

Laboratory Management Program

Provider Orientation for Johns Hopkins
HealthCare

+Agenda

- **Program Overview**
- **Prior Authorization Outcomes & Special Considerations**
- **Reconsideration Options**
- **Methods to Submit Requests**
- **Provider Portal Overview**
- **Additional Provider Portal Features**
- **Provider Resources**
- **Q & A**

Program Overview

+Johns Hopkins HealthCare Prior Authorization Services

- +EviCore healthcare will begin accepting prior authorization requests for Johns Hopkins Healthcare laboratory management services for specimen collection date August 1, 2021 and after.

Prior authorization applies to the following services:

- Outpatient
- Diagnostic
- Elective / Non-emergent

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

- Emergency Room Services
- Observation Services
- Inpatient Stays



Providers should verify member eligibility and benefits on the secured provider log-in section in HealthLINK: <https://jhhc.healthtrioconnect.com>

+Applicable Memberships

Prior Authorization is required for Johns Hopkins HealthCare members who are enrolled in the following lines of business/programs:

+

Medicare	• Johns Hopkins Advantage MD (membership expansion effective August 1, 2022)
Medicaid	• Priority Partners (previously implemented December 1, 2021)

Note: EviCore will not manage prior authorizations for Johns Hopkins Employer Health Programs (EHP) or Johns Hopkins US Family Health Plan.

+Lab Management Solution

Covered Services

- 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

To find a list of codes that require authorization through eviCore, please visit:

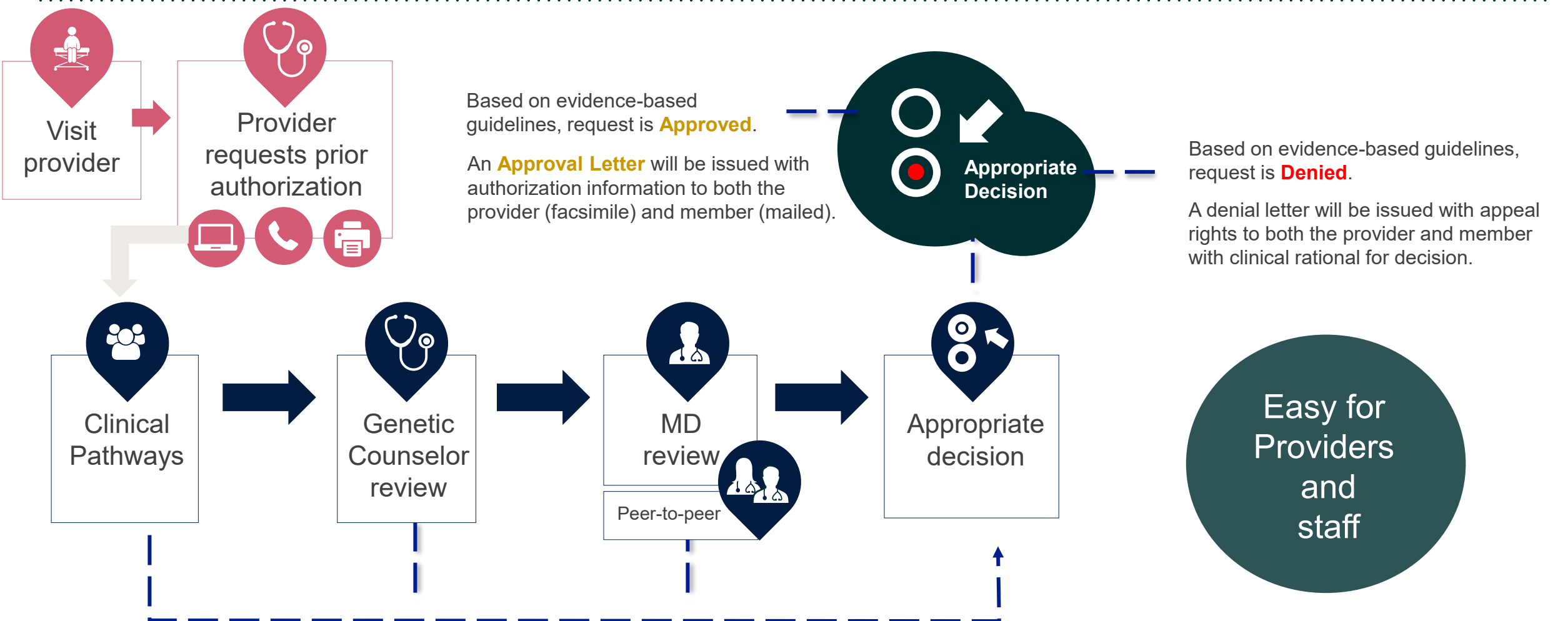
<https://www.evicore.com/resources/healthplan/johnshopkinshealthcare>

