RADIATION ONCOLOGY PROVIDER EXPERIENCE

Clover Health

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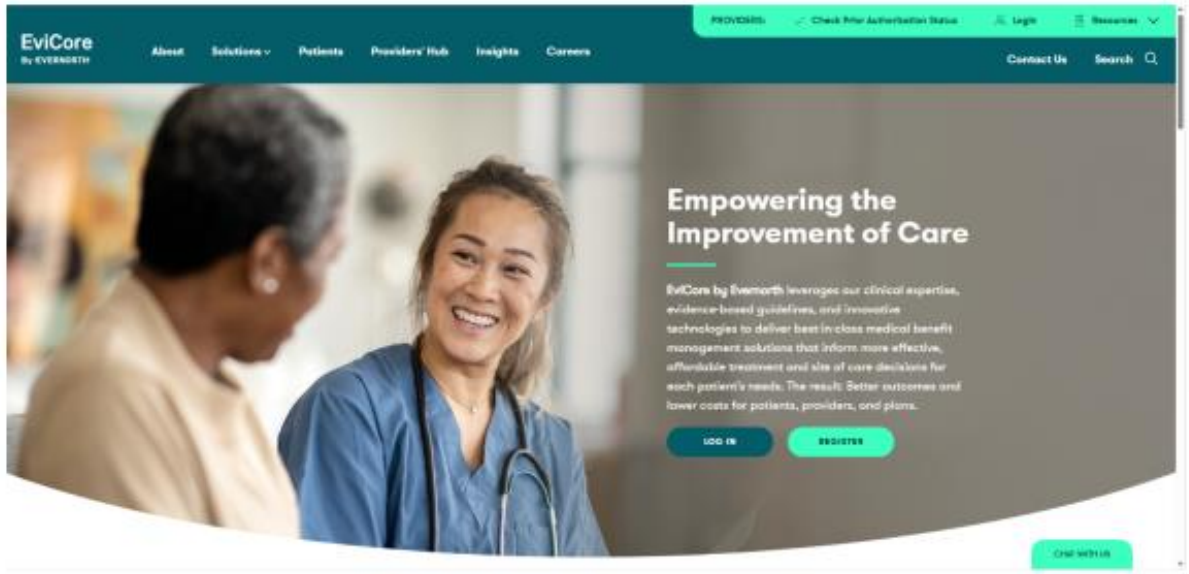
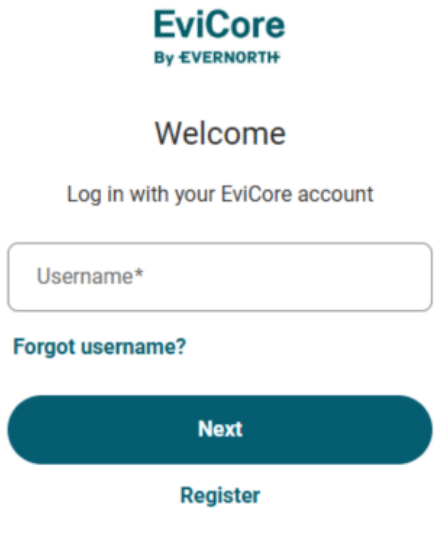
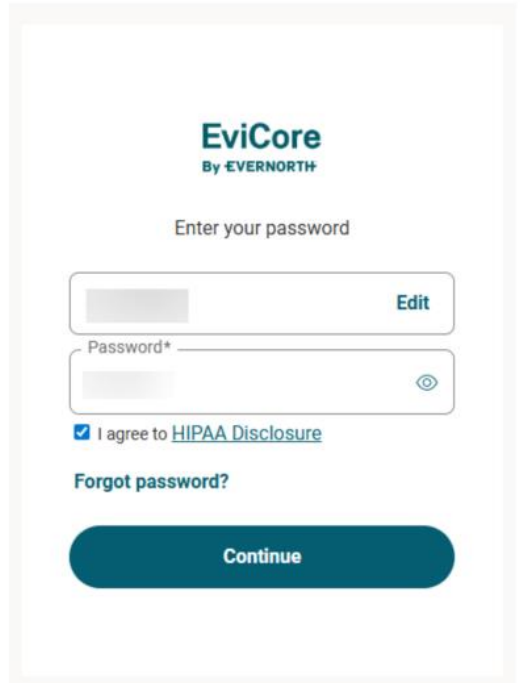
Provider Experience – Case Submission



Providers will log in through the eviCore healthcare portal





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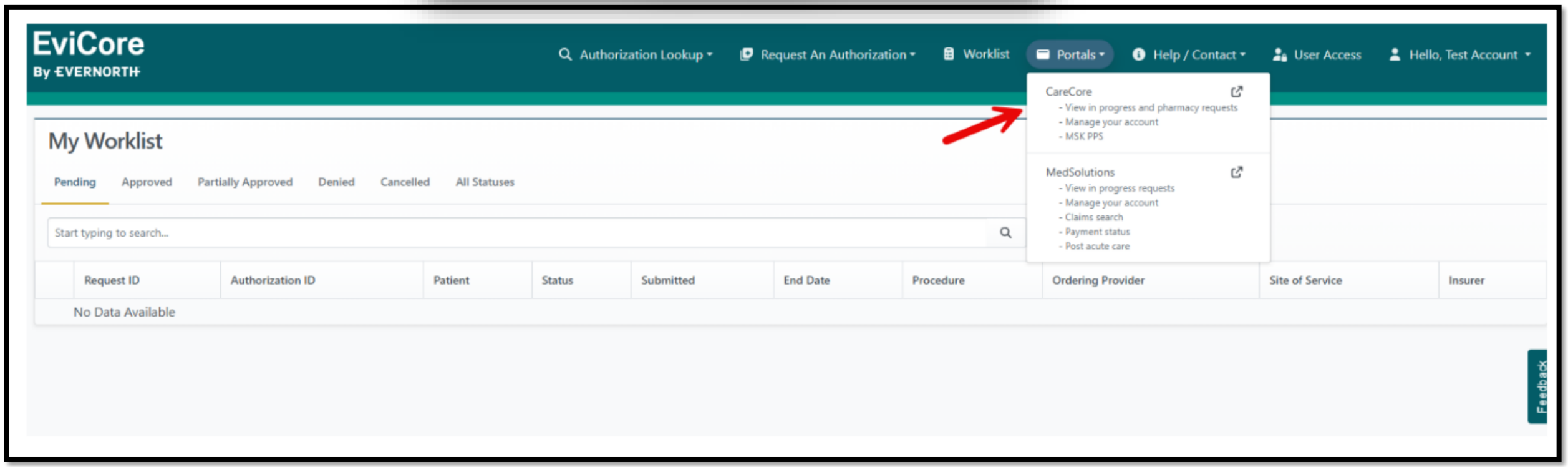
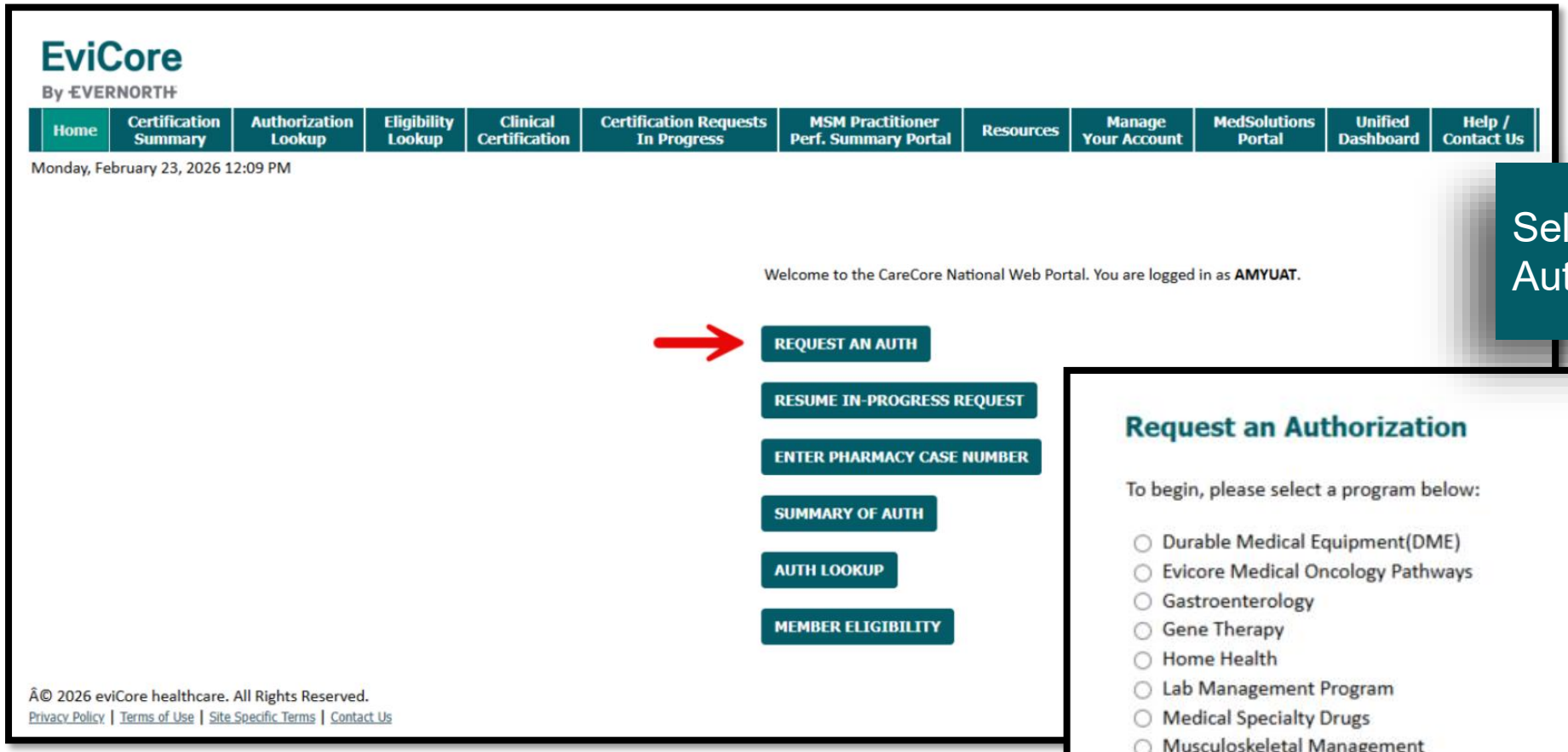
Provider Experience – Case Submission

