DURABLE MEDICAL EQUIPMENT (DME)

HealthSpring Medicare Advantage

Provider Orientation

EviCore By EVERNORTH

HealthSpring

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore by Evernorth (EviCore) manages prior authorization requests for DME services for HealthSpring members

Prior authorization applies to the following services:

+ Home Based
+ Medically Necessary

Prior authorization does NOT apply to services performed in:

+ Hospital Setting
+ Skilled Nursing Facilities (SNFs)
+ Surgical Settings

Providers should verify member eligibility and benefits on the secured provider log-in section at: *Health care Providers | HealthSpring*

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

How to Determine Member Benefits and Eligibility

Resources	Contact
Healthspring Customer Service	**877-705-3621**
Healthspring Provider Portal	Health care Providers | HealthSpring
EviCore Provider Portal	Homepage | EviCore by Evernorth > choose the Eligibility Lookup feature in the top banner (login required)
EviCore Intake Team	**866.666.4452** (7:00 a.m. to 7:00 p.m. eastern time)

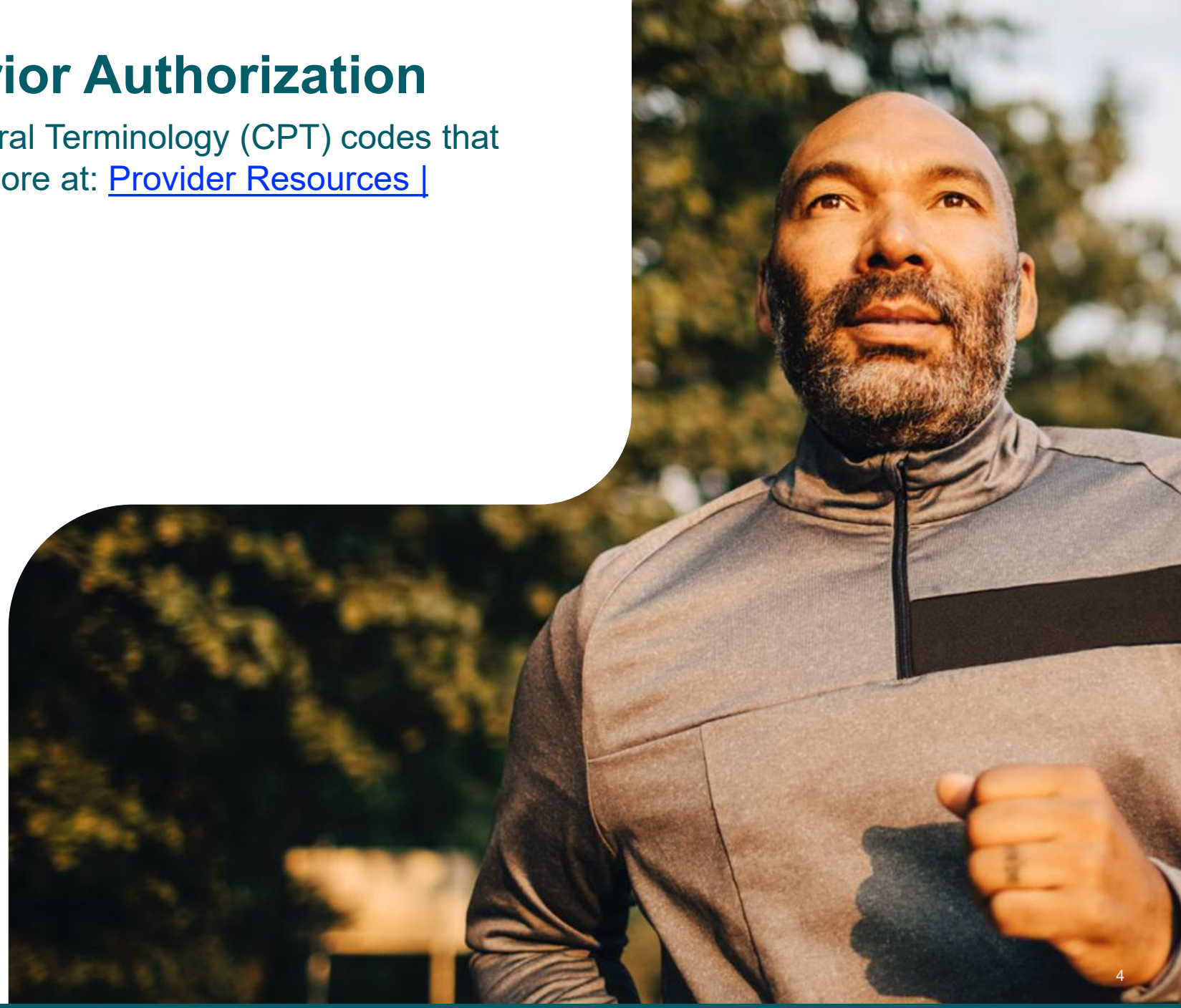
EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Services that require Prior Authorization

Find a complete list of Current Procedural Terminology (CPT) codes that require prior authorization through EviCore at: [Provider Resources | EviCore by Evernorth]

+ Oxygen/Related Equipment
+ Diabetic Shoes
+ Decubitus Care Equipment
+ Hospital Beds and Accessories
+ Ventilators
+ Pacemaker Monitor
+ Patient Lifts
+ Wheelchairs
+ Prosthetics
+ Orthotics



EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

If clinical information is needed, please be able to supply the following information:

- Current physicians order/script
- Current clinicals relating to request (ie patient history, progress notes and physical exams)
- Current detailed invoice listing all requested equipment
- Current certificate or letter of medical necessity

Please refer to the guidelines for the particular (CPT) codes for which you are requesting prior authorization at: [Clinical Guidelines | EviCore by Evernorth]

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Hold process | Share Documentation to Support Medical Necessity

If during case build all required pieces of documentation are not received, or are insufficient for EviCore to reach a determination, the following will occur:

A Hold Letter will be faxed to the Requesting Provider requesting additional documentation

The Hold notification will inform the provider about what clinical information is needed as well as the date by which it is needed.

The Provider must submit the additional information to EviCore

Requested information must be received within the timeframe as specified in the Hold Letter, or EviCore will render a determination based on the original submission.

EviCore will review the additional documentation and reach a determination

Determination notifications will be sent.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

There are three ways to share the requested information to EviCore for review:

- EviCore will notify providers telephonically and in writing before a denial decision is issued on Medicare cases
- Additional clinical information must be submitted to EviCore in advance of the due date referenced
- Additional clinical information should be submitted to EviCore for consideration per the instructions received,
  - clinical can be **uploaded** directly into the case via the provider portal at **www.EviCore.com**
  - Fax to 888-663.7740
- Alternatively, providers can choose to request a **Pre-Decision Clinical Consultation** instead of submitting additional clinical information. This consultation can be scheduled via the EviCore portal (see the P2P Scheduling Tool in the appendix for further instruction).
- The Pre-Decision Clinical Consultation must occur prior to the due date referenced
- If the additional clinical information is faxed/uploaded, that clinical is what is used for the review and determination. The case is not held further for a Pre-Decision Clinical Consultation, even if the due date has not yet lapsed
- Once the determination is made, notifications will go out to the provider and member, and status will be available on **www.EviCore.com**

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Prior Authorization Outcomes, Special Considerations, and Post Decision Options

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Outcomes | Approvals and Denials

- Approved requests are typically processed in two business days after receipt of all necessary clinical information.
- Purchases and daily rentals are usually valid for 90 days.
- Monthly rentals are usually valid for how many units/months are approved plus one additional month.
- Denied request communications will include:
  - Rationale and guidelines relied upon
  - Post decision options
- Decision communications will be shared via e-notification (default) or faxed to the ordering provider and faxed rendering facility/provider.
- Decision information can be printed or saved on demand from the EviCore portal.
- The member will receive the letter in the mail.

EviCore
By EVERNORTH

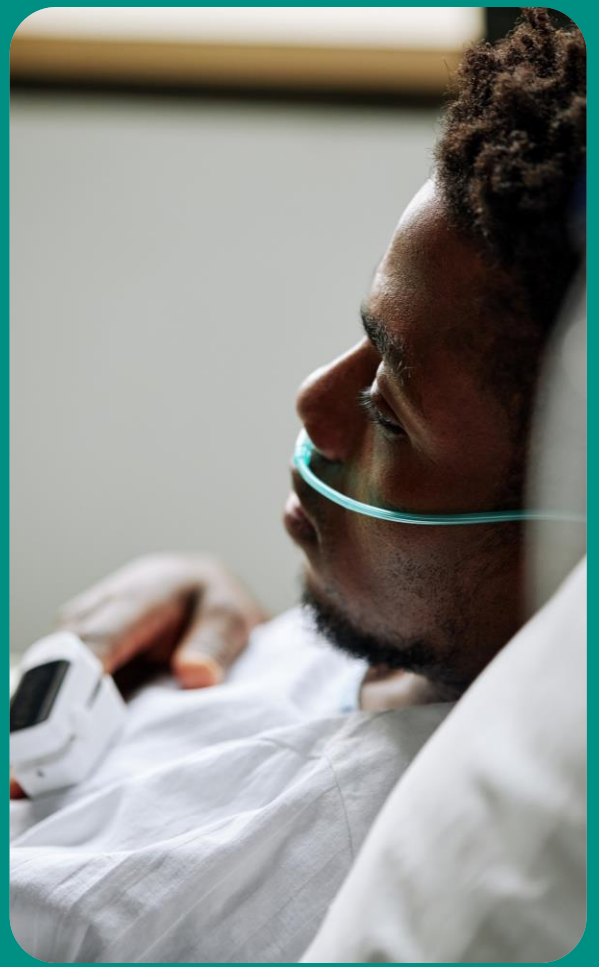
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Oxygen and DME in Hospital Requests Pending Hospital Discharge

+ To support member discharge goals, EviCore will review Oxygen requests by phone and offer verbal decisions in real-time when medical necessity is met. The DME supplier will then be responsible to fax the supporting clinical to EviCore at 866-663-7740.
+ All ‘non-hospital discharge’ requests for oxygen will be processed as any other standard precertification request.

For hospital discharges that are contingent upon precertification for all other DME, the DME supplier should submit the requests using one of following methods:

1. Fax supporting clinical documentation and indicate “Pending Discharge” on the fax cover sheet or precertification form to 866-663-7740.
2. Call EviCore at 866.686.4452 to complete the precertification process by phone and indicate “Hospital discharge is pending DME Precertification” during the clinical intake discussion.
3. Submit request via the portal and indicate “Hospital discharge is pending DME Precertification” in the free note section.



© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Post Decision Options

Reconsiderations

+ Medicare does not allow reconsiderations.

Clinical Consultations

+ If a request requires further clinical review, we welcome requests for a clinical consultation with an EviCore medical director.

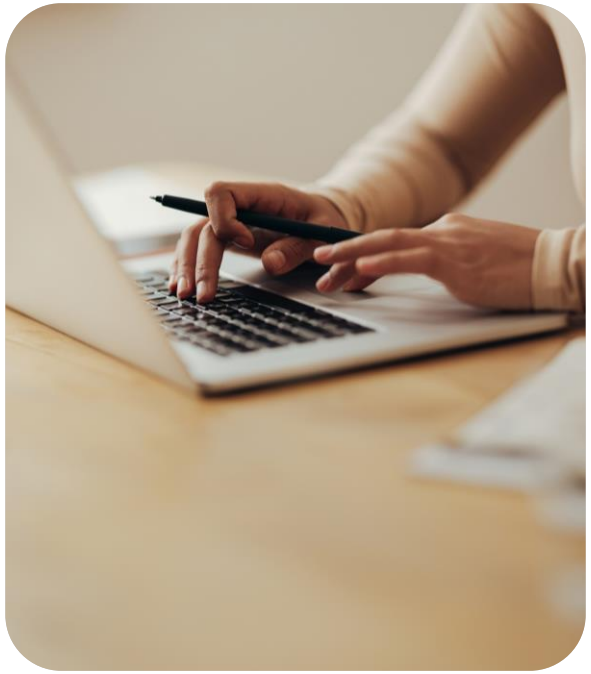
  Please note: Clinical Consultations that occur on already denied cases will be consultative only. EviCore is not delegated to change initial determinations on Medicare cases.

+ Portal users can schedule a clinical consultation, on behalf of the treating provider, directly on the EviCore portal (see the P2P Scheduling Tool in the appendix for further instruction).

+ Physicians, nurse practitioners, and physician assistants can request a clinical consultation by visiting www.eviCore.com/provider/request-a-clinical-consultation.