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+Prior Authorization Process



+Non-Clinical Information Required

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

+Member Information

- First and Last Name
- Date of Birth
- Member Identification Number
- Phone Number (If Applicable)

+Ordering Physician Information

- First and Last Name
- Practice Address
- Individual National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Phone and Fax Numbers

+Rendering Laboratory Information

- Laboratory Name
- Street Address
- National Provider Identification (NPI) Number
- Tax Identification Number (TIN)
- Phone and Fax Numbers



+Clinical Information Required

.....
If clinical information is needed, this may include, but is not limited to:

- 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

Submitting Prior Authorization Requests

+Methods to Submit Prior Authorization Requests

EviCore Provider Portal (preferred)

+The eviCore online portal www.eviCore.com is the quickest, most efficient way to request prior authorization and check authorization status, and it's available 24/7

Phone Number:

866-220-3071

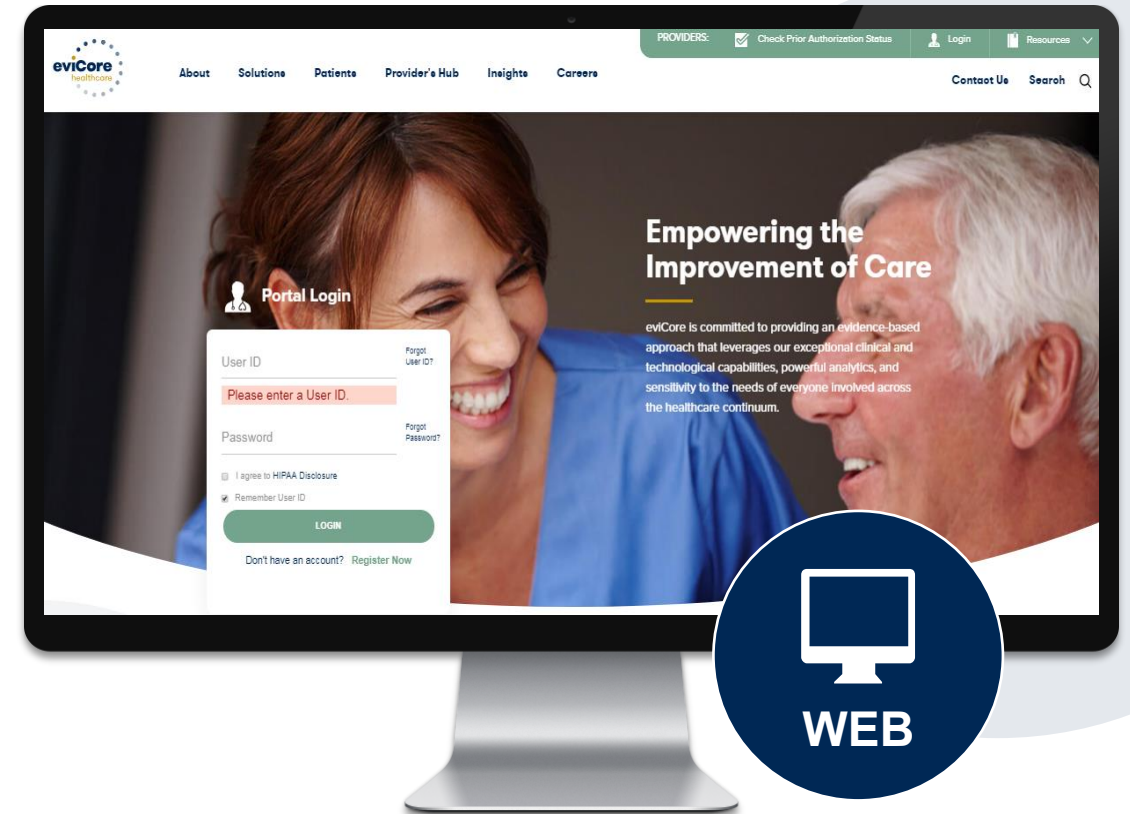
Monday through Friday:
8 am – 7 pm EST

Fax Number:

844-545-9213

PA requests are accepted via fax and can be used to submit additional clinical information

❖ *Indicate case # when submitting additional clinical information*



+Benefits of Provider Portal

The provider portal allows you to go from request to approval faster. Following are some benefits & features:

- Saves time: Quicker process than phone authorization requests
- Available 24/7: You can access the portal any time and any day
- Save your progress: If you need to step away, you can save your progress and resume later
- Upload additional clinical information: No need to fax in supporting clinical documentation, it can be uploaded on the portal to support a new request or when additional information is requested
- View and print determination information: Check case status in real-time
- Dashboard: View all recently submitted cases
- Duplication feature: If you are submitting more than one prior authorization request, you can duplicate information to expedite submittals

Prior Authorization Outcomes & Special Considerations

+Prior Authorization Approval

+Approved Requests

- Standard requests are processed within two (2) business days after receipt of all necessary clinical information, but no later than fourteen (14) calendar days from the date of the initial request
- Authorizations are valid for ninety (90) days from the specimen collection date.
 - If specimen collection date is not provided, authorization start date is the date of determination