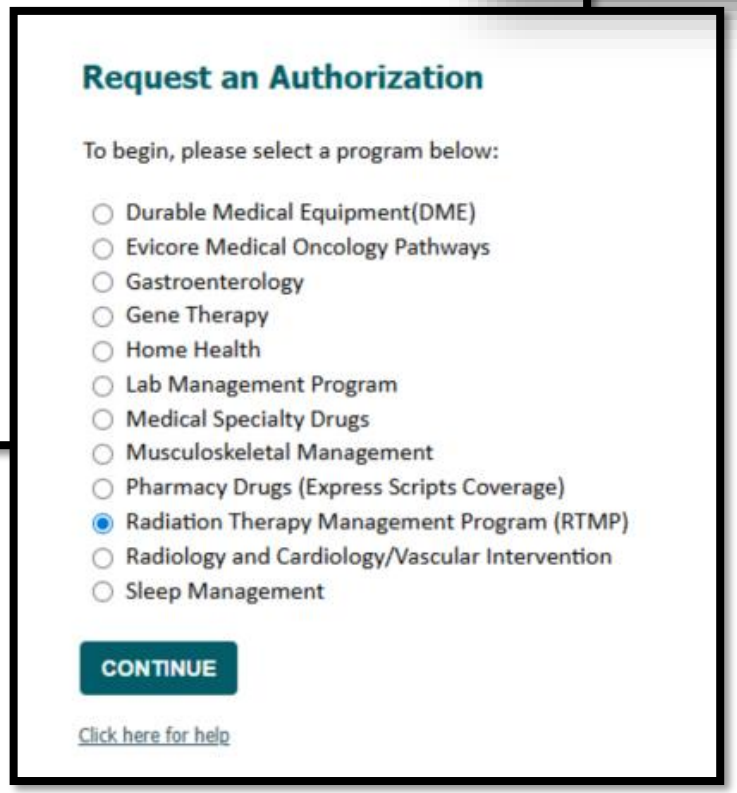
Once logged in, the worklist of a user's prior requests are visible. To create a new prior authorization, select 'Request an Authorization'



Provider Experience – Case Submission



Select option to “Request an Auth” and then the program.



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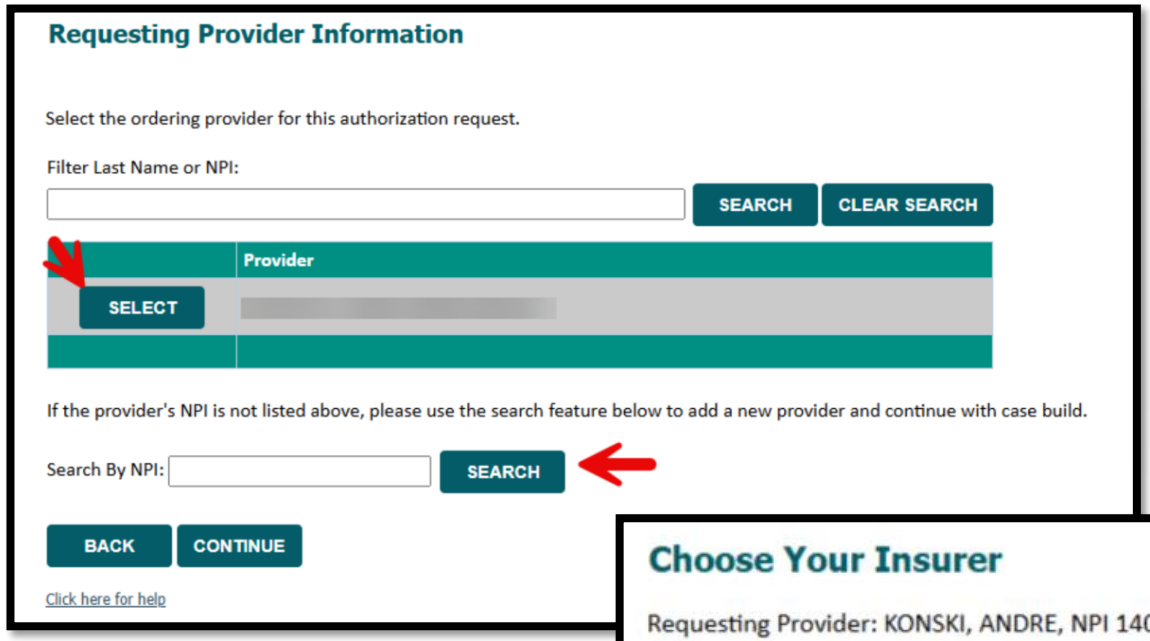
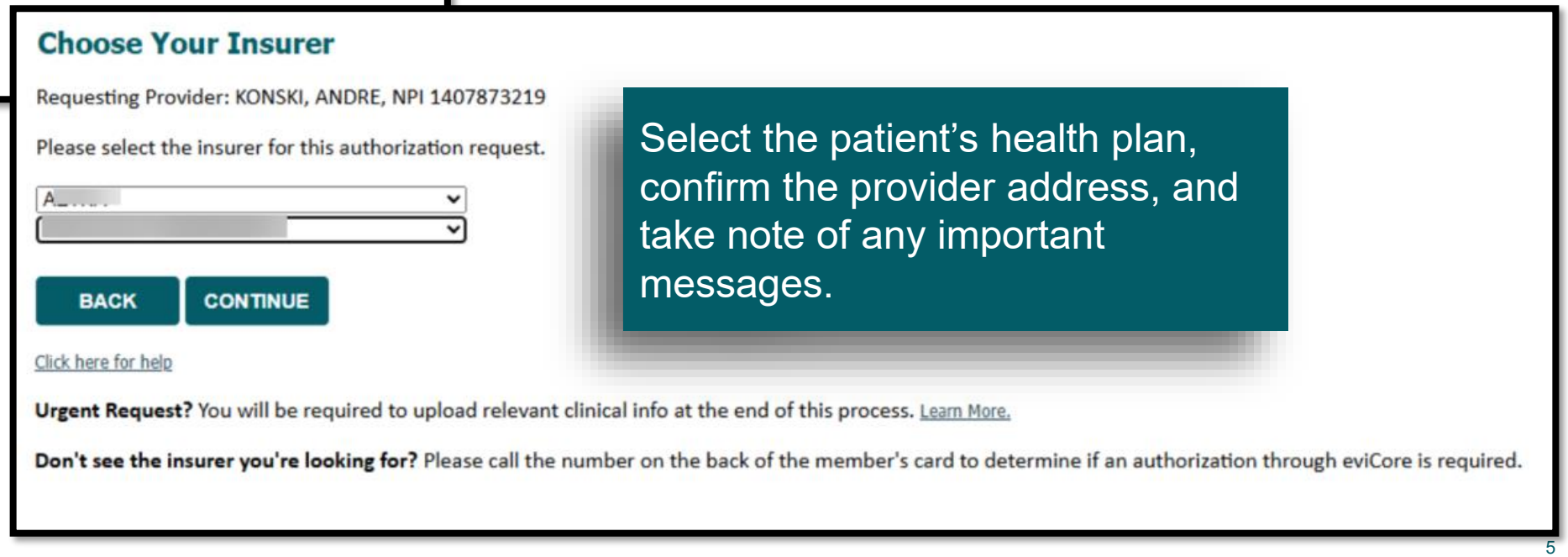
Provider Experience – Case Submission