Appeals

+ Appeals need to be submitted to HealthSpring within 60 days of the initial determination.
+ Please follow the appeal instructions referenced in the denial letter.



© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Special Circumstances

Retrospective Authorization Requests

- Authorization must be provided in advance of the service, unless the service is urgent or there are extenuating circumstances. In those cases, retrospective requests must be submitted within 1 business day from the date of service.
- Retrospective requests are reviewed for urgency and for medical necessity.

Urgent Prior Authorization Requests

- Medically urgent outpatient procedures must meet the National Committee for Quality Assurance's definition of medical urgency requests. To be considered urgent, the patient must have conditions that are a risk to his or her life, health, or ability to regain maximum function, or have severe pain that requires a medically urgent procedure.
- Urgent requests will be reviewed within 24-72 hours depending on regulatory requirements.

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore’s Provider Portal

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore Provider Portal | Access and Compatibility

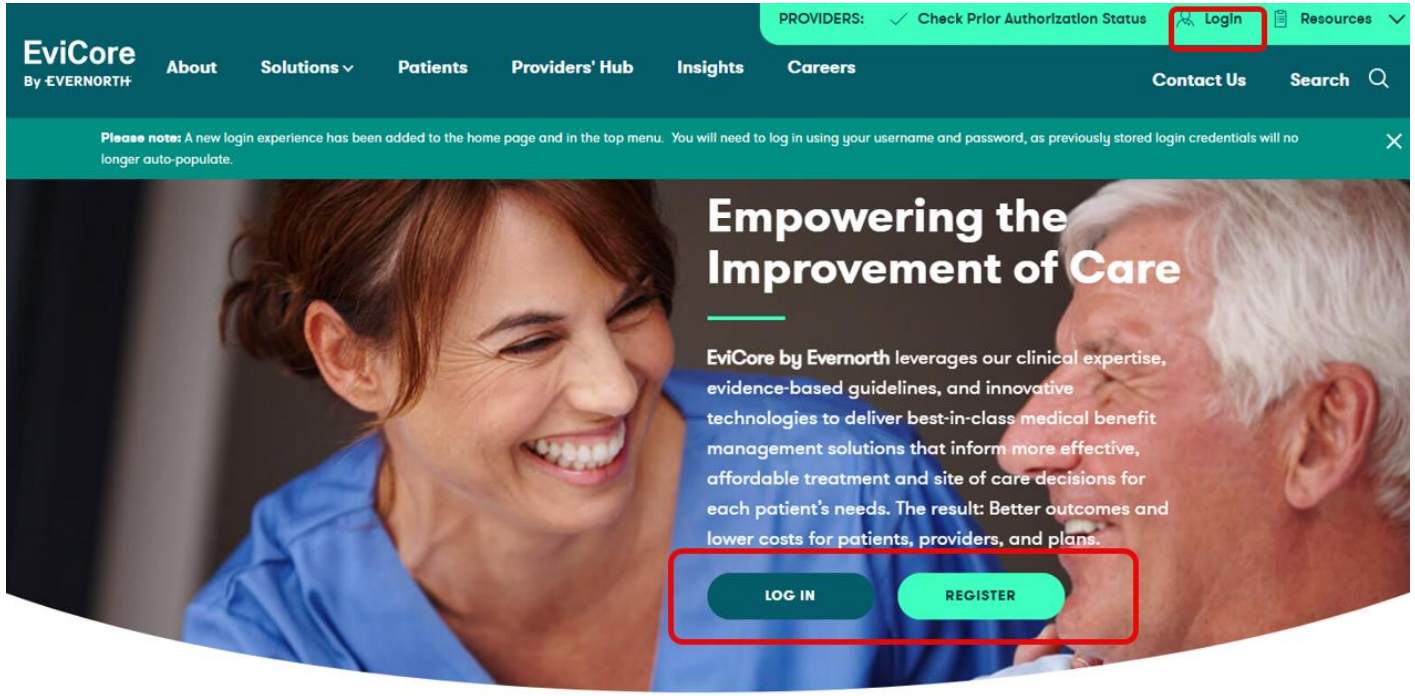
Most providers are already saving time submitting clinical review requests online vs. telephone.

+ To access resources on the EviCore Provider Portal, visit Homepage | EviCore by Evernorth

+ Already a user?

  Log in with User ID & Password.

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

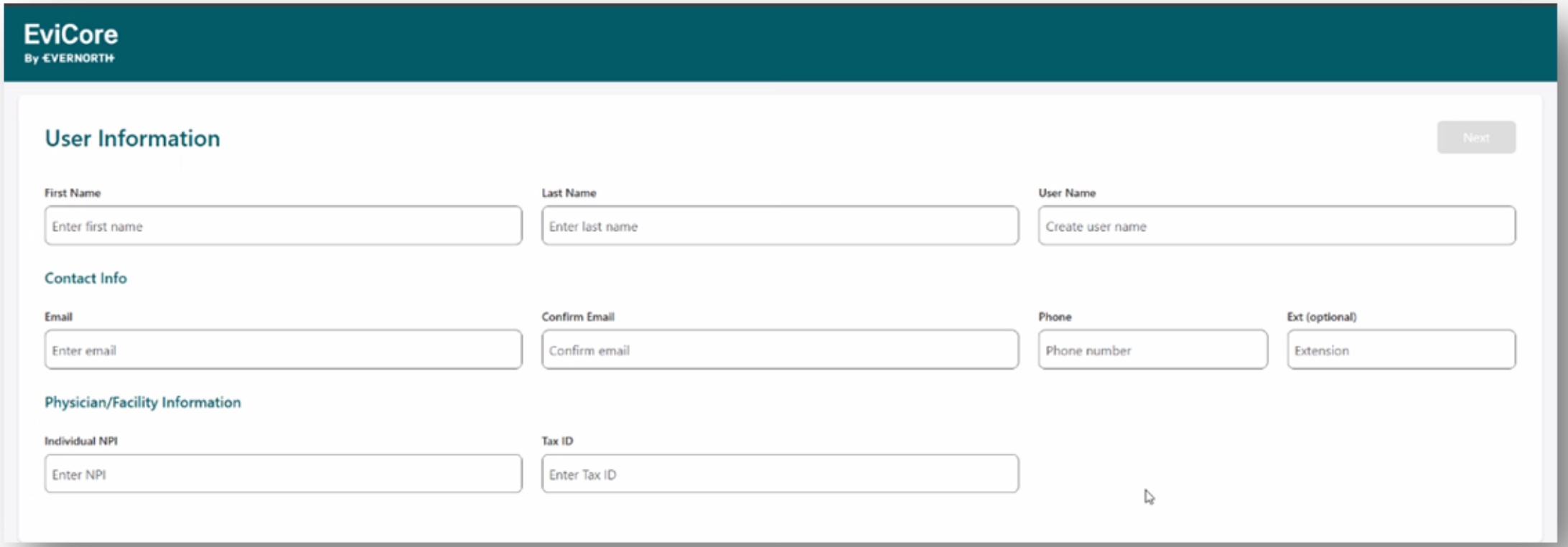


EviCore's website is compatible with **all web browsers**. If you experience issues, you may need to **disable pop-up blockers** to access the site.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Creating/Registering for an EviCore Provider Portal Account



- Complete the User Information section in full and **Submit Registration**.
- You will immediately be sent an email with a link to verify your account and create a password. Once you have created a password, you will be redirected to the login page.

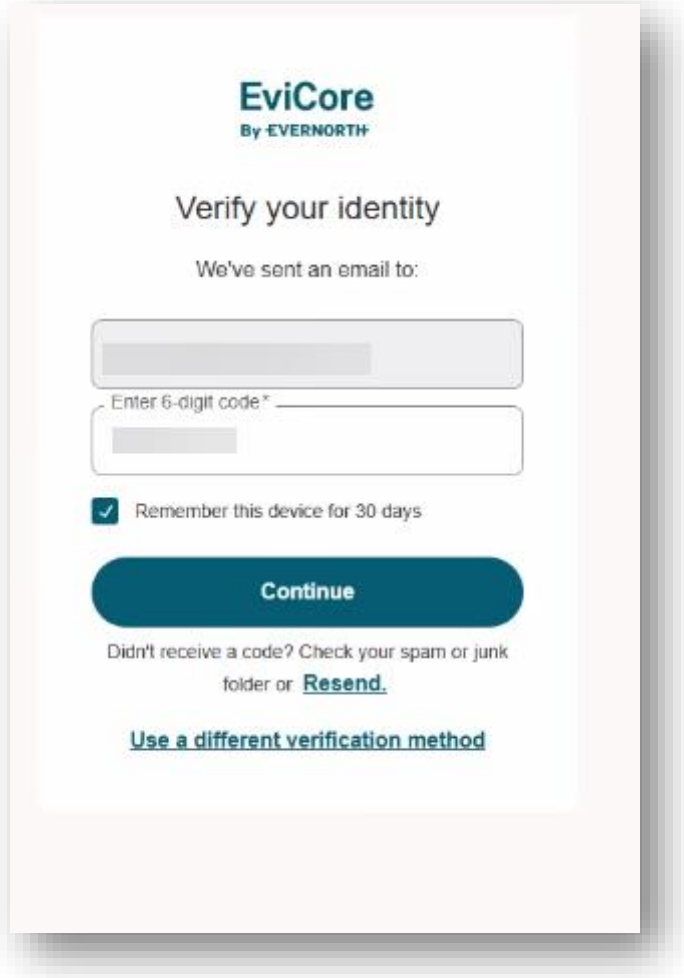
EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

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.



EviCore
By EVERNORTH

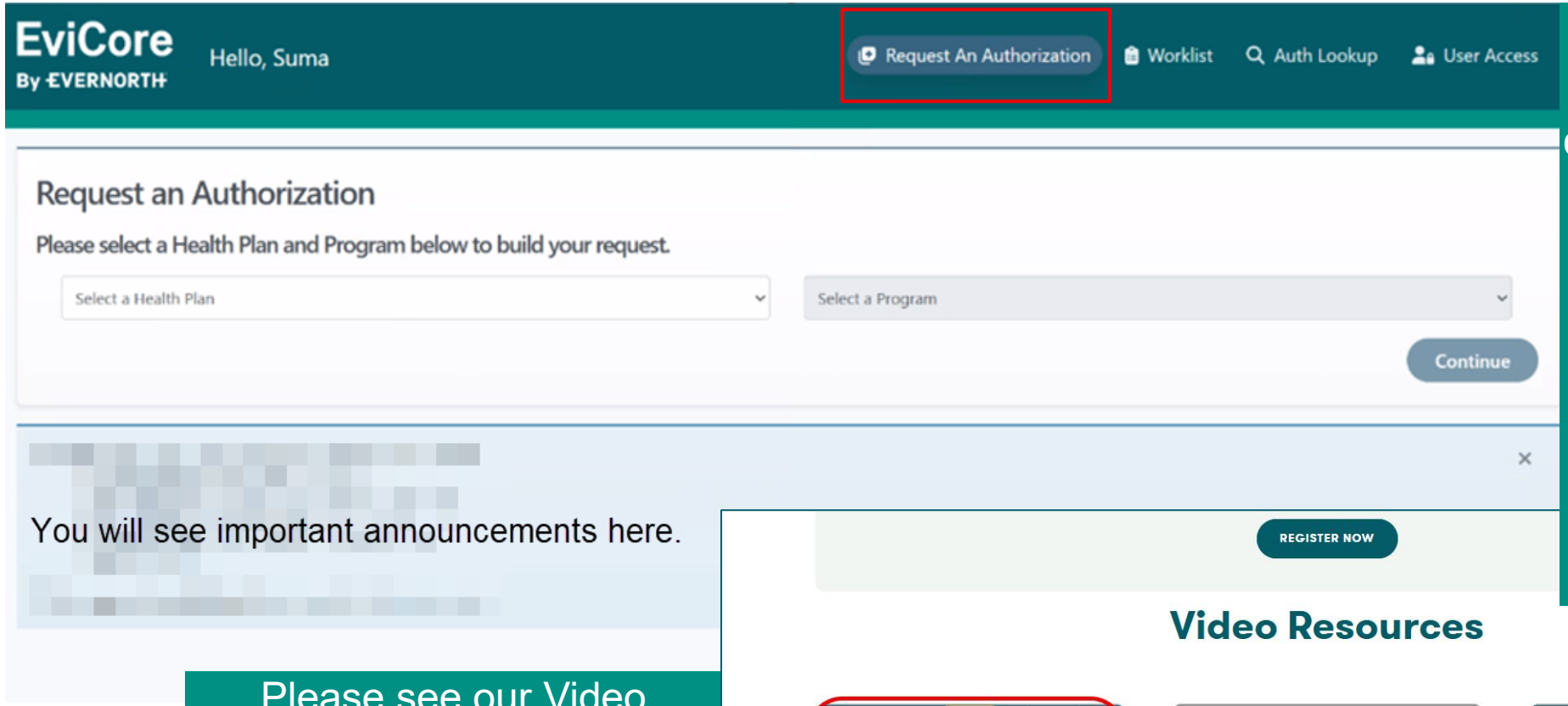
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Building a Case on EviCore's Provider Portal

