

Lab Management

Provider Orientation Session for WellCare Kentucky
Medicaid

Lab Management Solution

Delegated Services

- + Hereditary Cancer Syndromes
- + Carrier Screening Tests
- + Tumor Marker / Molecular Profiling
- + Immunohistochemistry (IHC)
- + Hereditary Cardiac Disorders
- + Cardiovascular Disease and Thrombosis Risk Variant Testing
- + Pharmacogenomics Testing
- + Neurologic Disorders
- + Mitochondrial Disease Testing
- + Intellectual Disability / Developmental Disorders



Evidence-Based Guidelines

The foundation of our solutions



Annually
Reviewed
Guidelines



Experts associated with
academic institutions



Current clinical
literature

Evidence-based medical policy incorporating:

- + Independent health technology assessments
- + Annual review of current clinical literature
- + Internal specialty expertise
- + National society recommendations
- + External academic institution subject matter experts
- + Medical Advisory Board

WellCare North Carolina Medicaid Prior Authorization

Prior Authorization applies to the following tests:

- Hereditary Cancer Syndromes
- Carrier Screening Tests
- Tumor Marker / Molecular profiling
- Hereditary Cardiac Disorders
- Cardiovascular Disease and Thrombosis Risk Variant Testing
- Pharmacogenomics Testing
- Neurologic Disorders
- Mitochondrial Disease Testing
- Intellectual Disability / Developmental Disorders

Prior Authorization does **NOT** apply to services that are in:

- **Emergency Room Services**
- **23 Hour Observations**
- **Inpatient Stays**

Provider Resource Page

Providers and/or staff can utilize WellCare's Provider Resource page to access Clinical Worksheets, FAQs, Quick Reference Guides, and additional educational materials by visiting:

Medicaid: [WellCare Medicaid Provider Resources](#) | [EviCore by Evernorth](#)

Information needed

The following information must be provided to initiate the Lab prior authorization request:

Nonclinical information

- + Member Name and date of birth
- + Member Identification Number
- + Referring provider name and address
- + Laboratory Name and address
- + Both provider's National Provider Identification (NPI) Number
- + Phone and Fax Numbers
- + Tax Identification Number (TIN)

Clinical information

- + Details about the test being performed (test name, description and/or unique identifier)
- + All information required by applicable policy
- + Test indication, including any applicable signs and symptoms or other reasons for testing
- + Any applicable test results (laboratory, imaging, pathology, etc.)
- + Any applicable family history
- + How test results will impact patient care

EviCore requires verification elements on clinical documentation when submitted. The member's name (first and last) and one additional identifier: Member's date of birth, the member identification number or the member's driver's license number or other government-issued ID.

Prior Authorization Outcomes, Special Considerations & Post-Decision Options

Prior Authorization Outcomes

Determination Outcomes:

- **Approved Requests:** Authorizations are valid for up to **60 calendar days** from the date of approval.
- **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

Retrospective (Retro) Authorization Requests

- Must be submitted within **2 business days** from the date of services.
- Retro requests submitted beyond this timeframe will be administratively denied.
- Reviewed for **clinical urgency** and medical necessity.
- Retro requests are processed not to exceed **2 business days from receipt of request**
- When authorized, the start date will be the submitted date of service.
- Clinical submitted for retrospective review should include:
 - The requested number of visits and date range.
 - Information from patient-reported functional outcome measures, progress notes, and/or clinical worksheets.

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.



Special Circumstances

Authorization Update

- If updates are needed on an existing authorization, you can contact EviCore by phone at 888-333-8641
- 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

Medicaid Members

My case has been denied. What's next?

Your determination letter is the best immediate source of information to assess what options exist on a case that has been denied.

You may also call EviCore at **888-333-8641** to speak with an agent who can provide available option(s) and instruction on how to proceed.

Alternatively, select “All Post Decisions” under the authorization lookup function on **EviCore.com** to see available options.



Post Service Consultation

- **Post Service Consultation** must be requested within 7 business days after the determination date.
- **Post Service Consultation** can be requested verbally via a Clinical Consultation with an EviCore physician.

Appeals

- EviCore will not process first-level appeals.