Select the treating physician from the pre-populated affiliated physician list of providers associated with the user's account.



Select the patient's health plan, confirm the provider address, and take note of any important messages.

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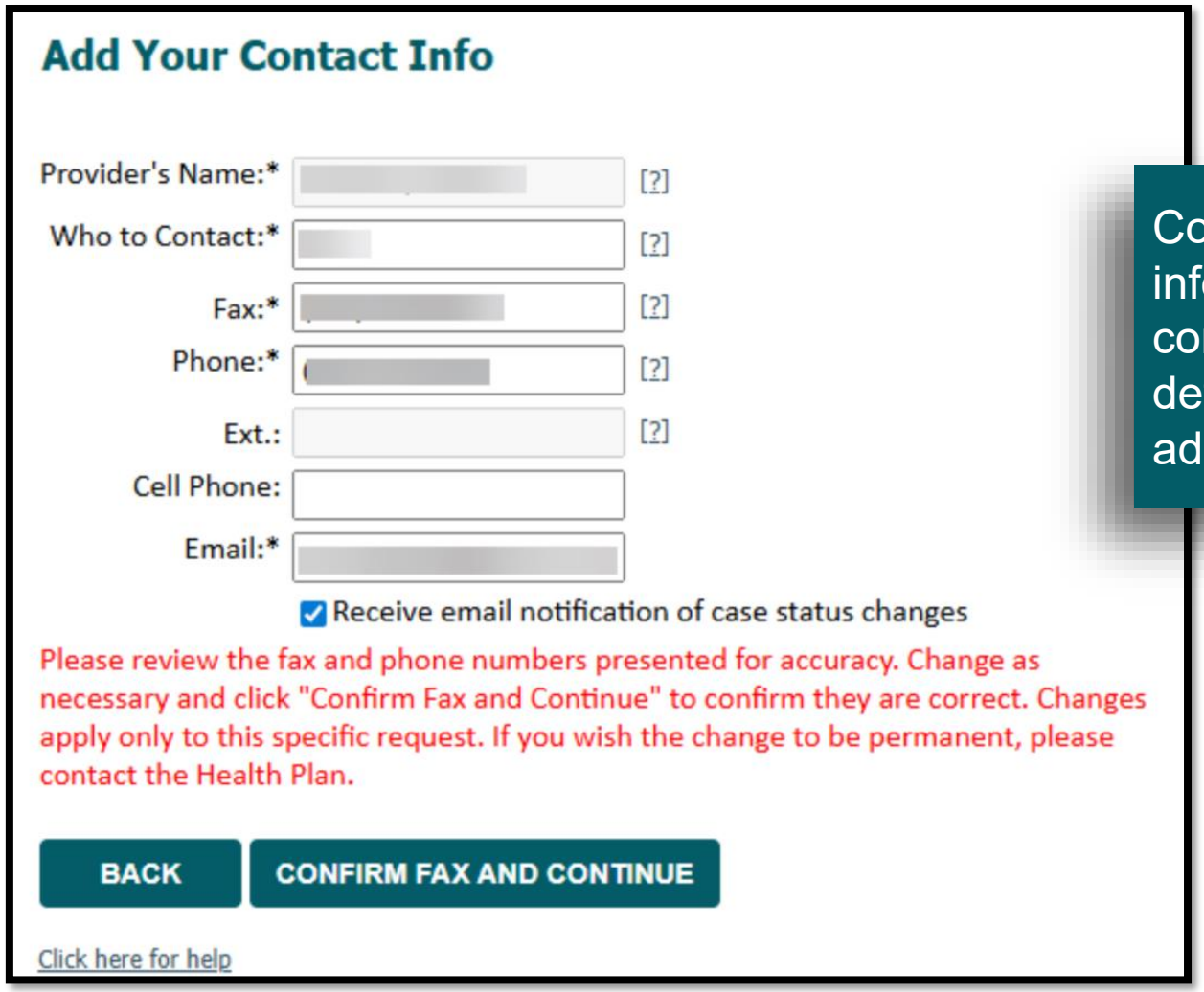
Provider Experience – Case Submission



Confirm or enter contact information to ensure smooth communication of the determination or to request additional information as needed.