- Authorization letters will be faxed to the ordering physician & rendering facility and are available to view in the portal
- When initiating a case on the web you can receive e-notifications when a determination is made
- Members will receive a letter by mail
- Approval information can be printed on demand from the eviCore portal: www.eviCore.com



Special Circumstances

+Urgent Prior Authorization Requests

- EviCore uses the CMS definition of urgent: when a delay in decision-making may seriously jeopardize the life or health of the member
- A request should not be submitted as “urgent”, unless it meets the CMS definition
- Can be initiated on provider portal or by phone
- Urgent cases are typically reviewed within 72 hours

+Authorization Update

- If updates are needed on an existing case (which has not yet been approved) you can contact eviCore by phone at 866-220-3071
 - Post-Approval updates are not permitted. If an update is required, the case will be withdrawn and a new case must be created

+Post Service/Pre-Claim Retrospective Review

- EviCore will process post service requests within 90 days from the Date of Service and if the claim has not been filed



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+Laboratory Management Guidelines

Clinical Guidelines and Claim Reimbursement

+All non-molecular testing and molecular genetic testing procedure codes included in the program may be subject to claims review and payment policies. Policies are outlined in Lab Management Program Clinical Guidelines for Johns Hopkins HealthCare.

https://www.evicore.com/-/media/files/evicore/clinical-guidelines/john_hopkins_lab-management-guidelines_v202022_eff07012022_pub04292022.pdf

+**Laboratory Claim Reimbursement** begins on page 978 and contains the following policies.

- Authorization Check
- Post-Service Medical Necessity Determination
- Automated Clinical Policy Edits
- Lifetime Maximums
- Gender Nondiscrimination
- Industry Standard Edits

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Reconsideration Options

Post-Decision Options

My case has been denied. What's next?

- Depending on the line of business providers may be able to utilize post-decision activity to secure case review for overturn consideration
- Your determination letter is the best immediate source of information to assess what options exist on a case that has been denied. You can also call us at 866-220-3071 to speak to an agent who can provide available option(s) and instruction on how to proceed.



Pre-Decision Options: Advantage MD Members

I've received a request for additional clinical information. What's next?