Provider Portal Overview

EviCore Provider Portal | Access and Compatibility

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

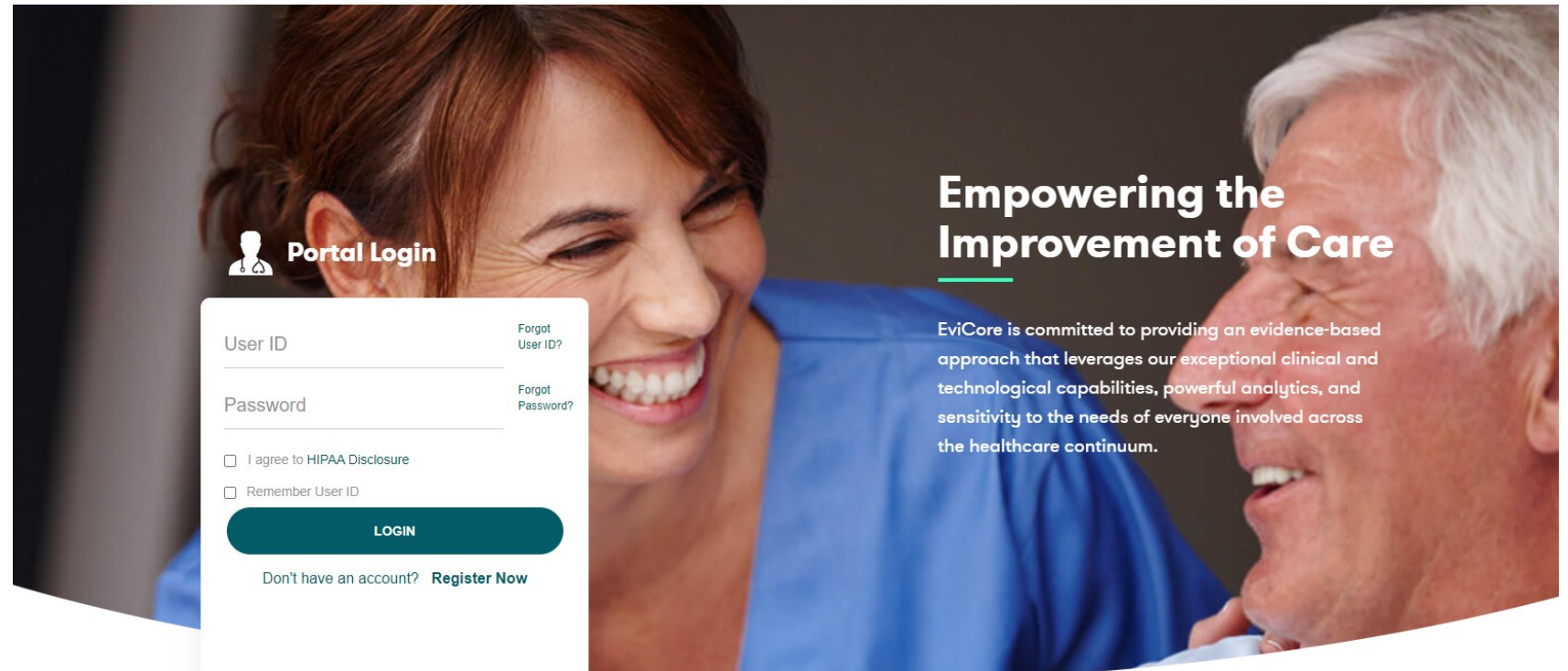
To access resources on the EviCore Provider Portal, visit EviCore.com/provider.

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.

Initiating a case on the web portal

EviCore
By EVERNORTH

Authorization Lookup Request An Authorization Worklist Portals Help / Contact User Access

CareCore
MedSolutions

My Worklist

Pending Approved Partially Approved Denied Cancelled All Statuses

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 provider or as a rendering lab?

Please Select

- Please Select
- Referring Provider
- Rendering Lab

[Click here for help](#)

- + Choose Clinical Certification to begin a new request
- + Select Lab Management Program
- + Select if you are the referring provider or the rendering lab

If referring provider was selected on the previous screen:

Requesting Provider Information

Select the ordering provider for this authorization request.

Filter Last Name or NPI:

SEARCH

CLEAR SEARCH

| | Provider |
|---------------|------------------|
| SELECT | 13 [REDACTED] RT |
| SELECT | 17 [REDACTED] W |
| SELECT | 17 [REDACTED] |
| SELECT | 16 [REDACTED] EL |

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](#)

Referring providers can be added to the user account so that they appear in the provider list to readily select. Alternatively, the user can search by the referring provider's NPI.

If rendering provider was selected on the previous screen:

Requesting Provider Information

Please select the health plan for which you would like to build a case. If the health plan is not shown, please contact the plan at the number found on the member's identification card to determine if case submission through CareCore National is necessary.

Please Select a Health Plan 

SUBMIT

Requesting Provider Information

Do you have the ordering physician's NPI Number?

Yes No

Enter NPI Number

Submit

[Click here for help](#)

Rendering providers will first select the health plan and then enter the referring/ordering provider's NPI. If the referring provider's NPI is not known, the user will be prompted to contact EviCore via phone.

Entering the proper contact information for the person managing the prior authorization request.

Add Your Contact Info

Provider's Name:* [?]

Who to Contact:* [?]

Fax:* [?]

Phone:* [?]

Ext.: [?]

Cell Phone:

Email:* @evicore.c

Receive email notification of case status changes

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.

[Click here for help](#)

BACK **CONFIRM FAX AND CONTINUE**

The referring provider information will pre-populate on this screen. The user will enter their name in the "who to contact" field, and verify the phone, fax, and email are correct for the point of contact.

Receiving email notification is the default for the referring providers. Rendering providers will receive a fax notification.

Selecting the member and the procedure & diagnosis

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [?]

When entering patient details, please review and confirm the spelling of the patient's name. Verify accuracy of the patient's ID.

LOOKUP AGAIN

Search Results

| | Patient ID | Member Code |
|---------------|----------------------|-------------|
| SELECT | <input type="text"/> | 01 |

BACK

Attention!

Time: 12/3/2025 6:14 PM

What is the Date of Service that will be used in billing the test? (MM/DD/20YY)*

mm/dd/yyyy

If unknown use today's date. The DOS for a laboratory test is generally deemed to be either the date of specimen collection or the date of retrieval (for archived specimens).

Submit

- + The user will be prompted to enter the date the specimen was collected (the date of service).
- + Then they will enter the member's health plan ID number, date of birth and last name to find and select the patient.