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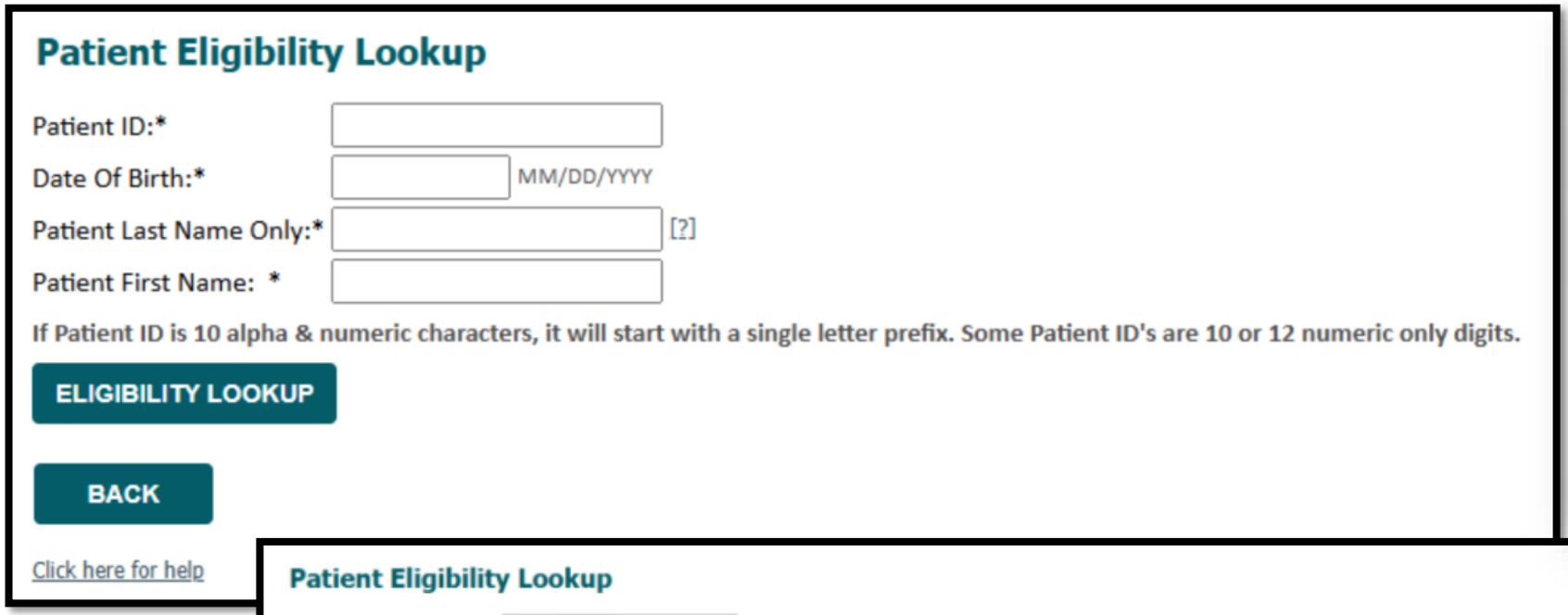
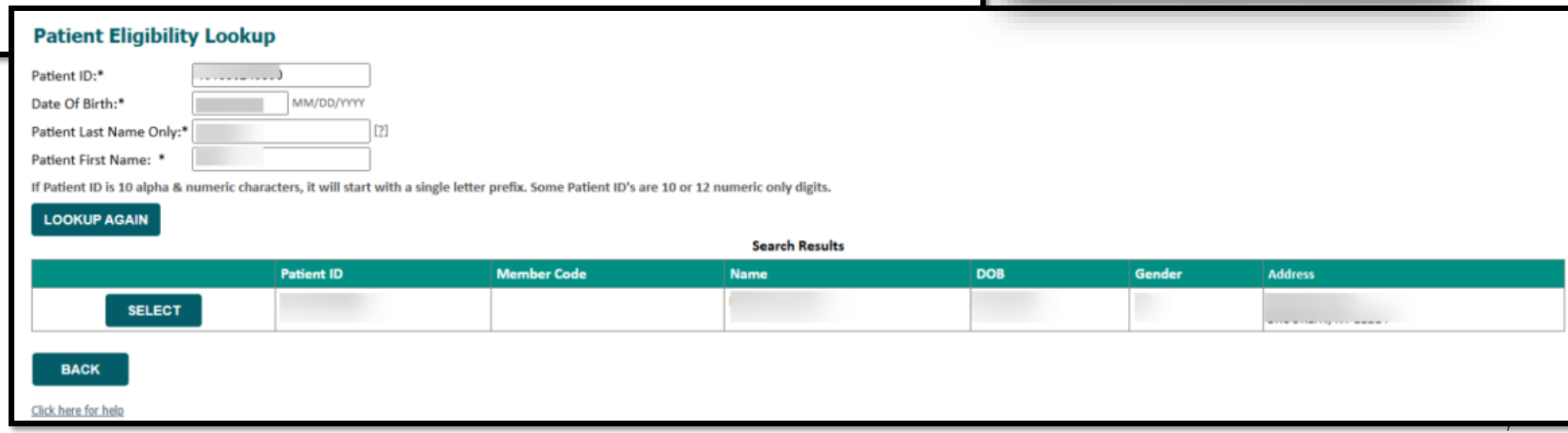
Provider Experience – Case Submission



Register a new patient or select a current patient from the drop-down list. If a new patient is being registered and eligibility is verified, a confirmation screen will appear. Click “Yes” to continue. Then verify the patient's contact information.



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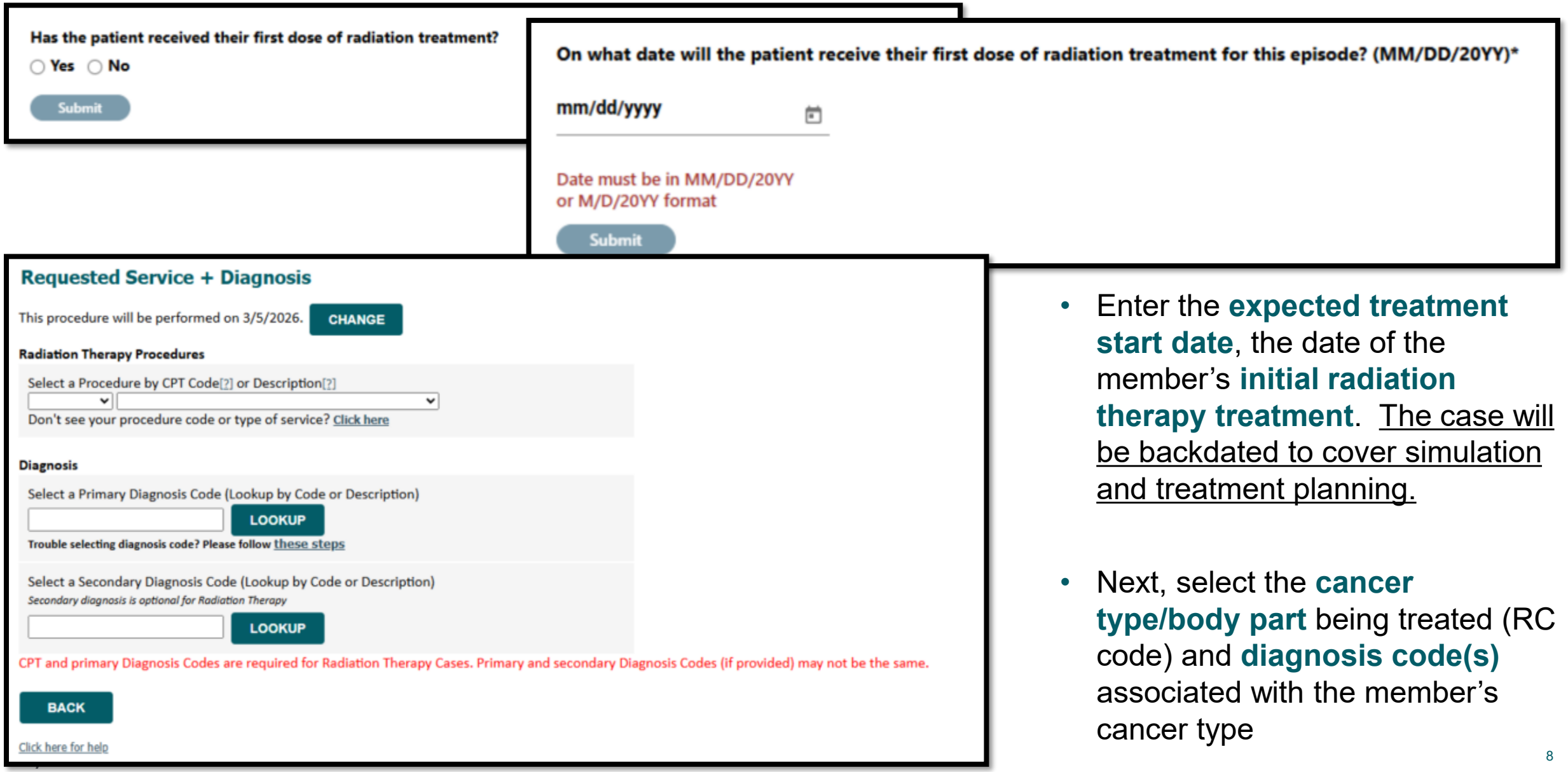
Clinical Certification Request



- Enter the **expected treatment start date**, the date of the member's **initial radiation therapy treatment**. <u>The case will be backdated to cover simulation and treatment planning.</u>

- Next, select the **cancer type/body part** being treated (RC code) and **diagnosis code(s)** associated with the member's cancer type

Clinical Certification Request

- Confirm that the correct cancer type and diagnoses have been selected
- Edit any information if needed by selecting **Change Procedure or Primary Diagnosis**.
- Click **CONTINUE** to confirm your selection.