EviCore
By EVERNORTH

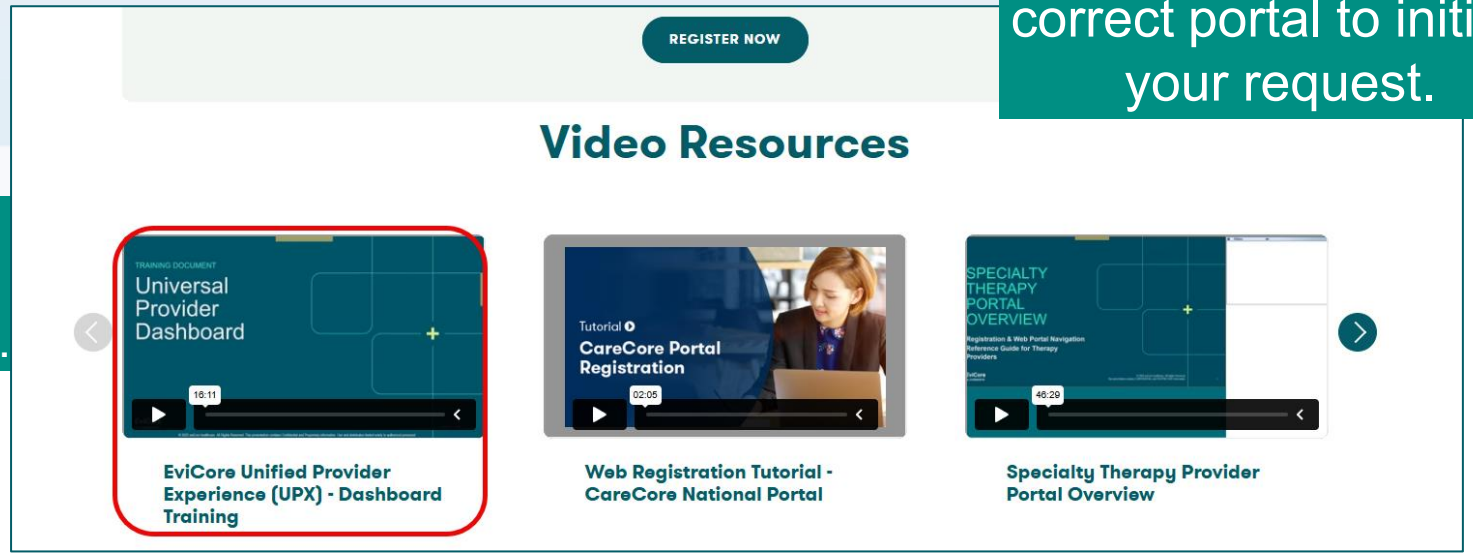
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Request an Authorization



You can request an authorization by clicking on “Request an Authorization.” First select the health plan and then select the program. Click “Continue” and you will be directed to the correct portal to initiate your request.

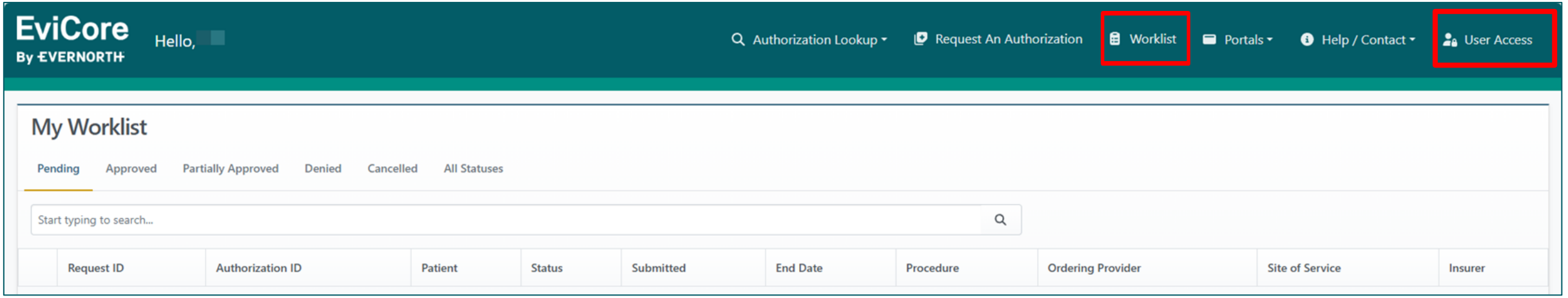
Please see our Video Resources for self-service Universal Dashboard training.

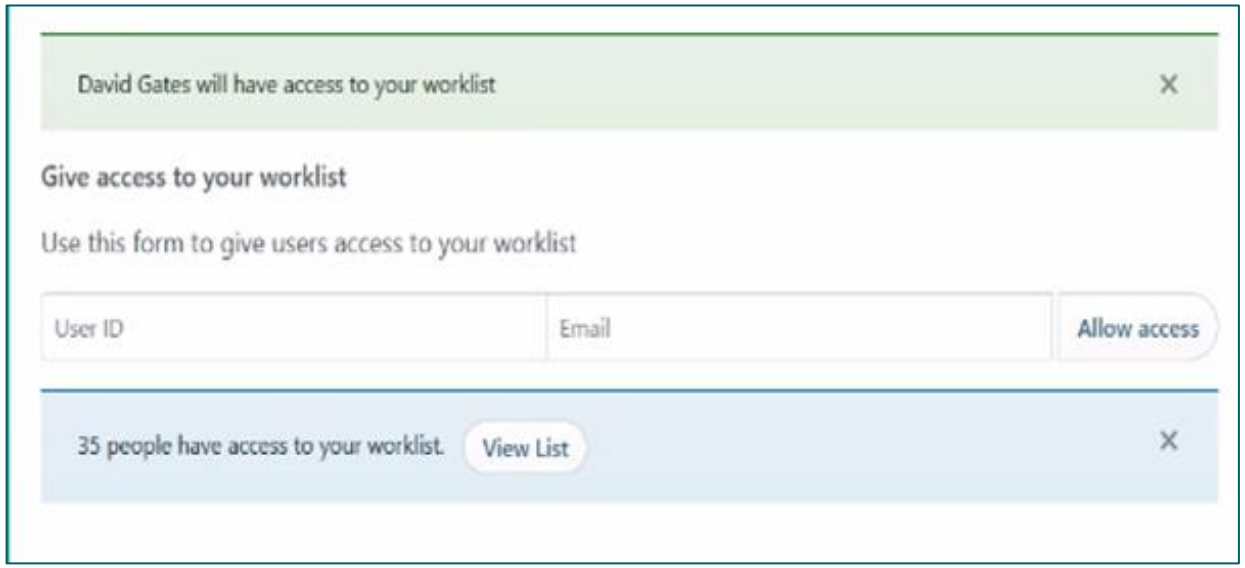


EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Shared Worklist





To allow others to view your worklist while you are out of the office you can add them by selecting “User Access” and add their User ID and Email Address. They must have an EviCore account to be added.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Case Build and Submission

Request an Authorization

To begin, please select a program below:

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

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

Please Select

Please Select
Referring Physician
Durable Medical Equipment

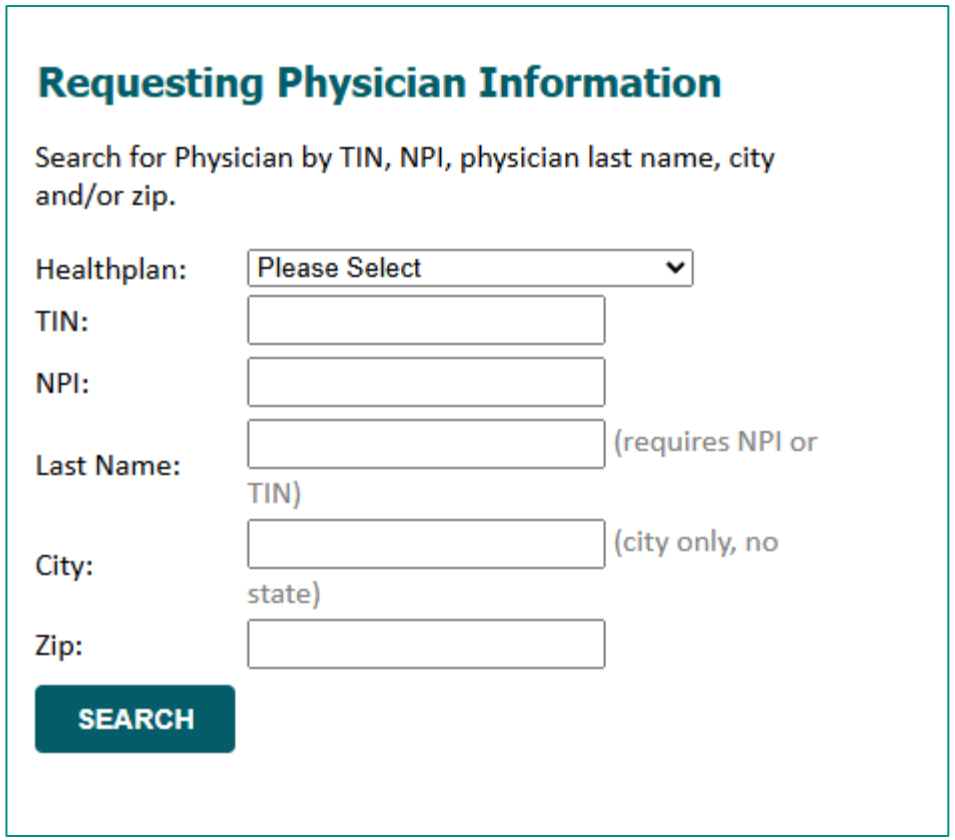
Click here for help

- Choose Clinical Certification to begin a new case request
- Select the appropriate program
  - Durable Medical Equipment (DME) should be chosen
- Choose who is making the request, Referring Physician or the Durable Medical Equipment provider.
  - Only referring providers are allowed to order a case.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Case Build and Submission



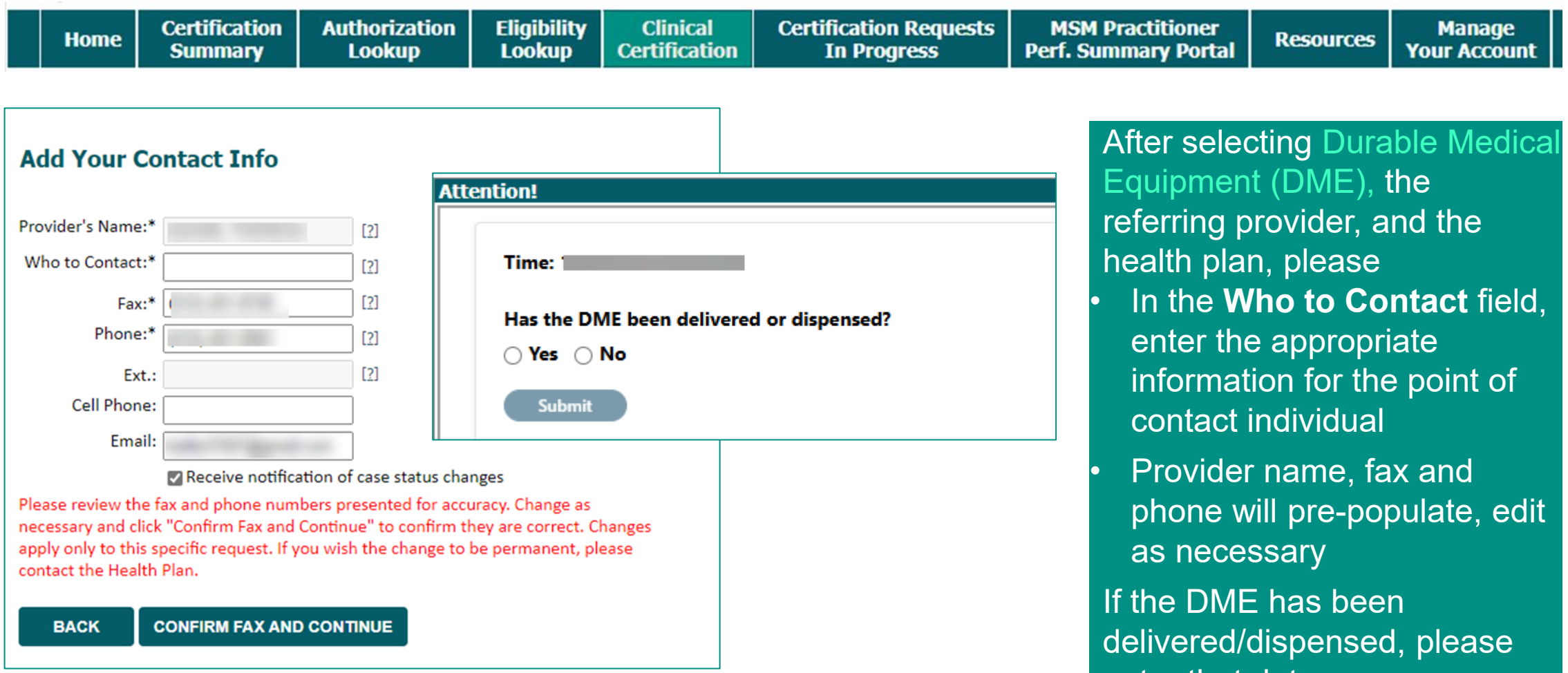
If you selected that you are the Durable Medical Equipment provider on the previous screen, you will see a screen like what is shown here.