Entering the procedure request and the diagnosis

Requested Service + Diagnosis

Lab Management Program Procedures

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

LABTST ▼ MOLECULAR GENETIC TEST ▼

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

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

Diagnosis

Primary Diagnosis Code:

Description: **Malignant**

[Change Primary Diagnosis](#)

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

Secondary diagnosis is optional for Lab Management Program

LOOKUP

BACK **CONTINUE**

Requested Service + Diagnosis

Confirm your service selection.

CPT Code: LABTST

Description: MOLECULAR GENETIC TEST

Primary Diagnosis Code: R97.1

Primary Diagnosis: Elevated cancer antigen 125 [CA 125]

Secondary Diagnosis Code:

Secondary Diagnosis:

[Change Procedure or Primary Diagnosis](#)

[Change Secondary Diagnosis](#)

BACK **CONTINUE**

[Click here for help](#)

Selecting the procedure may require entering the proper header code such as “LABTST.” Users will enter the primary diagnosis code and a secondary diagnosis code if appropriate. Then, they will verify the requested service & diagnosis and edit any information if needed by selecting “change procedure or primary diagnosis” or “change secondary diagnosis.”

The rendering provider search and selection

Add Site of Service

Specific Site Search

Labs should be selected based only on the Site/Facility name and TIN. If you are looking for a specific site address not shown below and other INN site records are available, please choose any selectable INN record for that Site/Facility and matching TIN.

NPI: Zip Code:
TIN: City: Site Name:

Starts with
 Exact match

LOOKUP SITE

Lab Email (optional)

| | Name | Address |
|---------------------------------------|----------------|-----------------------------------|
| <input type="button" value="SELECT"/> | NAT [REDACTED] | [REDACTED] 3 |
| <input type="button" value="SELECT"/> | NAT [REDACTED] | 2 S [REDACTED] S [REDACTED] |

BACK

Select the lab facility / rendering lab or site that will be performing the test of the specimen.

Proceed to Clinical Information – Example of Questions

Proceed to Clinical Information

Some tests can be automatically authorized by responding to a set of specific clinical questions. In order to determine the right clinical questions to ask, we need to know exactly which test(s) and procedure code(s) are being considered. The next several questions will guide test and procedure code selection.

i To the best of your knowledge, has a previous prior authorization request been made for this member and this test?

Yes No Unknown

i Has the specimen been collected?

Yes No Unknown

SUBMIT

Proceed to Clinical Information

i What is the specimen collection or retrieval from storage date? If the date is unknown, please use today's date.

SUBMIT

Proceed to Clinical Information

i What kind of testing is being done?

- Testing related to cancer
 Testing related to pregnancy
 Other
 Unknown

i What test is being requested? Please provide the test name or a short description.

i Do you know the procedure codes that will be billed for this test?

Yes No

SUBMIT

Finish Later

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

- + Clinical Certification questions will populate based upon the information provided
- + Users can save the request and finish later if needed
 - + Please complete the case before the end of the day
 - + When logged in, you can resume a saved request by going to Certification Requests in Progress

Proceed to Clinical Information – More examples

What is the name of the test you are requesting?

| Test Brand Name | Procedure Code | Message |
|---|----------------|---|
| <input type="radio"/> None Of These | | |
| <input type="radio"/> FoundationOne CDx | 0037U | |
| <input type="radio"/> FoundationOne Heme (Comprehensive Panel Code) | 81455 | |
| <input type="radio"/> FoundationOne Heme (Targeted Panel Code) | 81450 | This test's CPT codes do not follow coding policies and may not be approved, even if medically necessary. |
| <input type="radio"/> FoundationOne Liquid CDx | 0239U | |
| <input type="radio"/> FoundationOne RNA | 81455,81456 | |

Below is a list of procedure codes associated with the test you selected. You can edit the units or you can remove codes by selecting the X next to a code. You can also add codes by selecting them from the dropdown list.

Select CPT Code:

| Procedure Code | Description | Units |
|---|---|--------------------------------|
| <input checked="" type="checkbox"/> 0037U | FoundationOne CDx (F1CDx) Foundation Medicine, Inc. | <input type="text" value="1"/> |

The Procedure Code Confirmation Screen:

After a Lab test is selected from the pathway list above, the user will be presented with the option to add, delete, or change codes.

Are you ready to submit these procedure codes?

Yes

No, I need to return to the lists of tests

No, I cannot find my procedure code and want to manually submit all the codes

Proceed to Clinical Information – Free Text Questions

Proceed to Clinical Information

Answer the following questions in clinical detail:

1 Why is this test being requested and how will the results be used to change management?

2 Describe any applicable current or past medical history, lab testing, or procedure results.

3 If relevant to the testing, describe the family history, including the applicable clinical findings, diagnoses, and/or test results.



Free text answers allow for further explanation that may be needed.

Next Step: Criteria not met

If criteria is not met based on clinical questions, you will receive a similar request for additional info:

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

Summary of Your Request

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

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: | R68.89 | Description: | Other general symptoms and signs |
| Secondary Diagnosis Code: | | Description: | |
| Date of Service: | Not provided | Description: | MOLECULAR GENETIC TEST |
| CPT Code: | LABTST | | |
| Case Number: | | | |
| Review Date: | 7/15/2020 5:27:45 PM | | |
| Expiration Date: | N/A | | |
| Status: | Your case has been sent to Medical Review. | | |

CANCEL **PRINT** **CONTINUE**

- Tips:**
- Upload clinical notes on the portal to avoid any delays by faxing
 - Additional information uploaded to the case will be sent for clinical review
 - Print out summary of request that includes the case number and indicates ‘Your case has been sent to clinical review.’