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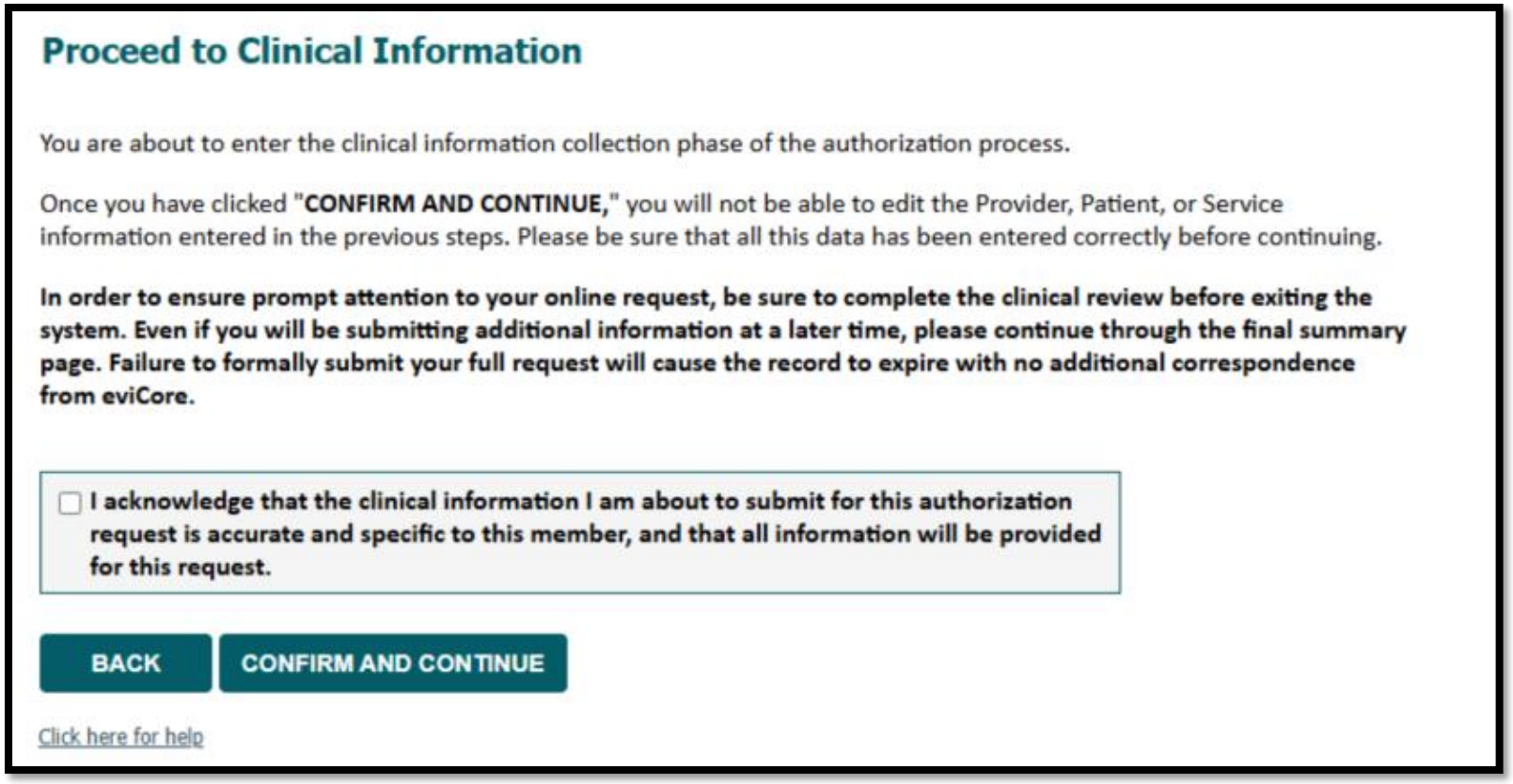
Clinical Certification Request – Site Selection

- Search for the **site of service** where the procedure will be performed (for best results, search with NPI, TIN, **or** zip code).
- **Select** the specific site where the procedure will be performed.

Clinical Certification Request – Clinical Certification



- Verify that all information is entered and correct.
- Check the acknowledgement statement.
- Once you enter the clinical collection phase of the process, the answers to the clinical questions will not save unless the case is completed.
- **You will not have the opportunity to make changes after this point.**

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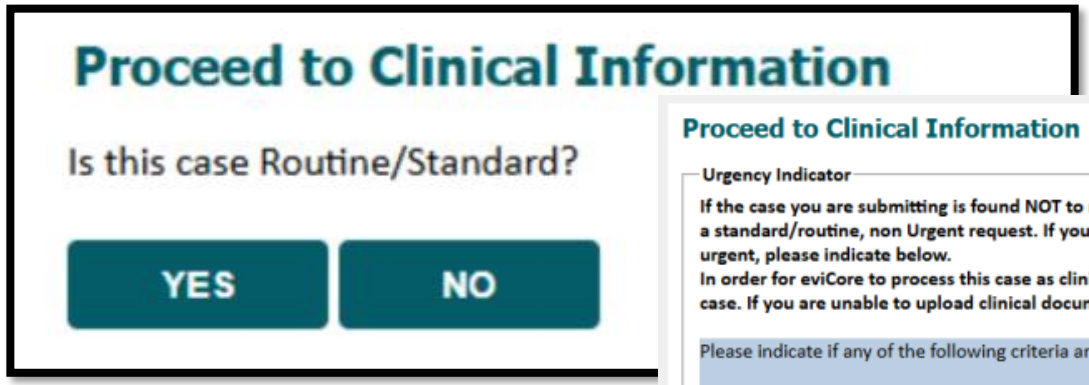
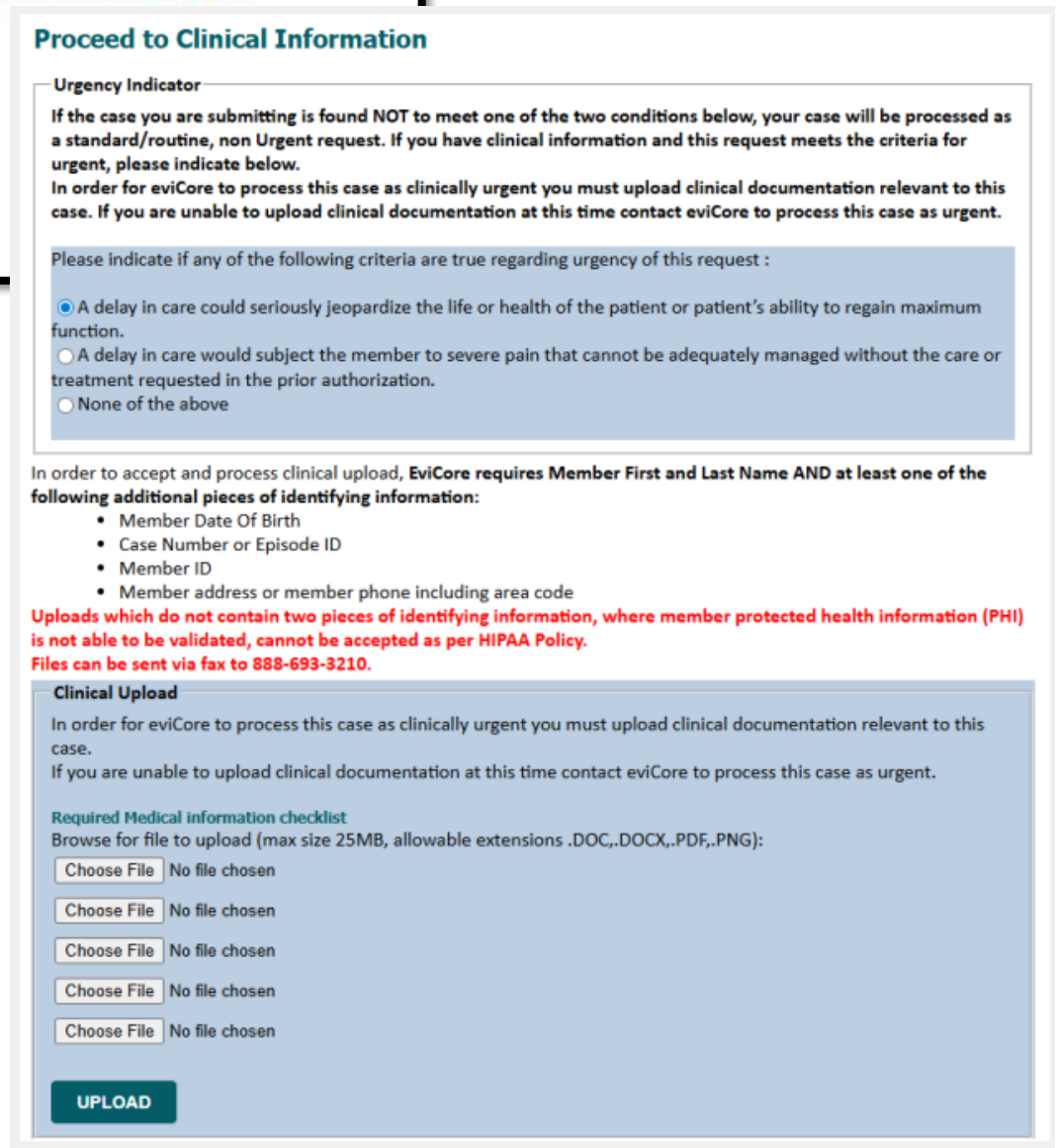
Clinical Certification Request – Standard or Urgent Request





