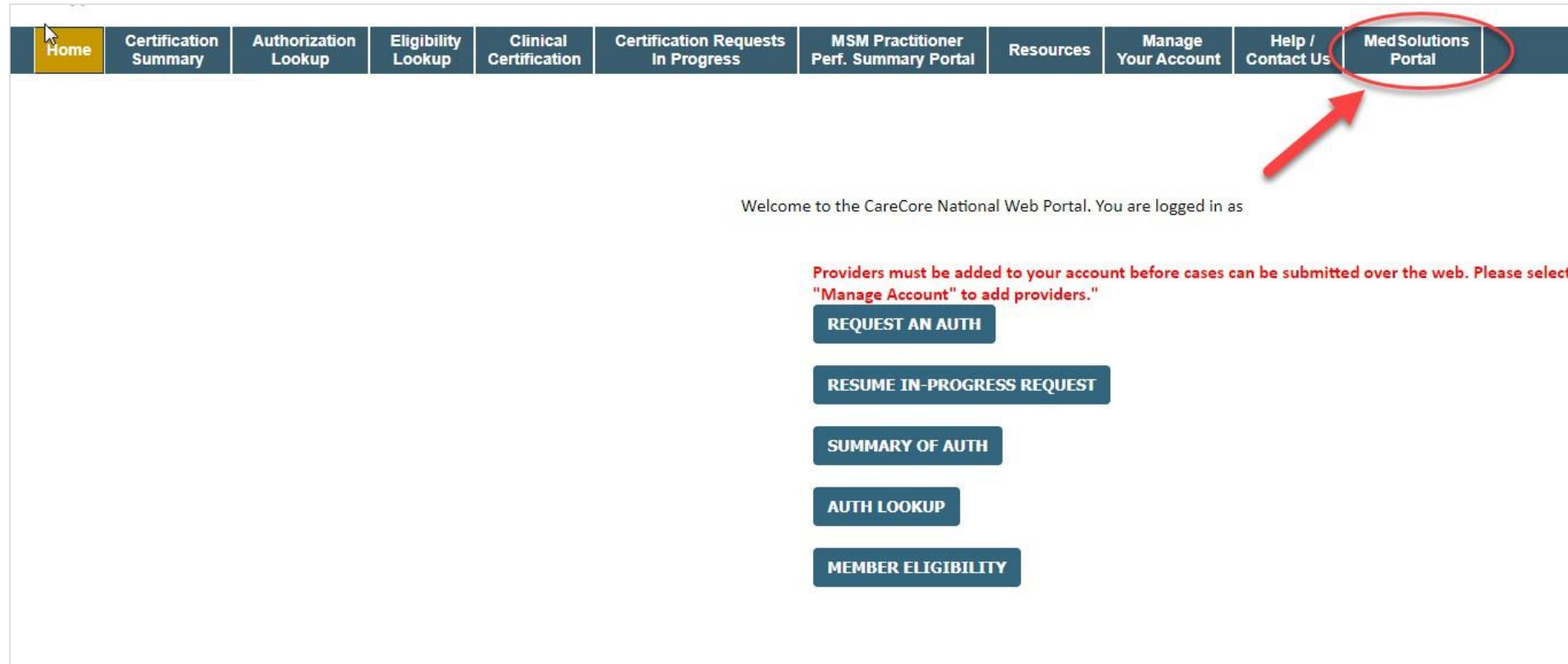
The MedSolutions portal shows the majority of case build information in a single screen view, while the CareCore portal prompts you step by step how to build a case, starting with program selection.

EviCore
By EVERNORTH

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Welcome Screen



Note: You can access the **MedSolutions Portal** at any time without having to provide additional log-in information. Click the **MedSolutions Portal** on the top-right corner to seamlessly toggle back and forth between the two portals.