Criteria Met

If the request is authorized during the initial submission, the user can print out the summary.

Summary of Your Request

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

The following testing is approved: BRCA1 and/or 2 Gene Testing. Procedure code(s) approved: 81162.

| | | | |
|----------------------------------|--|----------------------|---|
| Provider Name: | | Contact: | |
| Provider Address: | | Phone Number: | |
| | | Fax Number: | |
| Patient Name: | | Patient Id: | |
| Insurance Carrier: | | | |
| Site Name: | | Site ID: | |
| Site Address: | | | |
| Primary Diagnosis Code: | Z01.419 | Description: | Encounter for gynecological examination (general) (routine) without abnormal findings |
| Secondary Diagnosis Code: | | Description: | |
| Date of Service: | Not provided | Description: | MOLECULAR GENETIC TEST |
| CPT Code: | LABTST | | |
| Authorization Number: | | | |
| Review Date: | 7/15/2020 5:21:21 PM | | |
| Expiration Date: | 1/9/2021 | | |
| Status: | The following testing is approved: BRCA1 and/or 2 Gene Testing. Procedure code(s) approved: 81162. | | |

CANCEL

PRINT

CONTINUE

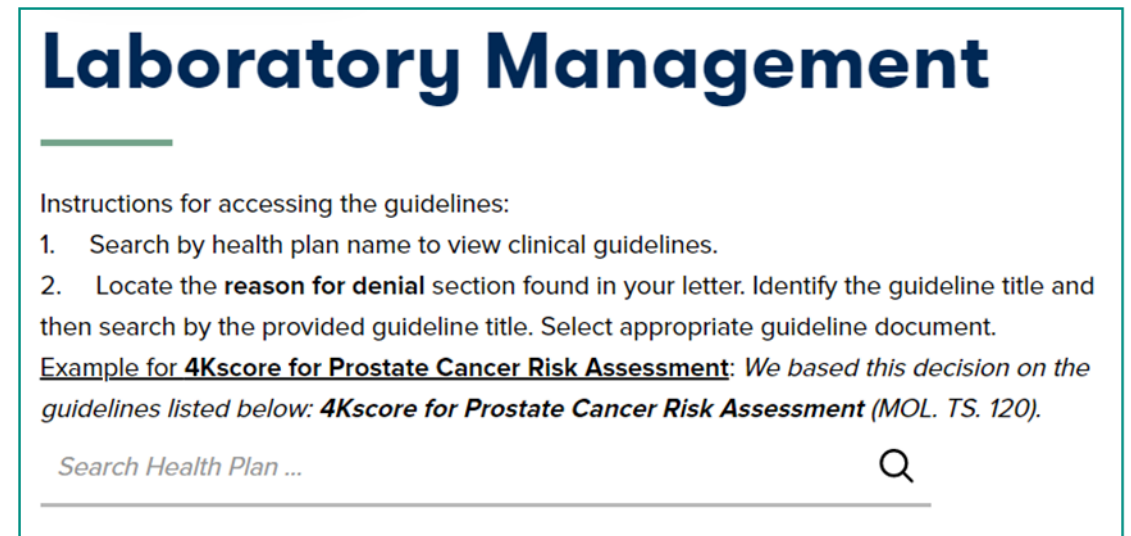
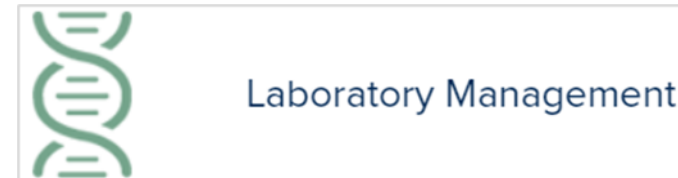
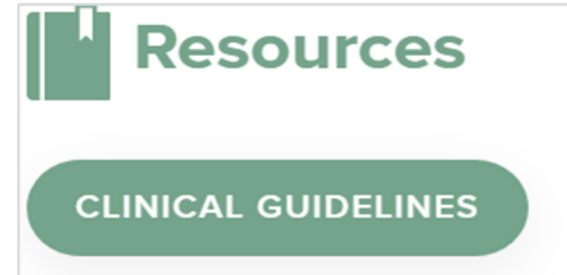
Clinical Guidelines

Go to www.evicore.com and select the 'Resources' drop-down menu on the top right of the page.

- + Select the 'Clinical Guidelines' button to be directed to the main clinical guidelines page.
- + Scroll down and select the 'Laboratory Management' solution.
- + Type in the health plan in the 'Search Health Plan' search bar and press enter.
- + Select the appropriate guideline specific to the requested test(s).

Examples:

- + Specific genetic testing
- + Molecular and genomic testing
- + Huntington Disease testing