If the case is **standard,** select **Yes**.

If your request is **urgent,** select **No**.

When a request is submitted as urgent, you will be **required** to upload relevant clinical information.

Upload up to **FIVE** documents.
(.doc, .docx, or .pdf format; max 5MB size)

Your case will only be considered urgent if there is a successful upload.

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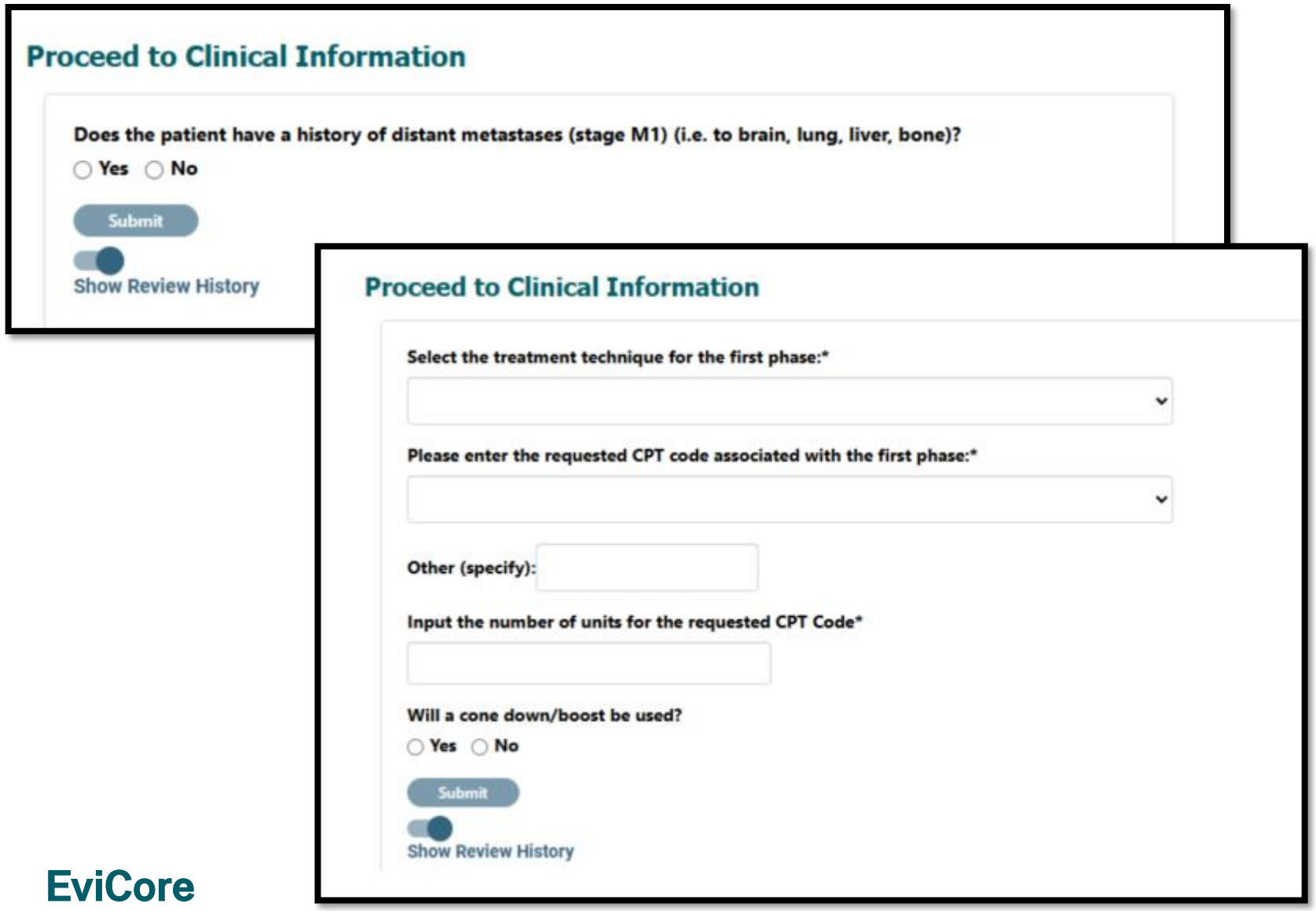
Clinical Certification Request – Proceed to Clinical Information



- **Clinical Certification** questions may populate based upon the information provided in previous questions.
- **Physician worksheets** located on www.EviCore.com can be used as a guide and will help prepare the requestor for the questions that are presented.
- You can save your request and finish later if needed.

  Note: You will have until the end of the day to complete the case.
- When logged in, you can resume a saved request by going to **Certification Requests in Progress**.
- Once the clinical questions have been answered, click the attestation and click **Submit Case**.

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Clinical Certification – Criteria Met

Summary of Your Request

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

REQUESTED
Phase 1: 28 unit(s) of 77407 (Radiation treatment delivery; Level 2, including imaging guidance, when performed). Image Guided Radiation Therapy (IGRT): 28 unit(s) of 77387 (Guidance for localization of target volume for delivery of radiation treatment delivery, includes intrafraction tracking, when performed).

APPROVED
Phase 1: 28 unit(s) of 77407 (Radiation treatment delivery; Level 2, including imaging guidance, when performed). Image Guided Radiation Therapy (IGRT): 28 unit(s) of 77387 (Guidance for localization of target volume for delivery of radiation treatment delivery, includes intrafraction tracking, when performed).

DENIED
NONE
The prior authorization you submitted, Case [redacted], has been received. Additional case status notifications will be sent if you opted in for email notifications. Thank you.

Provider Name:
Provider Address:
Contact:
Phone Number:
Fax Number:
Patient Name:
Insurance Carrier:
Patient Id:
Site Name:
Site Address:
Site ID:
Primary Diagnosis Code: C61
Secondary Diagnosis Code:
Description: Malignant neoplasm of prostate
Description:
Date of Service: 2/27/2026
CPT Code: RCPROS
Description: Prostate Adenocarcinoma
Authorization Number:
Case Number:
Review Date: 2/23/2026 2:53:45 PM
Expiration Date: 8/8/2026
Status:

REQUESTED
Phase 1: 28 unit(s) of 77407 (Radiation treatment delivery; Level 2, including imaging guidance, when performed). Image Guided Radiation Therapy (IGRT): 28 unit(s) of 77387 (Guidance for localization of target volume for delivery of radiation treatment delivery, includes intrafraction tracking, when performed).