Submission of Additional Clinical Information

- eviCore will notify providers telephonically and in writing before a denial decision is issued on Medicare cases
- You can submit additional clinical information to eviCore for consideration per the instructions received
- Additional clinical information must be submitted to eviCore in advance of the due date referenced

Pre-Decision Clinical Consultation

- Providers can choose to request a Pre-Decision Clinical Consultation instead of submitting additional clinical information
- The Pre-Decision Clinical Consultation must occur prior to the due date referenced
- If additional information was submitted, we proceed with our determination and are not obligated to hold the case for a Pre-Decision Clinical Consultation, even if the due date has not yet lapsed

Post-Decision Options: Advantage MD Members

My case has been denied. What's next?

Clinical Consultation

- Providers can request a Clinical Consultation with an eviCore physician to better understand the reason for denial
- Once a denial decision has been made, however, the decision cannot be overturned via Clinical Consultation

- eviCore will not process pre-service member appeals, please follow JH Advantage MD process
- Only members have appeal rights. A denial letter with the rationale for the decision and appeal rights will be issued to the member.
- A denial letter with the rationale for the decision and post-service payment dispute rights will be issued to the provider.

Reconsideration

- Medicare cases do not include a Reconsideration option

Post-Decision Options: Priority Partners Members

My case has been denied. What's next?

Reconsiderations

- Providers and/or staff can request a reconsideration review
- Reconsiderations must be requested within 3 business days from the determination date
- eviCore has 5 calendar days after receipt of clinical information to complete the determination
- Reconsiderations can be requested in writing, online via eviCore's portal or verbally via a Clinical Consultation with an eviCore physician

Appeals

- eviCore will process pre-service appeals for Priority Partners
- A denial letter with the rationale for the decision and pre-service appeal rights will be mailed to the member and faxed to the ordering provider.
- Appeal requests must be submitted to eviCore within 60 calendar days from the initial determination
- Appeal requests can be submitted in writing or verbally via a Clinical Consultation with an eviCore physician
- All clinical information and the prior authorization request will be reviewed by a physician other than the physician who made the initial determination
- A written notice of the appeal decision will be mailed to the member and faxed to the ordering provider
- Post-service appeals will be processed by Priority Partners

Provider Portal Overview

+eviCore healthcare Website

Visit www.evicore.com

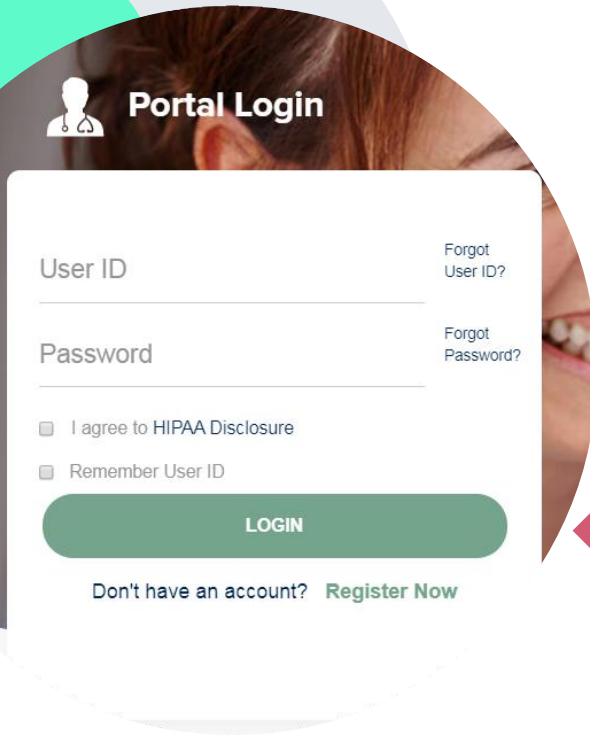
+Already a user?

+If you already have access to eviCore's online portal, simply log-in with your

+User ID and Password and begin submitting requests in real-time!

Don't have an account?