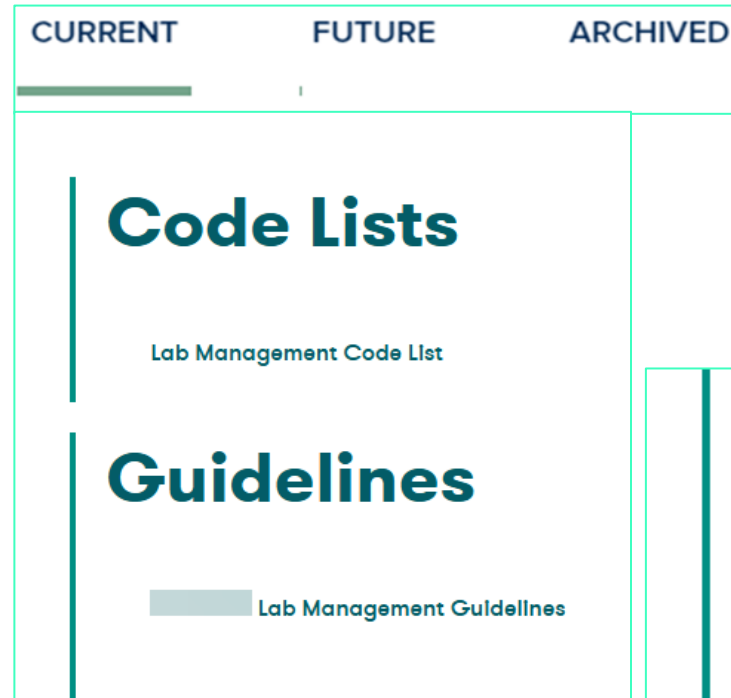
A screenshot of the "Laboratory Management" page. The title "Laboratory Management" is in large, bold, dark blue font. Below it is a horizontal line. The text "Instructions for accessing the guidelines:" is followed by a numbered list:

1. Search by health plan name to view clinical guidelines.
2. Locate the **reason for denial** section found in your letter. Identify the guideline title and then search by the provided guideline title. Select appropriate guideline document.

Below the list is an example: **Example for 4Kscore for Prostate Cancer Risk Assessment:** *We based this decision on the guidelines listed below: 4Kscore for Prostate Cancer Risk Assessment (MOL. TS. 120).* At the bottom, there is a search bar with the placeholder text "Search Health Plan ..." and a magnifying glass icon to its right.

Clinical Guidelines - continued

- + Current, Future, and Archived lists and Guidelines are found here.
- + You can select the entire Code List or the health plan specific Policy Book.
- + There are Lab Guidelines for Administrative, Clinical Use, and Test Specific on our resource site.



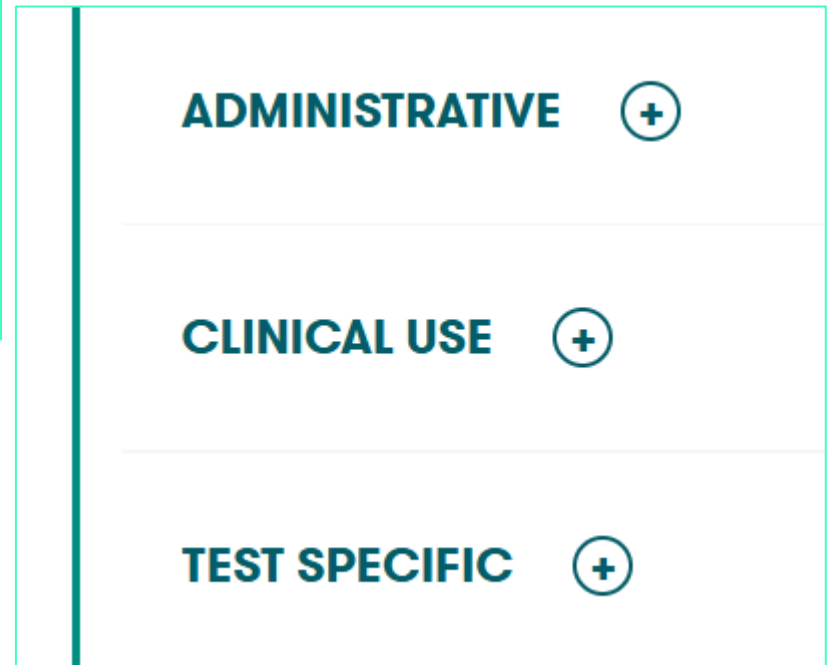
CURRENT FUTURE ARCHIVED

Code Lists

Lab Management Code List

Guidelines

Lab Management Guidelines



ADMINISTRATIVE (+)

CLINICAL USE (+)

TEST SPECIFIC (+)



Authorization Lookup example

Authorization Lookup

Authorization Number: NA

Case Number: **P2P AVAILABILITY**

Status: Pending eviCore Review

P2P Status:

Approval Date:

Service Code: LABTST

Service Description: MOLECULAR GENETIC TEST

Site Name: MOUNT SINAI GENOMICS

Expiration Date:

Date Last Updated: 7/15/2020 5:30:44 PM

Correspondence: **UPLOADS & FAXES**

Clinical Upload:

**The option to attach clinical information is not available for this case at this time:
Please fax clinical information to 800-540-2406**

Authorization Number:

Case Number: **P2P AVAILABILITY**

Status: Approved

P2P Status:

Approval Date: 7/13/2020 12:00:00 AM

Service Code: LABTST

Service Description: MOLECULAR GENETIC TEST

Site Name: MOUNT SINAI GENOMICS

Expiration Date: 1/9/2021

Date Last Updated: 7/15/2020 5:25:14 PM

Correspondence: **UPLOADS & FAXES**

A final decision has not yet been rendered on this case OR it requires special handling. If you have received a request for additional clinical information, please respond to our notice per the instructions received. If you would like to understand additional options available, please contact our Physician Support Unit at 1-800-792-8744, option 1

Uploads & Faxes

Attached Faxes Sent Letters & Faxes Document Uploads

3 documents sent.