APPROVED
Phase 1: 28 unit(s) of 77407 (Radiation treatment delivery; Level 2, including imaging guidance, when performed). Image Guided Radiation Therapy (IGRT): 28 unit(s) of 77387 (Guidance for localization of target volume for delivery of radiation treatment delivery, includes intrafraction tracking, when performed).

DENIED
NONE
The prior authorization you submitted, Case A263897735, has been received. Additional case status notifications will be sent if you opted in for email notifications. Thank you.

REQUESTED
Phase 1: 28 unit(s) of 77407 (Radiation treatment delivery; Level 2, including imaging guidance, when performed). Image Guided Radiation Therapy (IGRT): 28 unit(s) of 77387 (Guidance for localization of target volume for delivery of radiation treatment delivery, includes intrafraction tracking, when performed).

APPROVED
Phase 1: 28 unit(s) of 77407 (Radiation treatment delivery; Level 2, including imaging guidance, when performed). Image Guided Radiation Therapy (IGRT): 28 unit(s) of 77387 (Guidance for localization of target volume for delivery of radiation treatment delivery, includes intrafraction tracking, when performed).

DENIED
NONE

CANCEL PRINT CONTINUE

Feedback

- If your request is authorized during the initial submission, you can print the summary of the request for your records.
- Review the details of the request and select **CONTINUE**.

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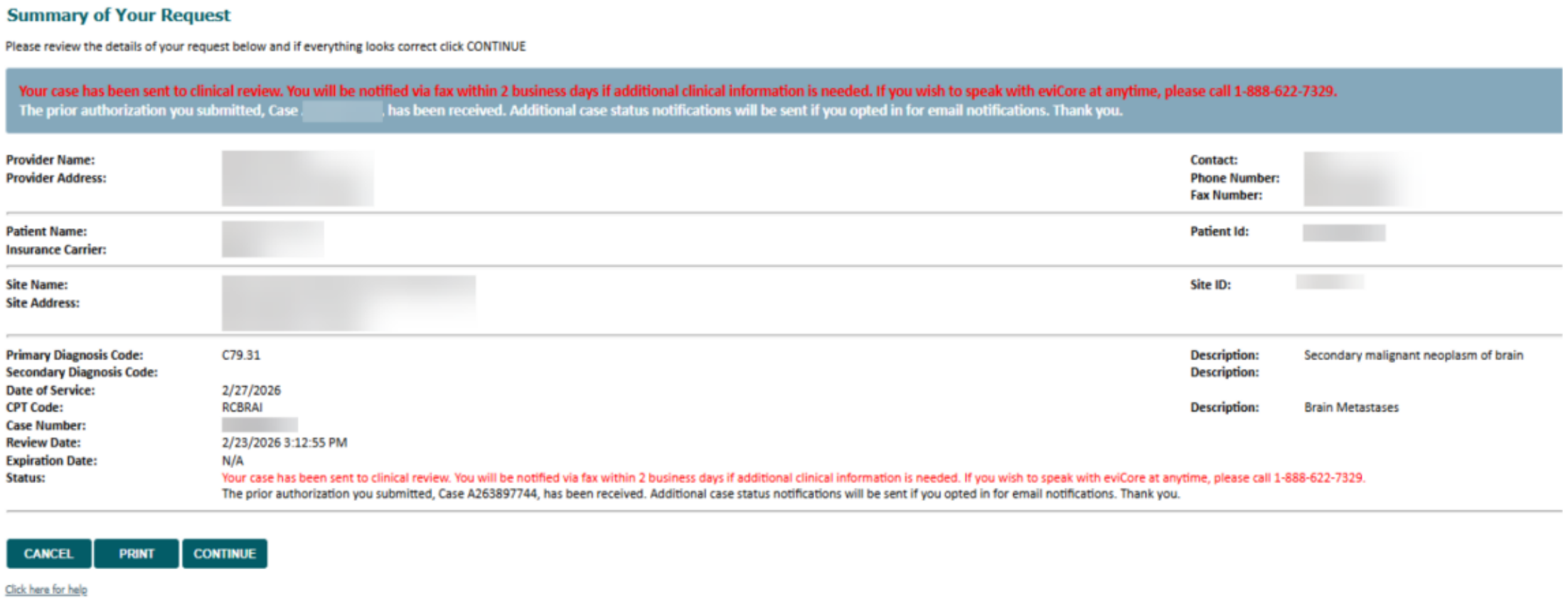
Provider Experience – Case Submission



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 clinical review. You will be notified via fax within 2 business days if additional clinical information is needed. If you wish to speak with eviCore at anytime, please call 1-888-622-7329.
The prior authorization you submitted, Case [redacted], has been received. Additional case status notifications will be sent if you opted in for email notifications. Thank you.

Provider Name:	[redacted]	Contact:	[redacted]
Provider Address:		Phone Number:	
		Fax Number:	
Patient Name:	[redacted]	Patient Id:	[redacted]
Insurance Carrier:			
Site Name:	[redacted]	Site ID:	[redacted]
Site Address:			
Primary Diagnosis Code:	C79.31	Description:	Secondary malignant neoplasm of brain
Secondary Diagnosis Code:		Description:	
Date of Service:	2/27/2026		
CPT Code:	RCBRAI	Description:	Brain Metastases
Case Number:	[redacted]		
Review Date:	2/23/2026 3:12:55 PM		
Expiration Date:	N/A		
Status:	Your case has been sent to clinical review. You will be notified via fax within 2 business days if additional clinical information is needed. If you wish to speak with eviCore at anytime, please call 1-888-622-7329. The prior authorization you submitted, Case A263897744, has been received. Additional case status notifications will be sent if you opted in for email notifications. Thank you.		

CANCEL PRINT CONTINUE

Click here for help

- If your request cannot be immediately approved during the initial submission, you will get a summary stating the case has been sent to clinical review, where any free text notes and/or uploaded clinical information will be reviewed for medical necessity.
- You can print the summary of the request for your records, then click **CONTINUE**.

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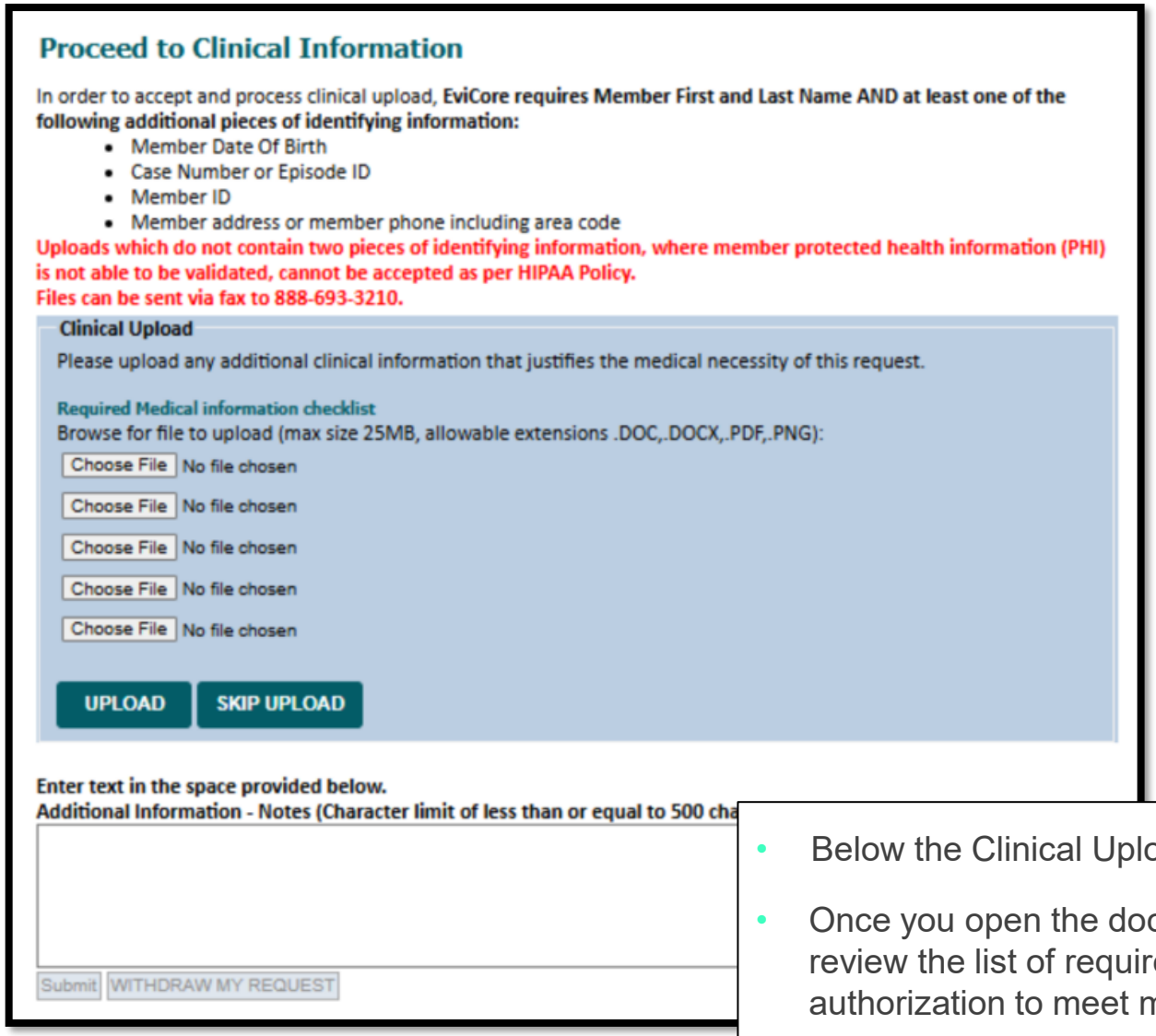
Clinical Certification Request – Required Medical Checklist