However, only referring providers are allowed to order a case, so you will need to enter the order provider information on this screen.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Case Build and Submission



After selecting Durable Medical Equipment (DME), the referring provider, and the health plan, please

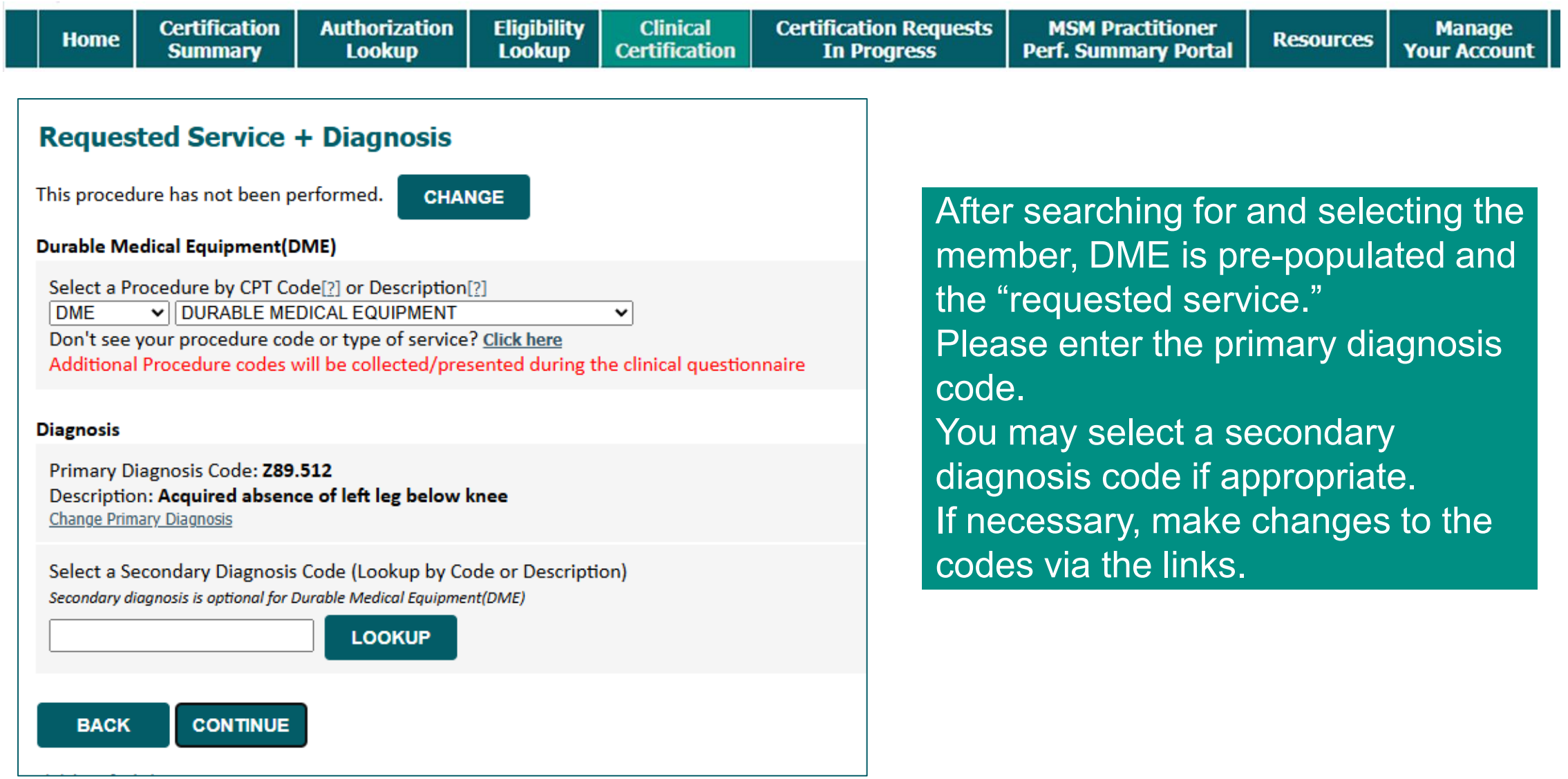
- In the **Who to Contact** field, enter the appropriate information for the point of contact individual
- Provider name, fax and phone will pre-populate, edit as necessary

If the DME has been delivered/dispensed, please enter that date.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Case Build and Submission

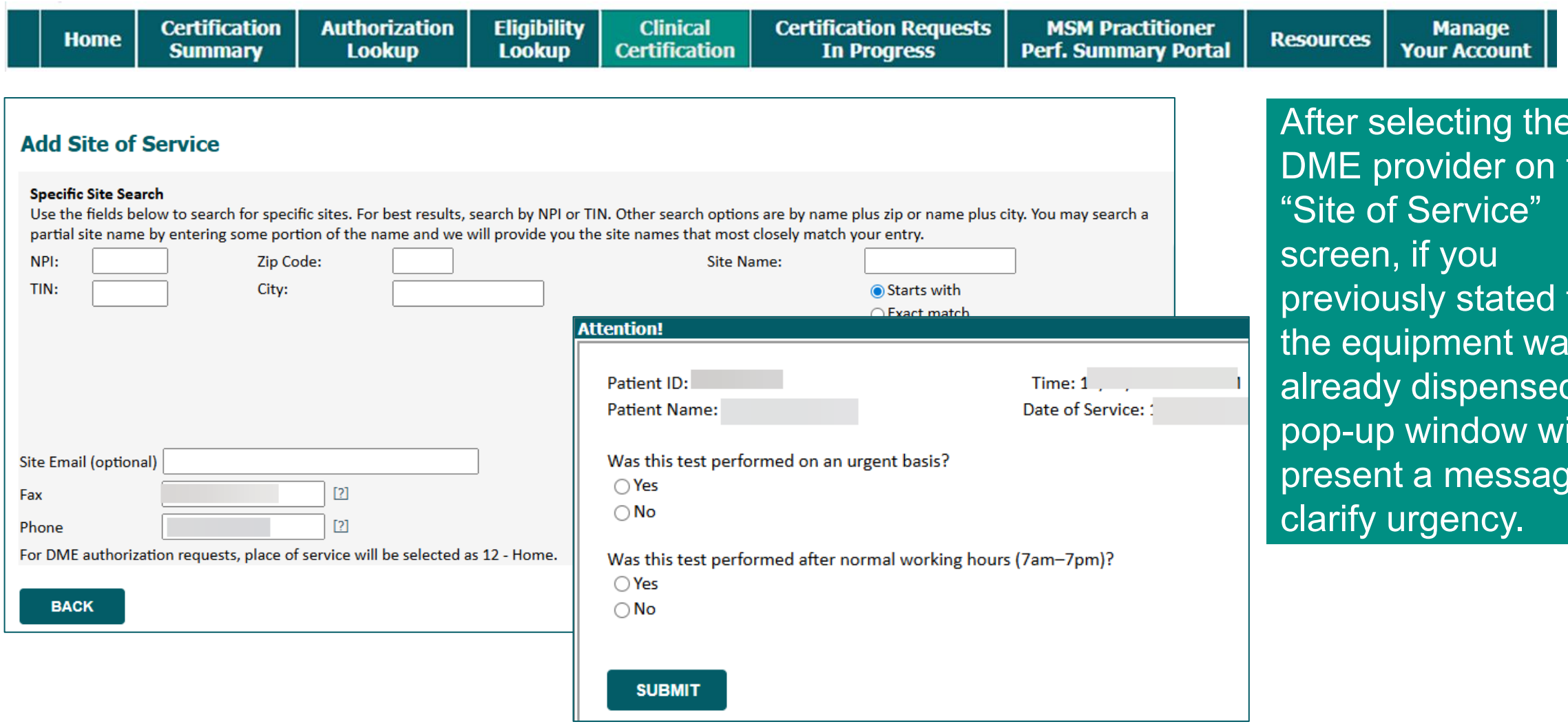


After searching for and selecting the member, DME is pre-populated and the “requested service.”
Please enter the primary diagnosis code.
You may select a secondary diagnosis code if appropriate.
If necessary, make changes to the codes via the links.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Case Build and Submission



After selecting the DME provider on the "Site of Service" screen, if you previously stated that the equipment was already dispensed, a pop-up window will present a message to clarify urgency.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Case Build and Submission

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 Physician, 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

Confirm previous selections, and check the box to acknowledge the attestation.
You will **not** be able to make changes to the selections already made after advancing into the clinical pathways (clinical questionnaire portion of the case-build)

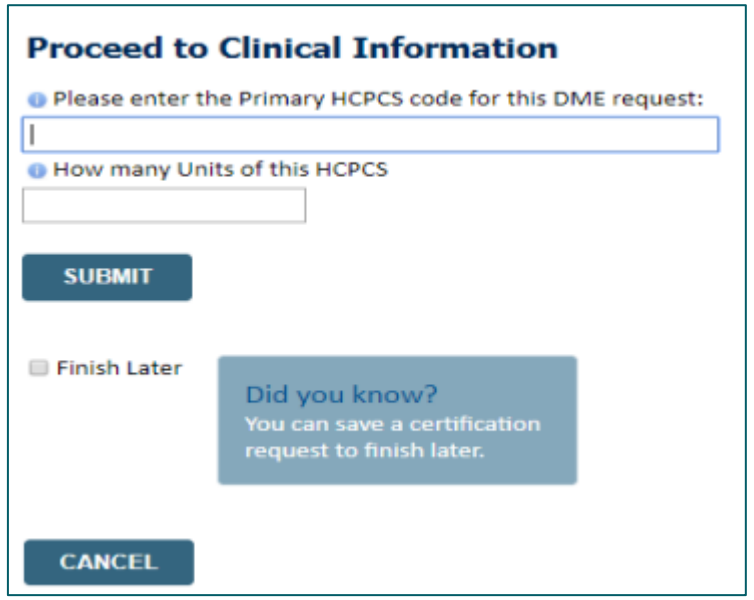
EviCore
By EVERNORTH

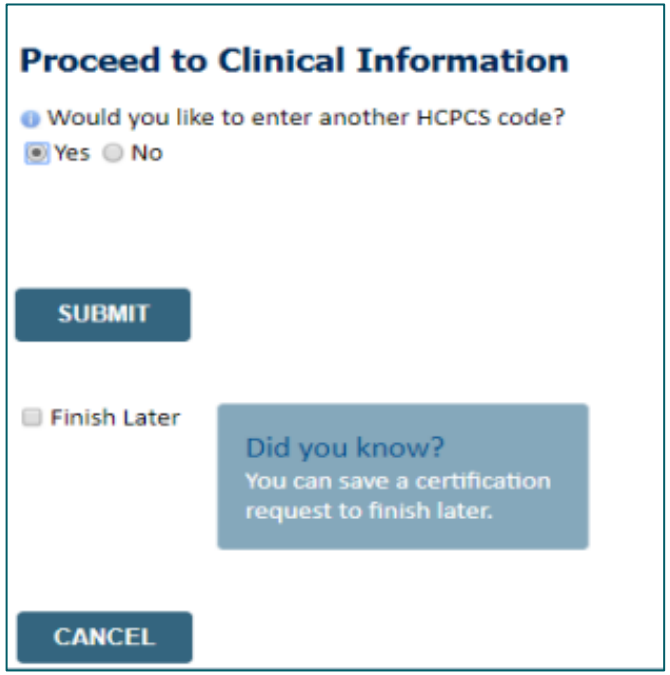
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Certification Requests