| Episode ID | Date Sent | Time Sent | Document Name | Recipient | View |
|----------------------|------------|-----------|----------------------------------|-----------|-------------|
| <input type="text"/> | 07/15/2020 | 17:25:44 | OSC0101 - Approval Standard PHYS | Physician | VIEW |
| <input type="text"/> | 07/15/2020 | 17:25:44 | OSC0104 - Approval Standard SITE | Site | VIEW |
| <input type="text"/> | 07/15/2020 | 17:25:45 | OSC0100 - Approval Standard MBR | Patient | VIEW |

CLOSE

Provider Resources

EviCore Communication Relationship Management (ECRM)

For program-related questions or concerns, please submit inquiries via the **EviCore Communication Relationship Management (ECRM)** application. Common issues addressed through ECRM include:

- Questions regarding accreditation and/or credentialing
- Requests for an authorization to be sent to the health plan
- Complaints and grievances
- Eligibility issues (member, rendering facility, and/or ordering physician)
- Issues experienced during case creation
- Reports of system issues
- Issues with EviCore provider portal

ECRM is available **24/7**. Users can login or register here, [ECRM](#)

Additional Information about ECRM, including trainings, can be found on [Providers Hub](#)

Provider Resource Website

ECRM Support

- Email: ECRMSupport@EviCore.com

Provider Resource Pages

EviCore's Provider Experience team maintains provider resource pages that contain specific Sleep Diagnostic educational materials to assist providers and their staff on a daily basis. The provider resource page will include, but is not limited to, the following educational materials:

- Provider Training
- CPT code list(s)
- Quick Reference Guide (QRG)
- Frequently Asked Questions (FAQ) Document

To access these helpful resources, please visit:

<https://www.EviCore.com/resources>

(Choose specific health plan from the dropdown menu)

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 [Providers' Hub](#).



Contact EviCore's Dedicated Teams



Web-Based Services and Portal Support

- Live chat
- [ECRM](#)
- Phone: **800-646-0418** (option 2)

Provider Engagement

Regional team that works directly with the provider community. [Provider Engagement Map and Contacts](#)

- + **Tristain Castellanos**
- + Email: tristain.ford@evicore.com
- + Phone: **8629-867-0722**

Call Center/Intake Center

Call 888-333-8641. Representatives are available from 7 a.m. to 7 p.m. local time.

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, authorization lookup, and scheduling Peer-to-Peer consultations.

Register for Provider Sessions:

Provider's Hub > Scroll 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'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



Stay Updated With Our Provider Newsletter

Your email address

SUBSCRIBE →



Thank You

Appendix

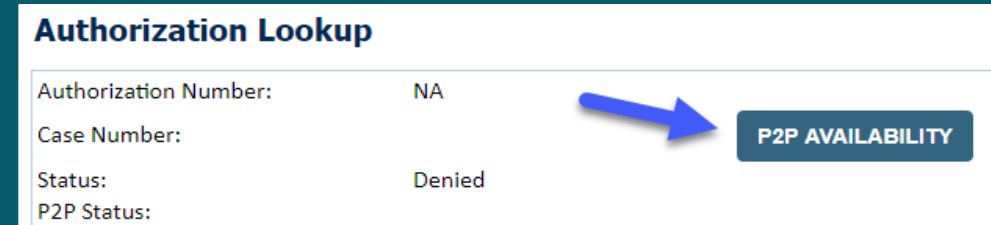


Peer-to-Peer (P2P) Scheduling Tool

Schedule a P2P

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

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

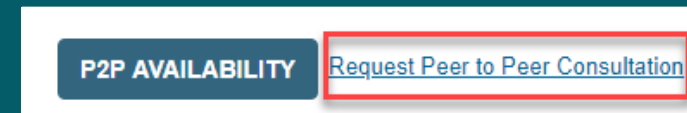


Authorization Lookup

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

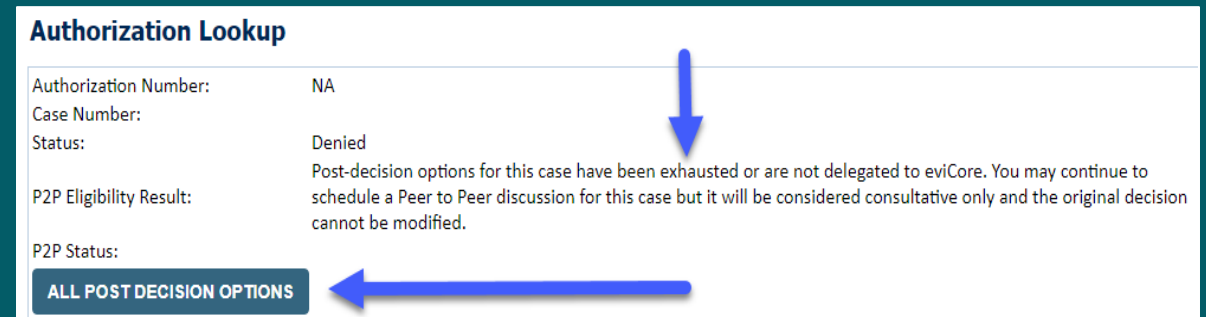
P2P AVAILABILITY

A blue arrow points from the 'P2P AVAILABILITY' button to the right.



P2P AVAILABILITY [Request Peer to Peer Consultation](#)

The link is highlighted with a red border.



Authorization Lookup

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

ALL POST DECISION OPTIONS

A blue arrow points down from the 'Status' field to the message, and another blue arrow points left from the message to the 'ALL POST DECISION OPTIONS' button.