- If the pathway questions do not lead to immediate approval, you will be asked if additional clinical information can be included.
- Enter **additional notes** in the free text space provided only when necessary.
- Upload up to **five documents (more information on clinical upload in the next slide)**
  (.doc, .docx, or .pdf format; max 5MB size)
- When finished, **SUBMIT CASE** for review.
- Clinical cannot be uploaded for cases that have reached a **final status**.
  (Approved, Denied, Partially Approved Withdrawn, or Expired)

- Below the Clinical Upload description, you select "**Required Medical Information Checklist**"
- Once you open the document you will search for the Radiation Oncology program section to review the list of required medical information EviCore requires in order for the prior authorization to meet medical necessity.
- Direct link to document: [Required Medical Information Check List.pdf (evicore.com)]

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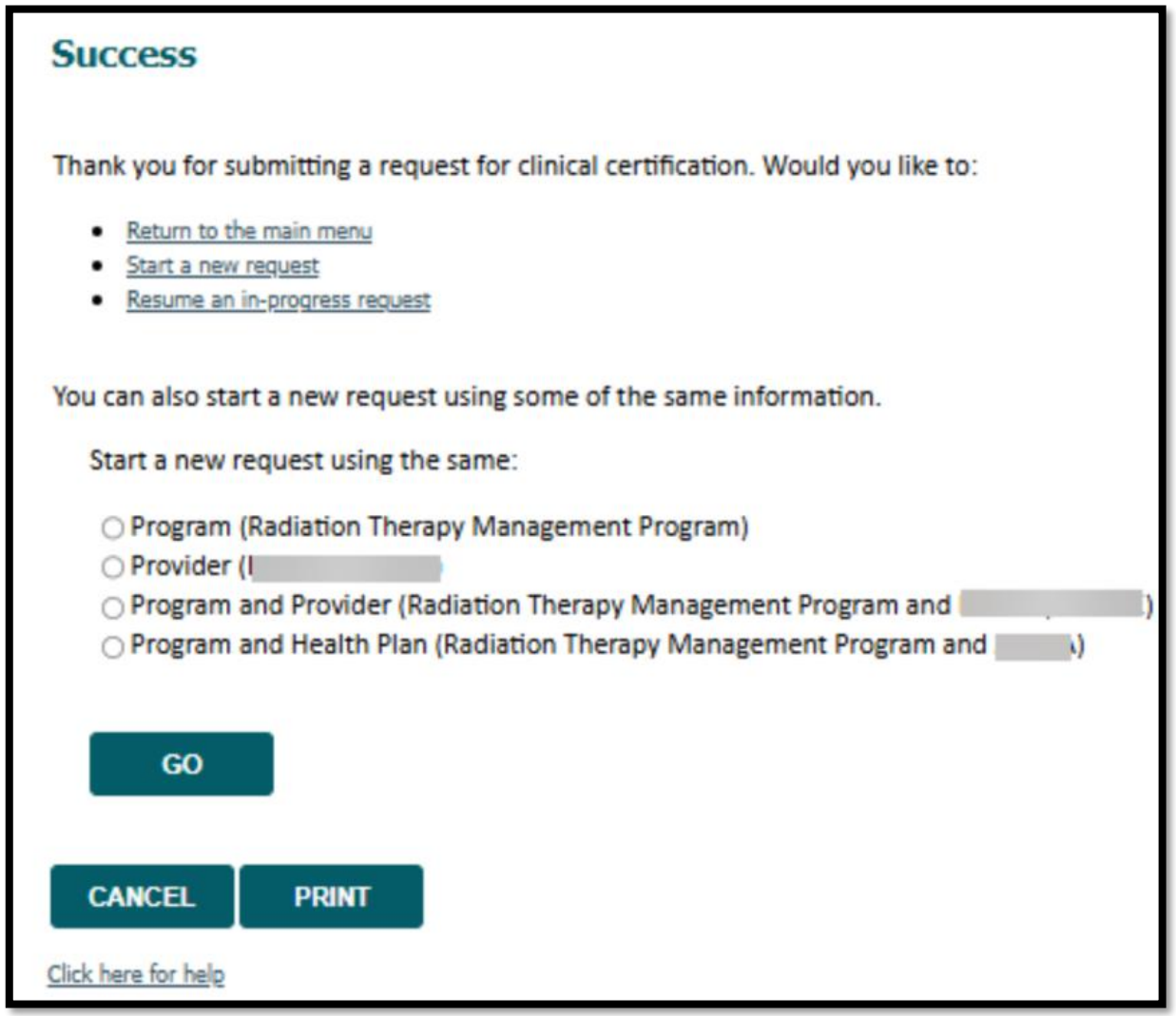
Provider Experience – Case Submission



- After clicking continue on the case summary screen, you will see a **Success** screen.
- You can **PRINT** the summary of the request for your records, then select **CONTINUE**.
- From here, you can start a new request, return to the main menu, or resume an in-progress request.

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Provider Resources

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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

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Contact EviCore's Dedicated Teams

Provider Engagement

Regional team that works directly with the provider community.

Sara Vandiver

- Email: Sara.Vandiver@EviCore.com
- Phone: **804-878-1729**.

Web-Based Services and Portal Support

- Live chat: Chat Conversation
- ECRM Ticket: ECRM Resources | EviCore by Evernorth
- Phone: **800-646-0418** (option 2)

Call Center

Call **800-421-7592**, representatives are available from 7 a.m. to 7 p.m. local time.

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+Provider Resource Website

EviCore's Client and Provider Services team maintains provider resource pages that contain client- and solution-specific educational materials to assist providers and their staff on a daily basis.

This page will include:

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

To access these helpful resources, visit **Provider Resource Link**

Contact our Client and Provider Services team via **ECRM** or at **1-800-646-0418 (option 4)**

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EviCore’s Provider Newsletter

Stay up-to-date with our free provider newsletter

+To subscribe:

- Visit EviCore.com
- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**
- Enter a valid email address

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Provider Resource Review Forum

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

We invite you to attend a **Provider Resource Review Forum** to learn how to navigate EviCore.com and understand all the resources available on the Provider's Hub.

Learn how to access:

- EviCore's evidence-based clinical guidelines
- Clinical worksheets
- Existing prior authorization request status information
- Search for contact information
- Podcasts & insights
- Training resources

Register for a Provider Resource Review Forum:

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

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Thank You

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