Example Questions and “Finish Later” function

- **Clinical Certification** questions will populate based on the information provided
- You can save your request and finish it later if needed (**Note**: Make sure to complete (finish) the case before you leave for the day.)
- Select **Certification Requests in Progress** to resume a saved request (this function is **not** available for single sign on (SSO) users)



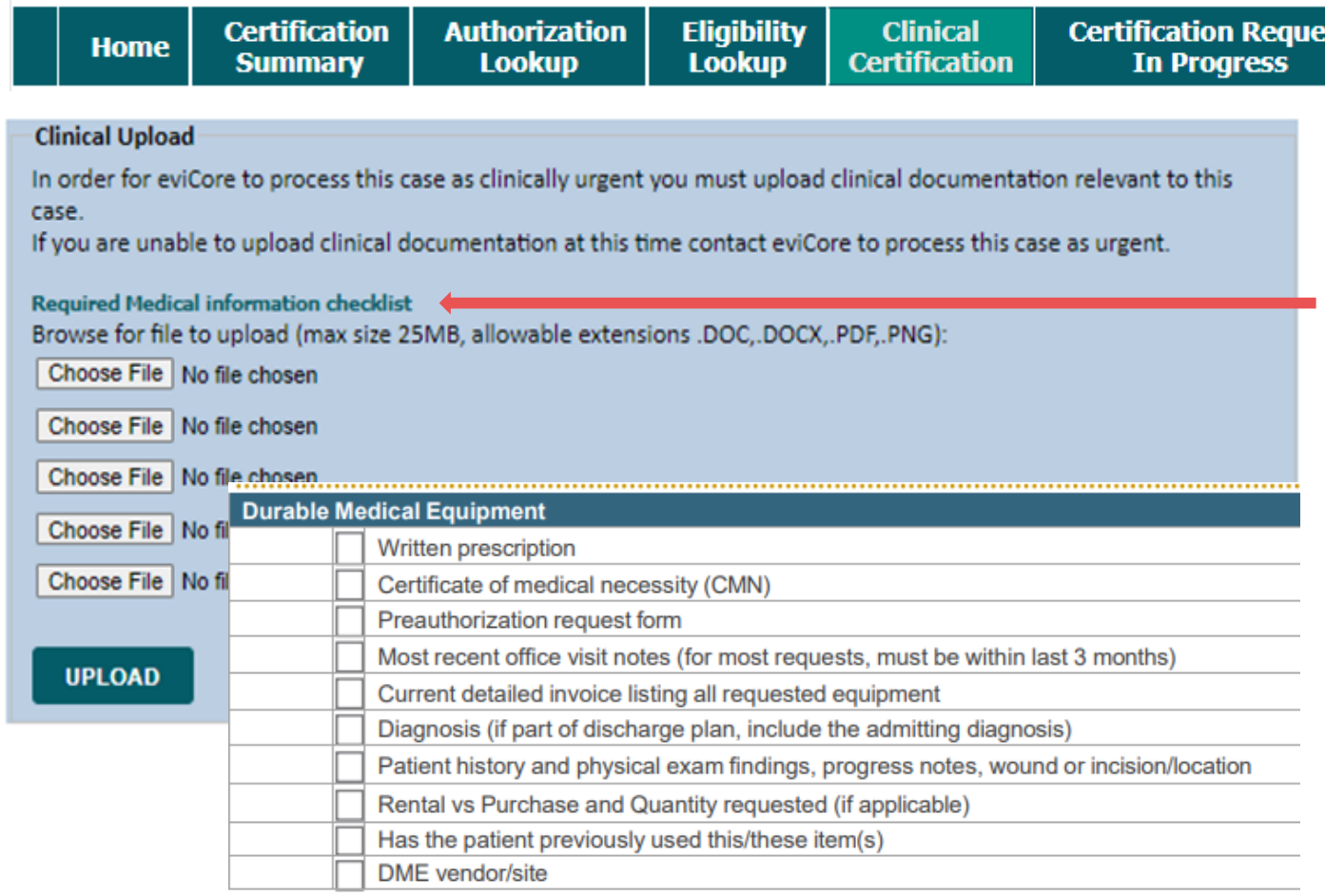


New: Now you can edit your responses to clinical questions prior to case submission by clicking the link for the related question.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Request for Clinical Upload | Medical Information Checklist



If **additional information** is required, you will have the option to upload more clinical information. Review the list of *required medical information* EviCore requires in order for the prior authorization to meet medical necessity.

Tips:

+ Providing clinical information via the web is the fastest and most efficient method
+ Enter additional notes in the space provided only when necessary
+ Additional information uploaded to the case will be sent for clinical review
+ Print out a summary of the request that includes the case number and indicates ‘Your case has been sent to clinical review’

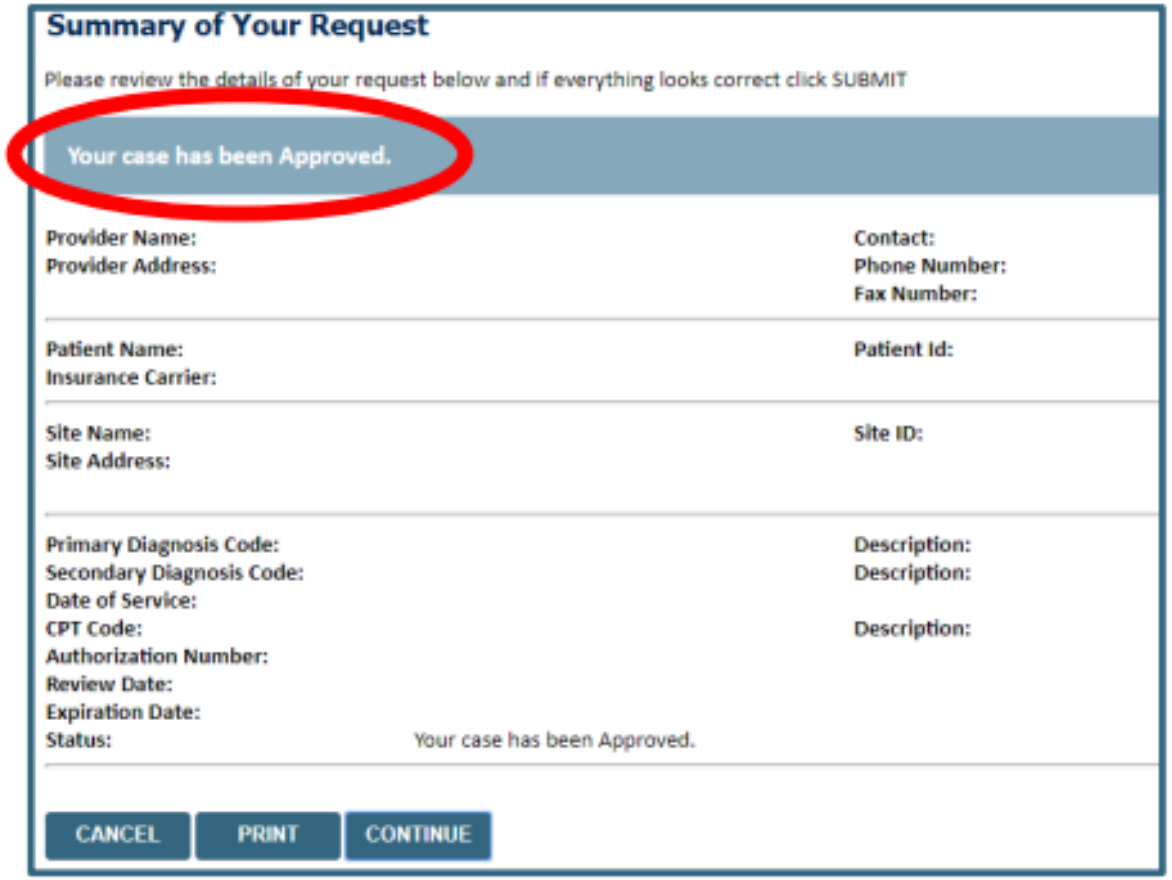
Direct link to document: [Required Medical Information Check List.pdf (evicore.com)]

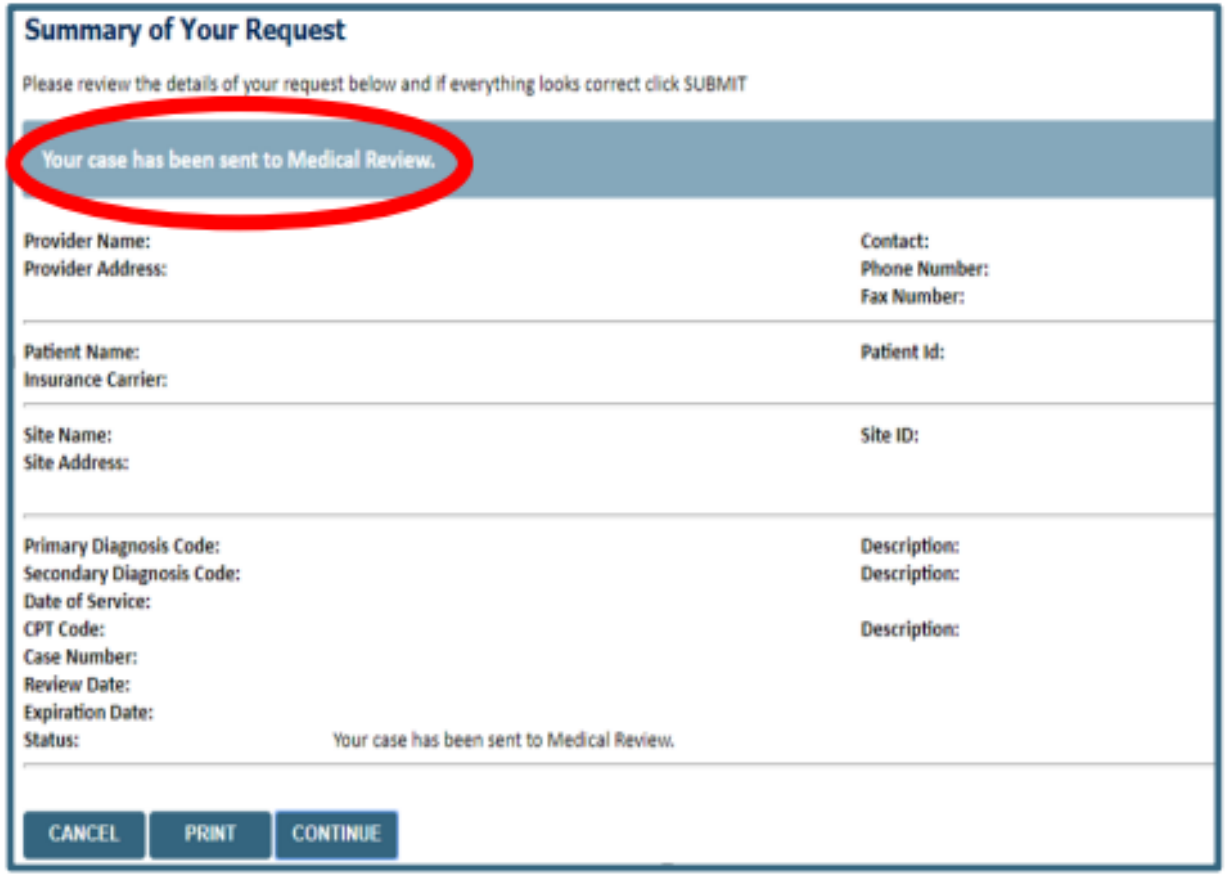
EviCore
By EVERNORTH

Public Information

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Summary Screen





The case may be approved immediately, and you can print the summary screen for your records.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Ongoing sessions for Web Portal Training

+ Provides step-by-step guidance on submitting requests through both the EviCore CareCore National platform and EviCore MedSolutions platform.
+ Includes Portal registration, Case lookup, and Scheduling Peer to Peer Consultations

Register for Provider sessions:

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

EviCore Online Provider Resources Review Forum

The EviCore website contains multiple tools and resources to assist providers and their staff with the prior authorization process.