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

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

Schedule a P2P

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

The image displays two screenshots of the EviCore 'New P2P Request' form. The top screenshot shows the initial input fields for Case Reference Number and Member Date of Birth, with a 'Lookup Cases' button. The bottom screenshot shows the populated form with a 'Continue' button. Blue arrows point to key elements like the 'Add Another Case' button, the 'Lookup Cases' button, the 'P2P Eligible' status, and the 'Continue' button.

Case Info | **Questions** | **Schedule** | **Confirmation**

New P2P Request

EviCore
By EVERNORTH

Case Reference Number Case information will auto-populate from prior lookup

Member Date of Birth

[+ Add Another Case](#)

[Lookup Cases >](#)

New P2P Request

EviCore
By EVERNORTH

Case Ref #: Remove ✔ P2P Eligible

! Reconsideration allowed through eviCore until 11/11/2020 12:00:00 AM.

| Member Information | Case P2P Information |
|--------------------|-------------------------------------|
| Name | Episode ID |
| DOB | P2P Valid Until 2020-11-11 |
| State | Modality MSK Spine Surgery |
| Health Plan | Level of Review Reconsideration P2P |
| Member ID | System Name ImageOne |

[Continue](#)

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**.

Case Info

1st Case

Case #

Episode ID

Member Name

Member DOB

Member State

Health Plan

Member ID

Case Type MSK Spine Surgery

Level of Review Reconsideration P2P

Questions

Please indicate your availability

Preferred Days

| Mon | Tues | Wed | Thurs | Fri |
|-----|------|-----|-------|-----|
| ✓ | ✓ | ✓ | ✓ | ✗ |

Preferred Times

| Morning | | | | | Afternoon | | | | | | |
|--------------|--------------|---------------|----------------|----------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 7:00 to 8:00 | 8:00 to 9:00 | 9:00 to 10:00 | 10:00 to 11:00 | 11:00 to 12:00 | 12:00 to 1:00 | 1:00 to 2:00 | 2:00 to 3:00 | 3:00 to 4:00 | 4:00 to 5:00 | 5:00 to 6:00 | 6:00 to 7:00 |
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Time Zone

US/Eastern

[Continue >](#)

The list of physicians returned are all trained and prepared to have a Peer to Peer discussion for this case.

← Prev Week 5/18/2020 - 5/24/2020 (Upcoming week) Next Week →

| Mon 5/18/20 | Tue 5/19/20 | Wed 5/20/20 | Thu 5/21/20 | Fri 5/22/20 | Sat 5/23/20 | Sun 5/24/20 |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 6:15 pm EDT | - | - | - | - | - | - |
| 6:30 pm EDT | - | - | - | - | - | - |
| 6:45 pm EDT | - | - | - | - | - | - |

1st Priority by Skill

| Mon 5/18/20 | Tue 5/19/20 | Wed 5/20/20 | Thu 5/21/20 | Fri 5/22/20 | Sat 5/23/20 | Sun 5/24/20 |
|--------------|--------------|--------------|--------------|-------------|-------------|-------------|
| 3:30 pm EDT | 2:00 pm EDT | 4:15 pm EDT | 3:15 pm EDT | - | - | - |
| 3:45 pm EDT | 2:15 pm EDT | 4:30 pm EDT | 3:30 pm EDT | - | - | - |
| 4:00 pm EDT | 2:30 pm EDT | 4:45 pm EDT | 3:45 pm EDT | - | - | - |
| 4:15 pm EDT | 2:45 pm EDT | 5:00 pm EDT | 4:00 pm EDT | - | - | - |
| Show more... | Show more... | Show more... | Show more... | - | - | - |

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.

The screenshot shows a multi-step scheduling form. At the top, there are four progress indicators: Case Info (checked), Questions (checked), Schedule (checked), and Confirmation (not checked). The form is divided into two main columns. The left column contains 'P2P Info' with fields for Date (Mon 5/18/20), Time (6:30 pm EDT), and Reviewing Provider. Below this is 'Case Info' with a table for '1st Case' containing fields for Case #, Episode ID, Member Name, Member DOB, Member State, Health Plan, Member ID, Case Type (MSK Spine Surgery), and Level of Review (Reconsideration P2P). The right column contains 'P2P Contact Details' with several input fields: 'Name of Provider Requesting P2P' (filled with 'Dr. Jane Doe'), 'Contact Person Name' (filled with 'Office Manager John Doe'), 'Contact Person Location' (dropdown menu with 'Provider Office' selected), 'Phone Number for P2P' (filled with '(555) 555-5555'), 'Phone Ext.' (filled with '12345'), 'Alternate Phone' (filled with '(xxx) xxx-xxxx'), 'Phone Ext.' (filled with 'Phone Ext.'), 'Requesting Provider Email' (filled with 'droffice@internet.com'), and 'Contact Instructions' (filled with 'Select option 4, ask for Dr. Doe'). Blue arrows point to the 'Name of Provider Requesting P2P', 'Phone Number for P2P', 'Phone Ext.', and 'Contact Instructions' fields. A 'Submit >' button is located at the bottom right of the form.




The screenshot shows a scheduling summary page. At the top, there is a 'Scheduling' header with a calendar icon. Below this, the word 'Scheduled' is displayed. A large blue box contains a calendar icon, a clock icon, and the text 'Mon 5/18/20 - 6:30 pm EDT'. To the right of this box, the word 'SCHEDULED' is written in blue capital letters inside a red oval.

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.