Add Practitioners

Manage Your Account

Office Name:

Address:

Primary Contact:

Email Address:

CHANGE PASSWORD **EDIT ACCOUNT**

ADD PROVIDER

Click Column Headings to Sort

No providers on file

CANCEL

Add Practitioner

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

Practitioner NPI

Practitioner State

Practitioner Zip

FIND MATCHES **CANCEL**

- Select the **Manage Your Account** tab, then **Add Provider**
- Enter the NPI, state, and zip code to search for the provider
- Select the matching record based upon your search criteria
- Once you have selected a practitioner, your registration will be complete
- You can also click **Add Another Practitioner** to add another provider to your account
- You can access the **Manage Your Account** at any time to make any necessary updates or changes

Initiating a Case

Home

Certification Summary

Authorization Lookup

Eligibility Lookup

Clinical Certification

Certification Requests In Progress

MSM Practitioner Perf. Summary Portal

Resources

Manage Your Account

Request an Authorization

To begin, please select a program below:

Durable Medical Equipment(DME)

Gastroenterology

Lab Management Program

Medical Oncology Pathways

Musculoskeletal Management

Radiation Therapy Management Program (RTMP)

Radiology and Cardiology

Sleep Management

Specialty Drugs

CONTINUE

Requesting Provider Information

Select the provider for whom you want to submit an authorization request. If you don't see them listed, click [Manage Your Account](#) to add them.

Filter Last Name or NPI:

SEARCH

CLEAR SEARCH

	Provider
<div>SELECT</div>	<div></div>

BACK

CONTINUE

- Choose Clinical Certification to begin a new request
- Select the appropriate program
- Select Requesting Provider Information

Select Health Plan & Provider Contact Information

Choose Your Insurer

Requesting Provider: [REDACTED]

Please select the insurer for this authorization request.

Please Select a Health Plan ▼

BACK

CONTINUE

[Click here for help](#)

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

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

- Choose the appropriate Health Plan (BCBS-KC) for the request
- Once the plan is chosen, select the provider address in the next drop-down box
- Select CONTINUE and on the next screen add your contact info
- Provider name, fax and phone will pre-populate, you can edit as necessary
- By entering a valid email you can receive e-notifications

Add Your Contact Info

Provider's Name:* [REDACTED] [?]

Who to Contact:* [REDACTED] [?]

Fax:* [REDACTED] [?]

Phone:* [REDACTED] [?]

Ext.: [REDACTED] [?]

Cell Phone: [REDACTED]

Email: [REDACTED]

BACK

CONTINUE

EviCore

By EVERNORTH

Member & Request Information

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [?]

ELIGIBILITY LOOKUP

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Authorization Lookup

Med Solutions Portal

CareCore National Portal

Unified Worklist

Help / Contact Us

Monday, June 13, 2022 1:39 PM

Requested Service + Diagnosis

This procedure was performed on 6/13/2022. **CHANGE**

Musculoskeletal Management Procedures

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

62323

Injection with guidance L/S

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

Diagnosis

Primary Diagnosis Code: **M54.51**
Description: **Vertebrogenic low back pain**
[Change Primary Diagnosis](#)

Select a Secondary Diagnosis Code (Lookup by Code or Description)
Secondary diagnosis is optional for Musculoskeletal Management

LOOKUP

BACK

CONTINUE

[Click here for help](#)

- Enter the Member Information, including the patient ID, date of birth, and last name, then click Eligibility Lookup
- Next screen you can enter CPT code & diagnosis code (see Pain Management example provided)

Verify Service Selection

Requested Service + Diagnosis

Confirm your service selection.

Procedure Date:

CPT Code:

Description:

Primary Diagnosis Code:

Primary Diagnosis:

Secondary Diagnosis Code:

Secondary Diagnosis:

[Change Procedure or Primary Diagnosis](#)

[Change Secondary Diagnosis](#)

BACK

CONTINUE

[Click here for help](#)

- **Verify requested service & diagnosis**
- **Edit any information if needed by selecting Change Procedure or Primary Diagnosis**
- **Click Continue to confirm your selection**

Site Selection

Start by searching NPI or TIN for the site where the procedure will be performed. You can search by any fields listed. Searching with NPI, TIN, and zip code is the most efficient.