We invite you to attend an **Intro to EviCore Online Resources** to learn how to navigate EviCore's web site and understand all the non-health plan specific resources available on the Provider's Hub.

Included is a broad overview of registering and using the EviCore portal. This is great for those new to Evicore.com and the prior authorization process.

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources

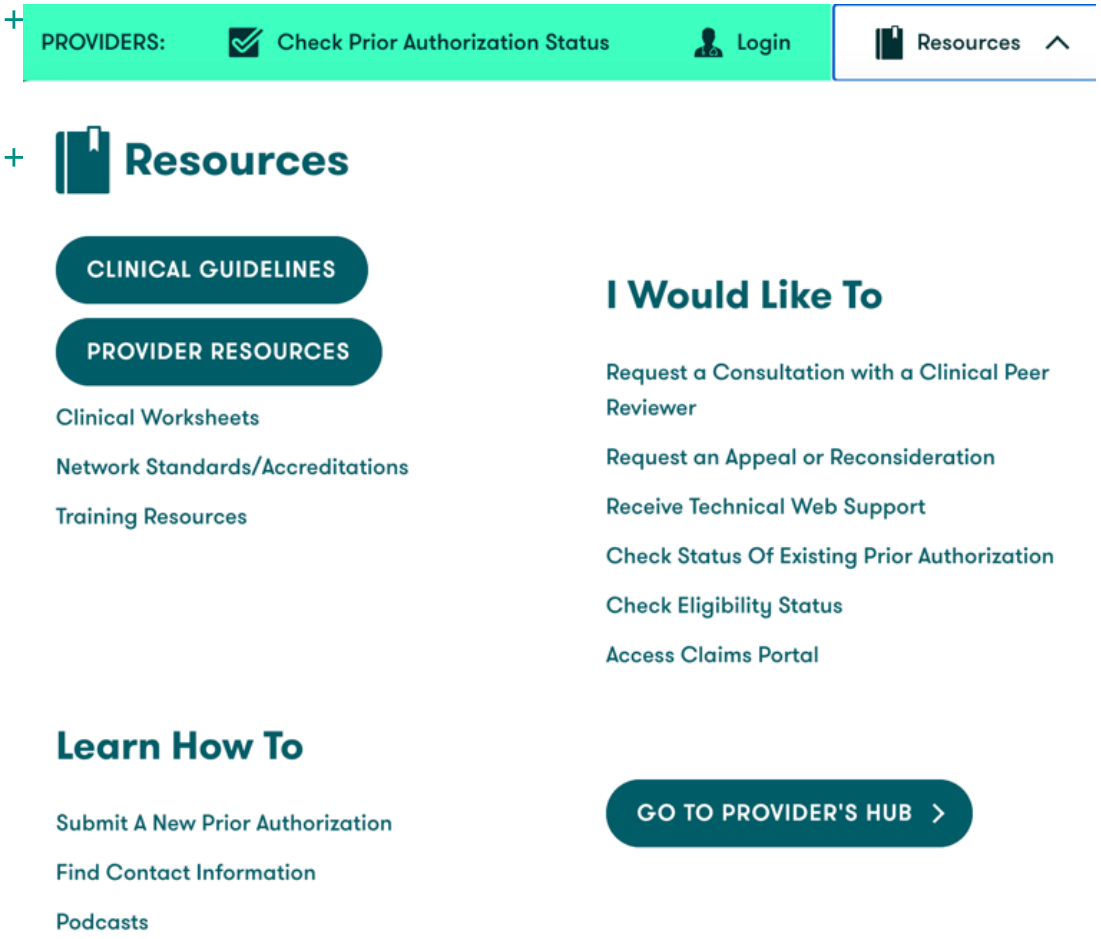
EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Quick Reference

At the top right corner of any EviCore.com webpage, click the drop down to display quick links to a variety of resources.

- Clinical Guidelines
- Health Plan Specific “Provider Resources”
- Worksheets for some programs
- Click “Go to Provider’s Hub” to:
  - Log into the provider portal
  - Find Training resources not specific to any health plan.
  - Register for provider Training Webinars
  - Find Contact Information
  - Sign up for our provider Newsletter



© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Contact EviCore's Dedicated Teams

Provider Services and Portal Support

- Live chat
- Clientservices@evicore.com
- Phone: **800-646-0418**

Provider Engagement

You can contact your Provider Engagement Representative by visiting the Provider's Hub and viewing the Provider Engagement Territory Map in the Training Resources.

Call Center/Intake Center

Call **866.666.4452.** Representatives are available from 7 a.m. to 7 p.m. local time.

EviCore
By EVERNORTH

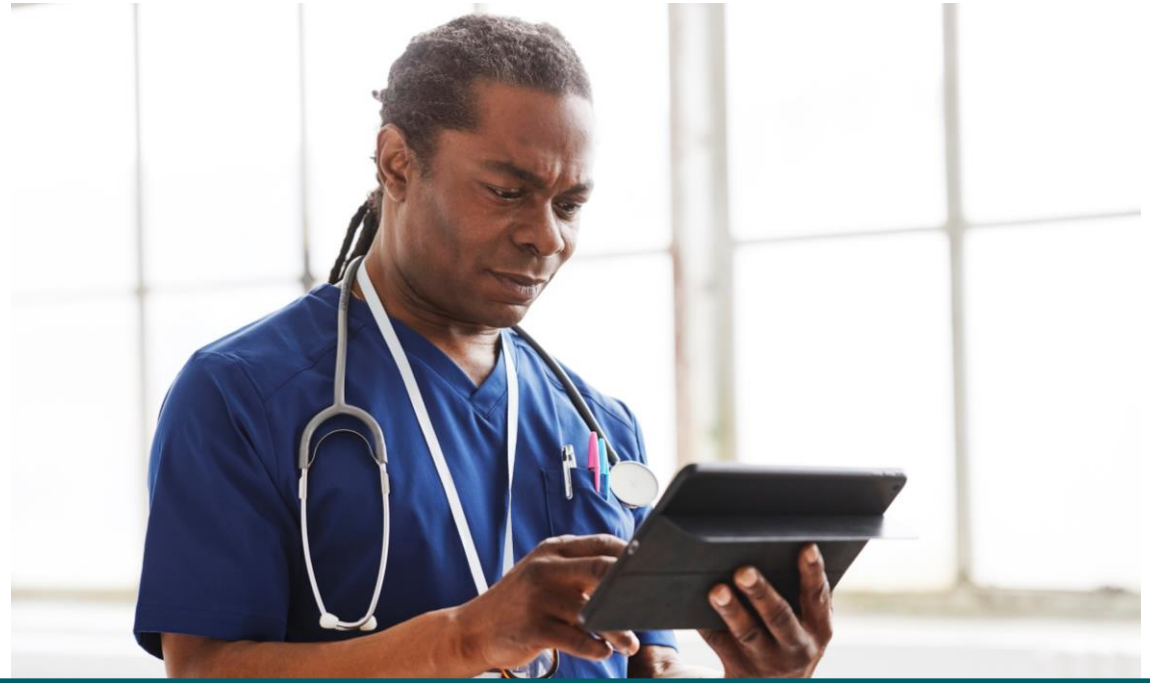
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resource Website

EviCore's Provider Engagement team maintains provider resource pages that contain client and solution specific educational materials to assist providers and their staff.

To access Health Plan Specific provider resources, visit [Provider Resources | EviCore by Evernorth]

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



Access HealthSpring's provider resources at:

Health care Providers | HealthSpring

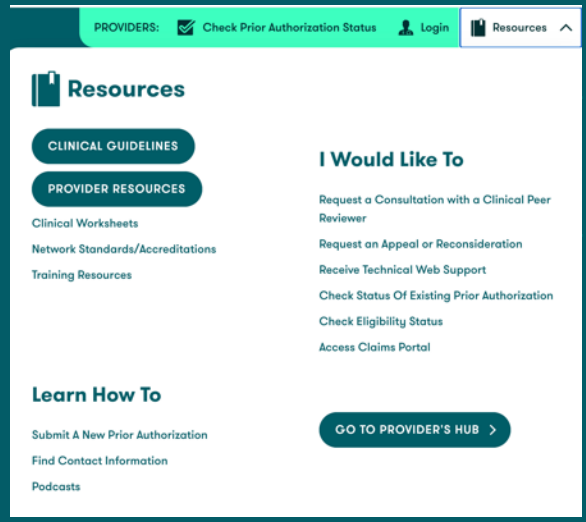
EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Clinical Guidelines

How do I access EviCore's clinical guidelines?

1. Open the **Resources** menu in the top right of the browser
2. Select **Clinical Guidelines**
3. Select the solution/program associated with the requested guidelines
4. Search by health plan name to view clinical guidelines
5. If you would like to view all guidelines, type in "EviCore healthcare" as your health plan



EviCore coverage policies include background and supporting information and citations for sources used to develop the policy. Some clinical policies may have a supplemental literature summary available which will provide additional commentary regarding clinical benefits and harms to the patient population being served. Additional literature summaries may be accessed by selecting 'Supplemental Information' and then entering "EviCore by Evernorth" in the search by health plan function.

Search by Health Plan ...

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Contacts and Helpful Links

Client & Provider Operations, Portal support, Network support, etc.	clientservices@evicore.com
Find Contact information	Contact Us | EviCore by Evernorth
Regional Provider Engagement Manager team	Provider Engagement Territory Map
Clinical Guidelines	Clinical Guidelines | EviCore by Evernorth
Worksheets for some solutions	Clinical Worksheets & Online Forms | EviCore by Evernorth
Request a Clinical Consultation	Request a Peer-to-Peer Discussion | EviCore by Evernorth

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Thank you

EviCore
By EVERNORTH

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Online Peer-to-Peer Scheduling Tool

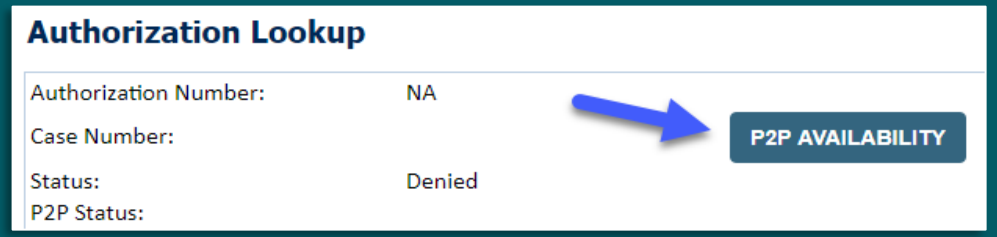
EviCore
By EVERNORTH

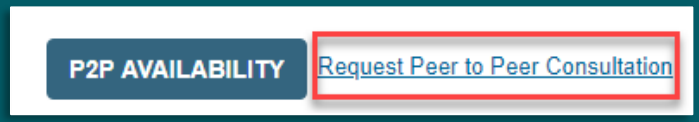
© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

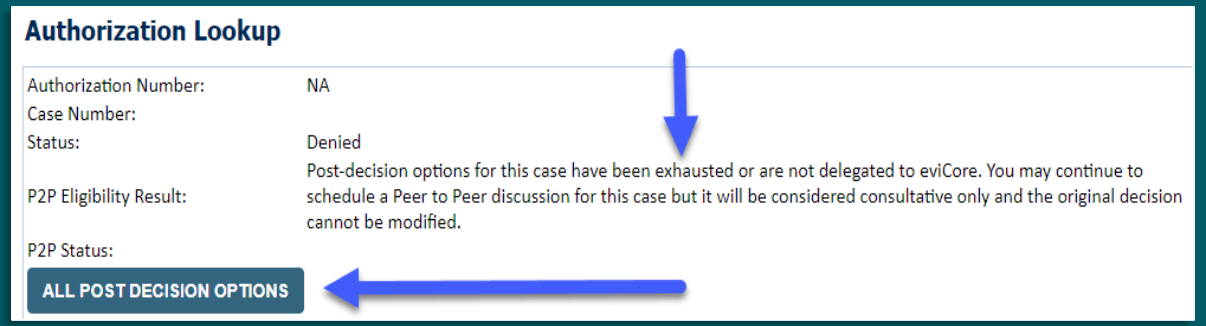
Schedule a P2P

If your case is eligible for a Peer-to-Peer (P2P) consultation, a link will display, allowing you to proceed to scheduling without any additional messaging.