 **P2P Contact Details**

Appointment Details

 Fri 5/24/2024
 7:00 am PDT
 Tamara Fackler


Who will be performing the P2P consultation? *Required*

Requesting Provider
 Contact Person
 Someone else

 PROVIDER

Name of Referring Physician on Case *Required* **Credential** *Required*

First Name Last Name Select... ▼

 CONTACT PERSON

Contact First Name *Required* **Contact Last Name** *Required*

Contact First Name Contact Last Name

Contact Person Location *Required*

Select... ▼

Call Notes

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

Contact Instructions

Contact Instructions

Call Notes

ALT REC declined

Procedure was performed on:

Caller requested MD Specialty match

Appeal LOR attestation requirement

OH State Regulation: Member Consent obtained

TX licensed physician - Caller is aware P2P does not meet SSL match and wants to proceed with P2P per same-specialty match requirement.

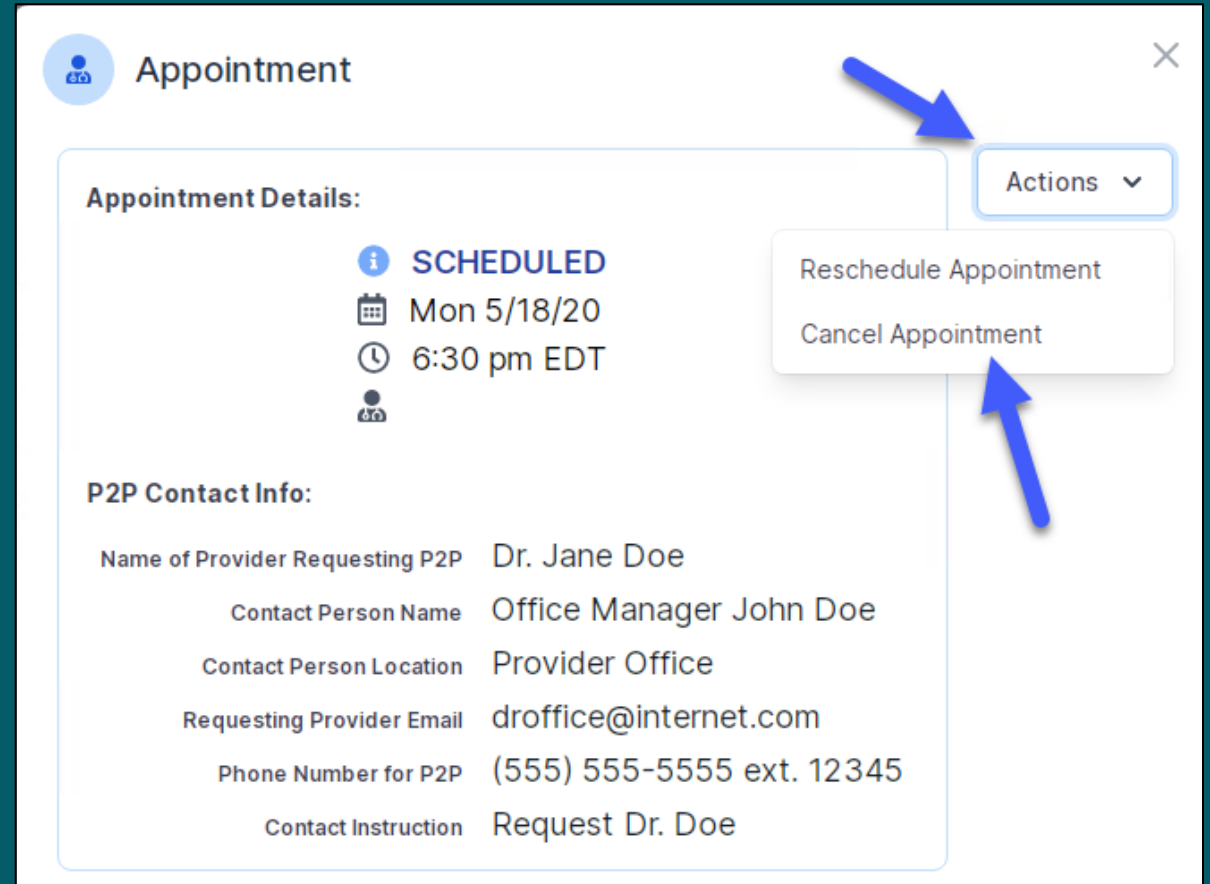
TX licensed same specialty - Caller is aware P2P does not meet TX SSL/specialty match and wants to proceed with P2P

[Schedule Appointment](#)

Cancel or Reschedule a P2P Appointment

To cancel or reschedule an appointment:

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



The screenshot shows a web interface for managing an appointment. At the top, there is a header with a user icon and the title "Appointment". Below this, the "Appointment Details:" section displays the status "SCHEDULED" with an information icon, the date "Mon 5/18/20", and the time "6:30 pm EDT". An "Actions" dropdown menu is open, showing two options: "Reschedule Appointment" and "Cancel Appointment". Two blue arrows point to these options. Below the details is the "P2P Contact Info:" section, which lists the following information:

| | |
|---------------------------------|---------------------------|
| Name of Provider Requesting P2P | Dr. Jane Doe |
| Contact Person Name | Office Manager John Doe |
| Contact Person Location | Provider Office |
| Requesting Provider Email | droffice@internet.com |
| Phone Number for P2P | (555) 555-5555 ext. 12345 |
| Contact Instruction | Request Dr. Doe |