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:	<input type="text"/>	Zip Code:	<input type="text"/>	Site Name:	<input type="text"/>
TIN:	<input type="text"/>	City:	<input type="text"/>	<input checked="" type="radio"/> Exact match	
				<input type="radio"/> Starts with	

LOOKUP SITE

- Select the specific site where the testing/treatment will be performed

Clinical Certification

Proceed to Clinical Information

You are about to enter the clinical information collection phase of the authorization process.

Once you have clicked "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 on-line request, be sure to click SUBMIT CASE before exiting the system. This final step in the on-line process is required even if you will be submitting additional information at a later time. Failure to formally submit your request by clicking the SUBMIT CASE button will cause the case record to expire with no additional correspondence from eviCore.

BACK

CONTINUE

- **Verify that all information is entered and make any changes needed**
- **You will not have the opportunity to make changes after this point**

Standard or Urgent Request?

- If your request is **Urgent** select **No**
- When a request is submitted as Urgent, you will be required to upload relevant clinical information
- If the case is **Standard** select **Yes**
- You can upload up to **FIVE** documents in .doc, .docx, or .pdf format – max 5MB document size
- Your case will only be considered Urgent if there is a successful upload

Proceed to Clinical Information

Is this case Routine/Standard?

Home Certification Summary Authorization Lookup Eligibility Lookup **Clinical Certification** Certification Requests In Progress MSM Practitioner Summary

Thursday, May 14, 2020 3:04 PM

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 standards/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.

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

Improved Experience: Real-Time Approval or Clinical Upload



Finalizing the Case Submission

Clinical Certification

☐ 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.

Print

SUBMIT CASE

Click [here](#) for help or technical support

Acknowledge the Clinical Certification statements and click **Submit Case**

Duplication Feature

- Once a case has been submitted, the Duplication feature allows a new request to be started using some of the same information
- This process eliminates the need to enter duplicate information and allows multiple cases to be built efficiently

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

Certification Summary / Authorization Lookup

The top ribbon menu has several helpful features :

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Certification Summary

Authorization Lookup

Eligibility Lookup

Clinical Certification

Certification Requests In Progress

MSM Practitioner Perf. Summary Portal

Resources

Manage Your Account

Help / Contact Us

Med Solutions Portal

Certification Summary

Search.. 🔍 ☰

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Authorization Number	Case Number	Member Last Name	Ordering Provider Last Name	Ordering Provider NPI	Status	Case Initiation Date	Procedure Code	Service Description	Site Name	Expiration Date	Correspondence	Upload Clinical
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			<input type="text"/>					

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- Certification Summary tab allows you to track recently submitted cases and view status at a glance
- The work list can also be filtered

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Manage Your Account

Authorization Lookup

☐ Search by Member Information

☐ Search by Authorization Number/ NPI

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- Authorization Lookup tab shows case status and post decision information
- Search by member information OR by authorization number /ordering NPI
- View and print any correspondence
- Initiate Reconsiderations and Peer to Peer Consultations

EviCore Provider Support Teams

Client and Provider Services

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

- Questions regarding Accuracy Assessment, Accreditation, and/or Credentialing
- Requests for an authorization to be resent to the health plan
- Eligibility issues (member, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Reports of system issues

How to Contact our Client and Provider Services team

Email: ClientServices@evicore.com For prompt service, please have all pertinent information available. When emailing, make sure to include the health plan in the subject line with a description of the issue, with member/provider/case details when applicable. You will be provided a ticket number for tracking purposes.

Provider Engagement Team

You can find a list of Regional Provider Engagement Managers at www.EviCore.com →
Provider's Hub → Training Resources

Call Center & Online Assistance

Prior Authorization Call Center – 888.333.9082

- Call center hours are 7am – 7pm Monday-Friday local time

Web-Based Services and Online Resources

- Important tools, health plan-specific contact information, and resources can be found at www.evicore.com
- Select the **Resources** to view Clinical Guidelines, Online Forms, and more

Web Support

- Our dedicated **Web Support** team can assist providers in navigating the portal and addressing any web-related issues during the online submission process.
- To speak with a Web Specialist, call (800) 646-0418 (Option #2) or email portal.support@evicore.com.

Provider Resource Page <https://www.evicore.com/resources/healthplan/blue-cross-blue-shield/kansas-city>

Thank You