1. Log-in to your account at **EviCore.com**.
2. Perform **Clinical Review Lookup** to determine the status of your request.
3. Click on the **P2P AVAILABILITY** button to determine if your case is eligible for a. Peer-to-Peer consultation
4. Note carefully any messaging that displays.*







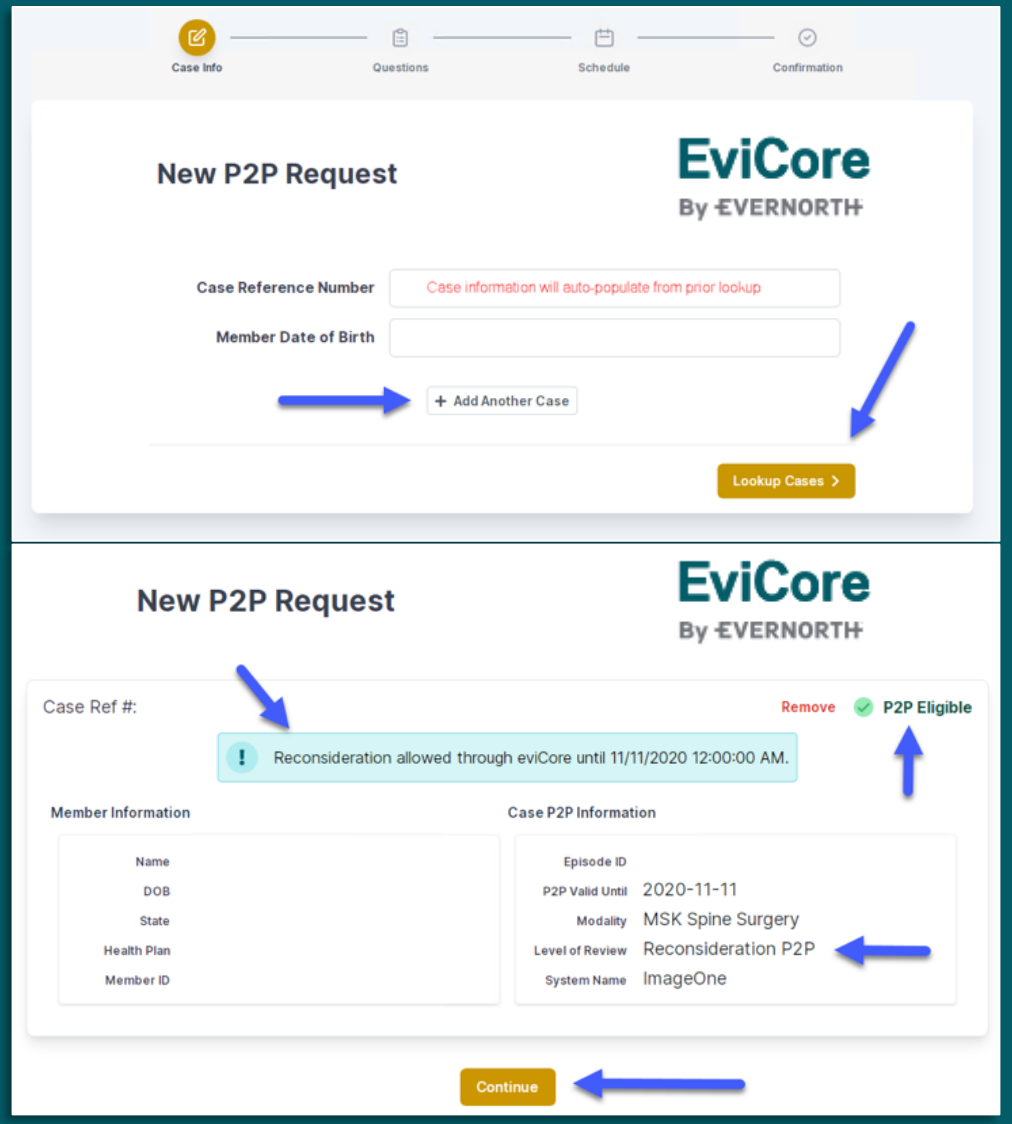
*In some instances, a Peer-to-Peer consultation is allowed, but the case decision can not be changed. In such cases, you can still request a **Consultative-Only Peer-to-Peer.** You can also click on the **ALL POST-DECISION OPTIONS** button to learn what other action can be taken.

Once the **Request Peer-to-Peer Consultation** link is selected, you will be transferred to our scheduling software via a new browser window.

© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Schedule a P2P

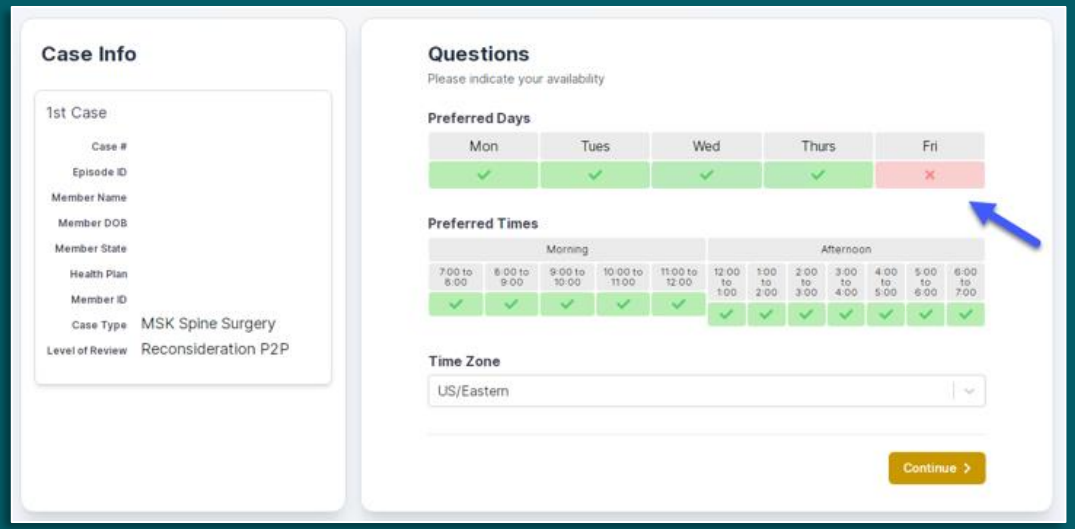
1. Upon first login, you will be asked to confirm your default time zone.
2. You will be presented with the case number and member date of birth.
3. Add another case for the same Peer-to-Peer appointment request by selecting **Add Another Case**.
4. To proceed, select **Lookup Cases**.
5. You will receive a confirmation screen with member and case information, including the level of review for the case in question.
6. Click **Continue** to proceed.

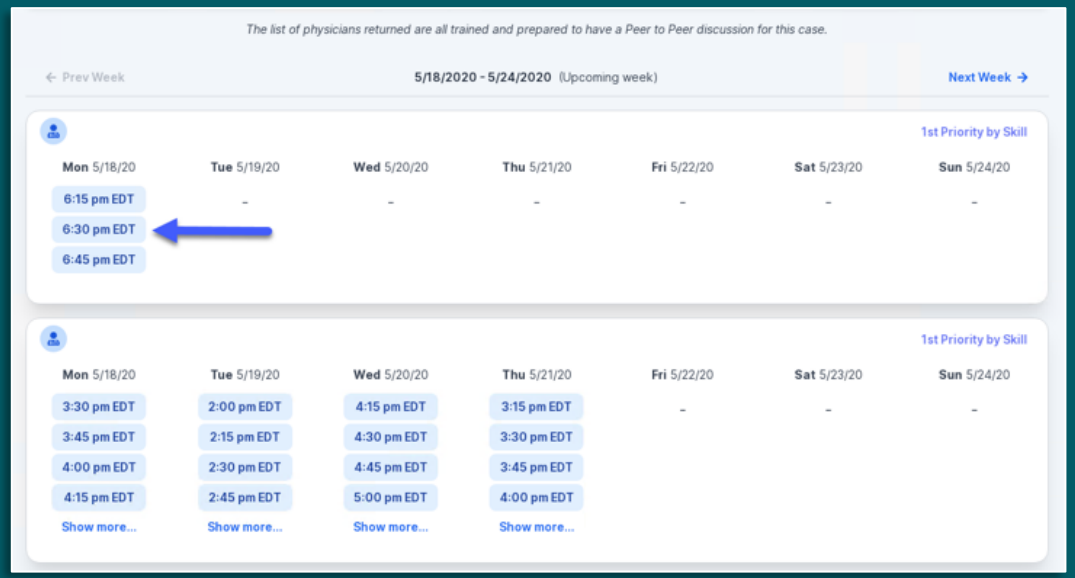


© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Schedule a P2P

1. You will be prompted with a list of EviCore Physicians/Reviewers and appointment options.
2. Select any of the listed appointment times to continue.
3. You will be prompted to identify your preferred days and times for a Peer-to-Peer consultation (all opportunities will be automatically presented).
4. Click on any **green checkmark** to **deselect** that option, then click **Continue**.

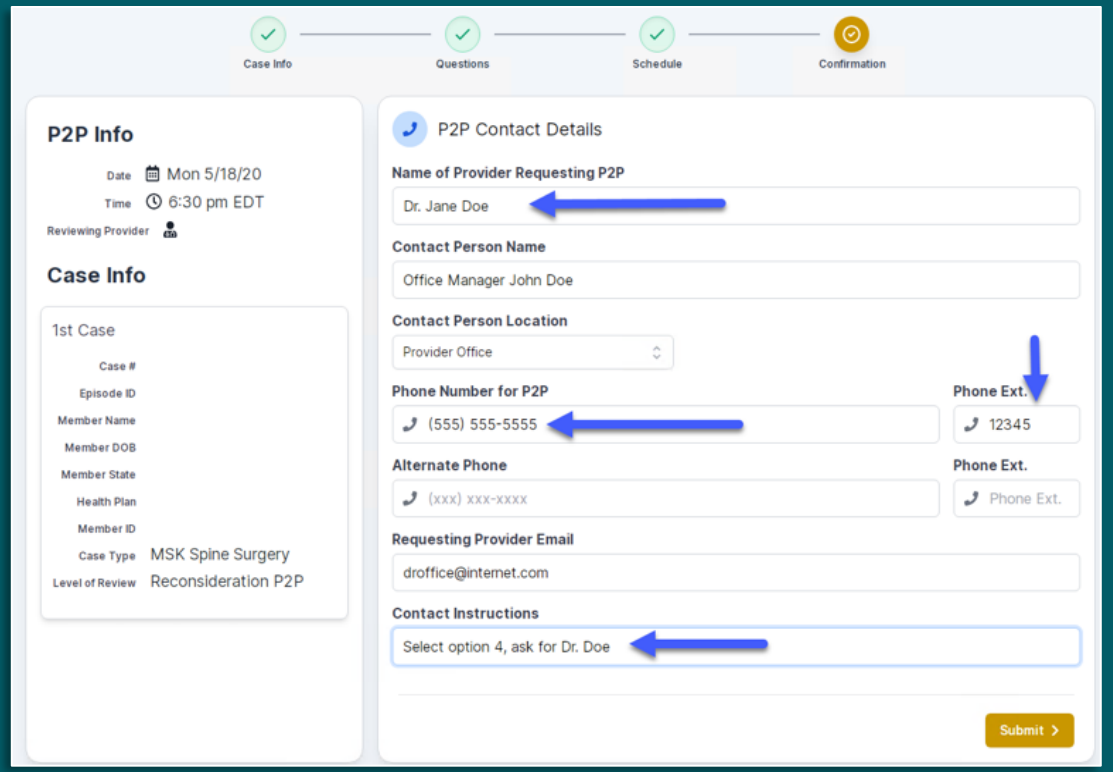


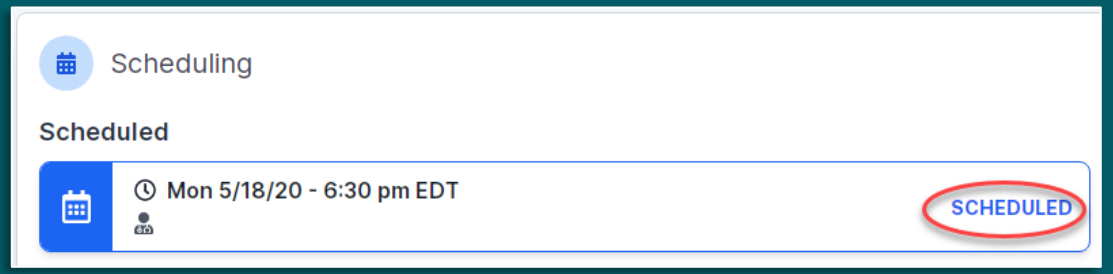


© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Schedule a P2P

1. Update the following fields to ensure the correct person is contacted for the Peer-to-Peer appointment:
   + Name of Provider Requesting P2P
   + Phone Number for P2P
   + Contact Instructions
2. Click **Submit** to schedule the appointment.
3. You will be presented with a summary page containing the details of your scheduled appointment.
4. Confirm contact details.

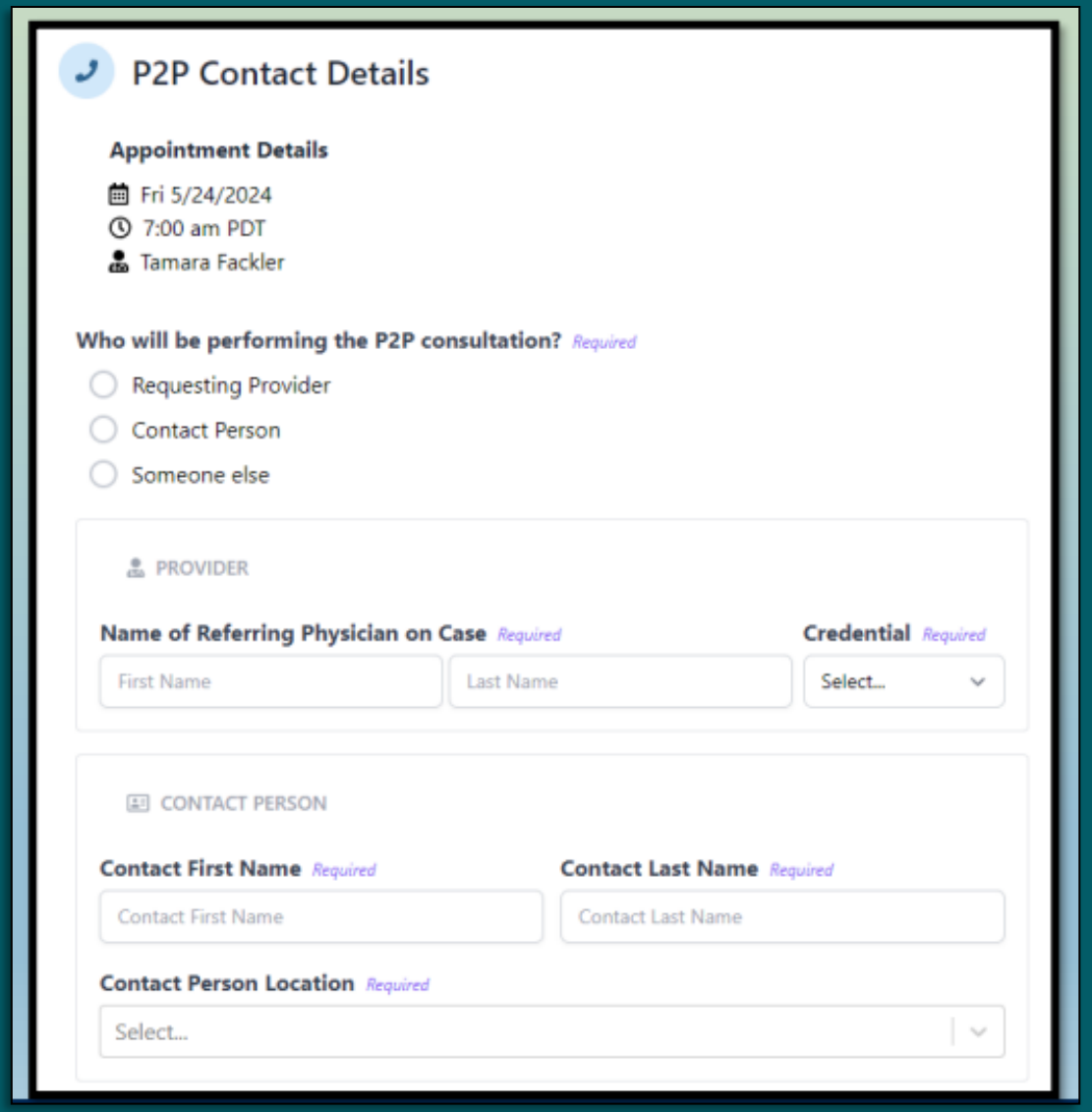




© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

P2P Contact Details

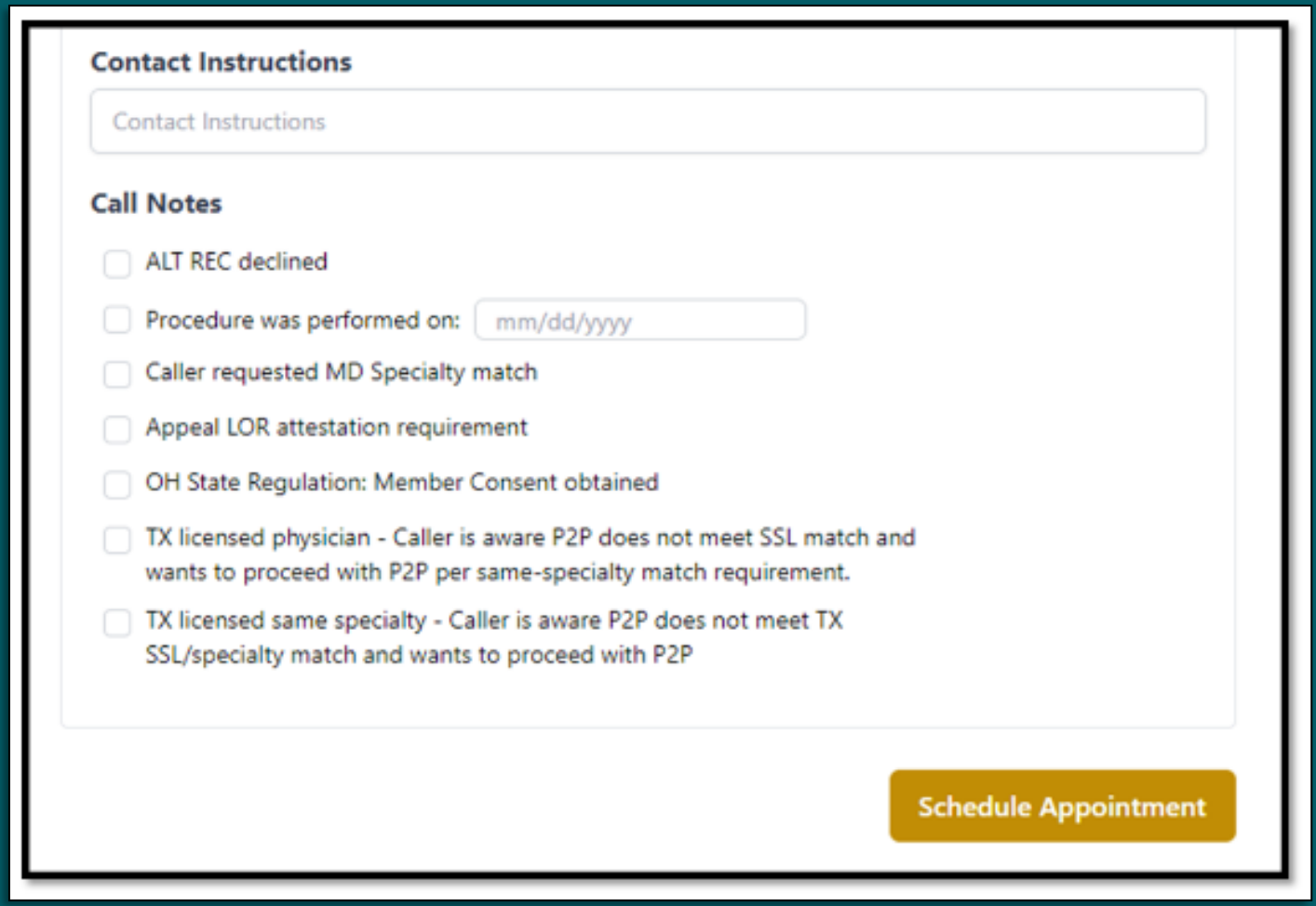
1. Use the radio button option to select who will perform the P2P with the EviCore Medical Director.
2. Open fields will manually open to input the provider's first, last name, and their credential.



© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Call Notes

1. Use the radio button to select options if applicable.
2. If “Procedure was performed on” is selected, then the date is required.

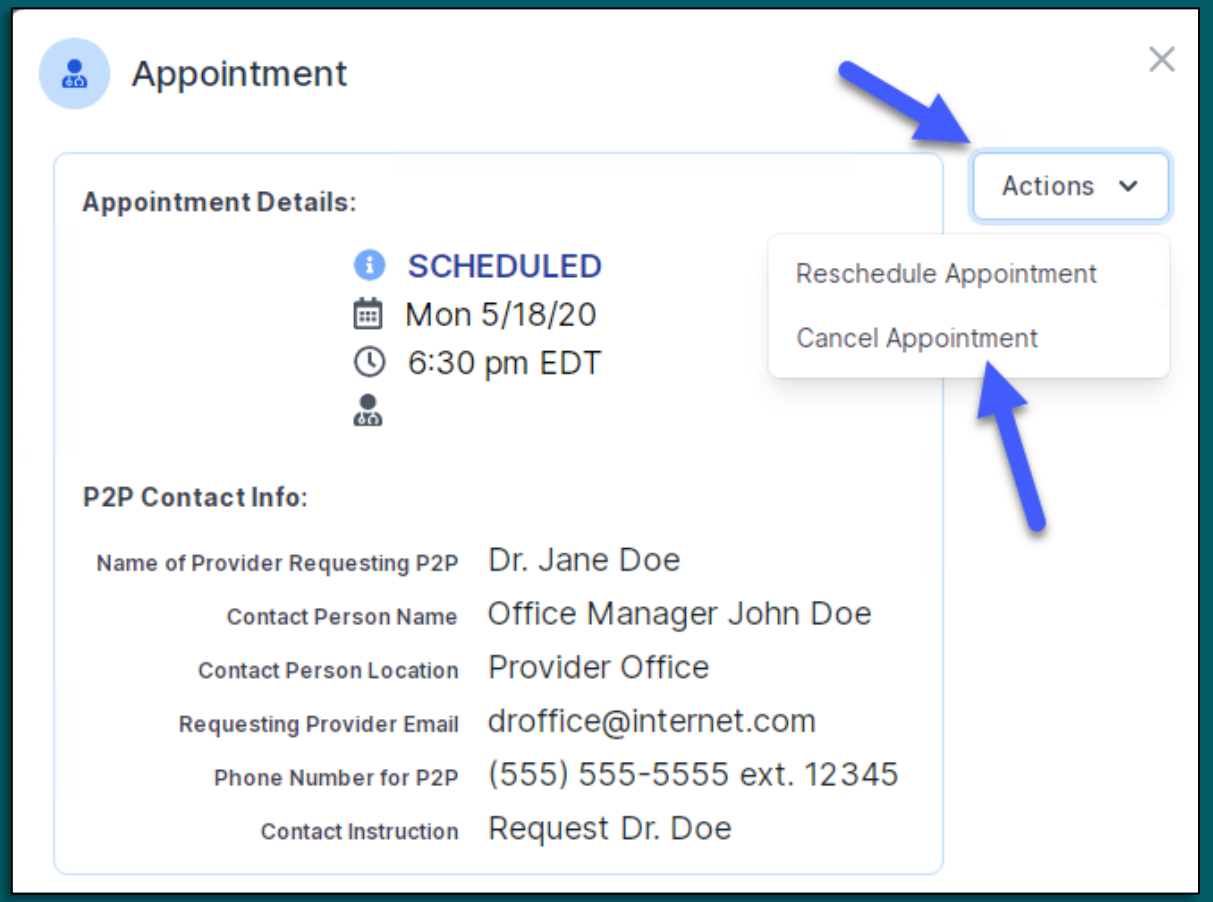


© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Cancel or Reschedule a P2P Appointment

To cancel or reschedule an appointment:

1. Access the scheduling software and select **My P2P Requests** on the left-pane navigation.
2. Select the request you would like to modify from the list of available appointments.
3. When the request appears, click on the schedule link. An appointment window will open.
4. Click on the **Actions** drop-down and choose the appropriate action:
   - **If choosing to reschedule,** select a new date or time as you did initially.
   - **If choosing to cancel,** input a cancellation reason.
5. Close the browser once finished.



© 2025 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.