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

A screenshot of the eviCore Portal Login page. The page has a white background with a green header bar. The header bar contains a white silhouette of a person with a stethoscope and the text "Portal Login". Below the header, there are two input fields: "User ID" and "Password". To the right of each field is a link: "Forgot User ID?" and "Forgot Password?". Below the input fields are two checkboxes: "I agree to HIPAA Disclosure" and "Remember User ID". Below the checkboxes is a green button with the text "LOGIN". At the bottom of the form, there is a link: "Don't have an account? Register Now". The form is overlaid on a circular image of a person's face.

+Creating An Account

Web Portal Preference

Please select the Portal that is listed in your provider training material. This selection determines the primary portal that you will using to submit cases over the web.

Default Portal*: --Select--
CareCore National
Medsolutions

User Information

All Pre-Authorization notifications will be sent to the fax number and email address provided below. Please make sure you provide valid information.

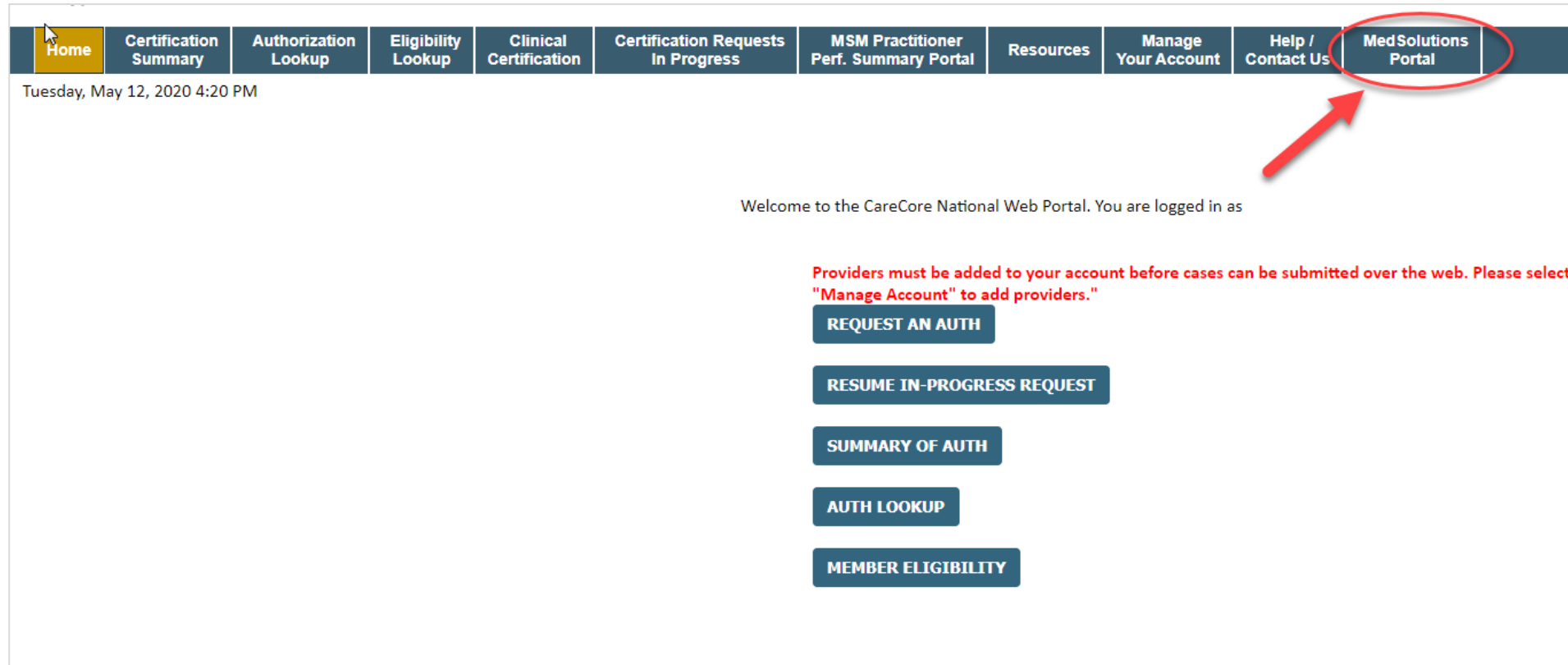
User Name*: Address*:
Email*:
Confirm Email*: City*:
First Name*: State*: Select Zip*:
Last Name*: Office Name:

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

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+Welcome Screen



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

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+Add Practitioners

Manage Your Account

Office Name:

Address:

Primary Contact:

Email Address:

[CHANGE PASSWORD](#) [EDIT ACCOUNT](#)

[ADD PROVIDER](#)

Click Column Headings to Sort

No providers on file

[CANCEL](#)

Add Practitioner

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

Practitioner NPI

Practitioner State

Practitioner Zip

[FIND MATCHES](#) [CANCEL](#)

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

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Initiating A Case

Request an Authorization

To begin, please select a program below:

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

Are you building a case as a referring provider or as a rendering lab?

Please Select ▼

Please Select

Referring Provider

Rendering Lab

CONTINUE

CONTINUE

[Click here for help](#)

- Choose **Clinical Certification** to begin a new request
- Select **Lab Management Program**
- Select if you are the **Referring Provider** or **Rendering Lab** who is submitting the request

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+Select Referring Provider

Requesting Provider Information

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

Filter Last Name or NPI:

SEARCH

CLEAR SEARCH

	Provider
SELECT	1
SELECT	

BACK

CONTINUE

[Click here for help](#)

- Select the ordering **Practitioner or Group**

+Select Health Plan & Provider Contact Info

The screenshot shows the 'Choose Your Insurer' screen. At the top is a navigation bar with links: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted in yellow), Help / Contact Us, and Test. Below the navigation bar is a timestamp: 'Monday, November 02, 2020 2:05 PM'. The main heading is 'Choose Your Insurer'. Below this, it says 'Requesting Provider: LEYVA ALEXANDRA MD 1520430445'. Then it says 'Please select the insurer.' followed by two dropdown menus. The first dropdown is set to 'JOHNS HOPKINS HEALTHCARE' and the second is set to '2401 WEST BELVEDERE AVENUE'. Below the dropdowns are two buttons: 'BACK' and 'CONTINUE'. At the bottom, there is a link 'Click here for help' and a section titled 'Urgent Request?' with text: 'You will be required to upload relevant clinical info at the end of this process. [Learn More.](#)' and another line: 'Don't see the insurer you're looking for? Please call the number on the back of the member's card to determine if an s'.

The screenshot shows the 'Add Your Contact Info' screen. It has a heading 'Add Your Contact Info'. Below the heading are several input fields: 'Provider's Name:*' (pre-filled with 'JOHNS HOPKINS'), 'Who to Contact:*', 'Fax:*', 'Phone:*' (pre-filled with '(410) 714-4000'), 'Ext.:', 'Cell Phone:', and 'Email:'. Each field has a question mark icon to its right. At the bottom are two buttons: 'BACK' and 'CONTINUE'.

- Choose the appropriate Health Plan **Johns Hopkins HealthCare** for Priority Partners requests. Priority Partners will not be an option when utilizing the portal. All requests are processed through **Johns Hopkins HealthCare**.
- Select **CONTINUE** and on the next screen **Add your contact info**
- Provider name, fax and phone will pre-populate, you can edit as necessary
- By entering a valid email you can receive e-notifications

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Member & Request Information

Patient Eligibility Lookup

Patient ID:*

Date Of Birth:* MM/DD/YYYY

Patient Last Name Only:* [?]

ELIGIBILITY LOOKUP

BACK

- Enter the member information including the patient ID number, date of birth and last name. Click Eligibility Lookup
- LABTST and Molecular Genetic Test will populate as the Procedure by CPT Code
- Enter the Diagnosis Code(s)

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](#)

Diagnosis

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

LOOKUP

Trouble selecting diagnosis code? Please follow [these steps](#)

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

Secondary diagnosis is optional for Lab Management Program

LOOKUP

Verify Service Selection

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](#)

- **Verify requested service & diagnosis code(s)**
- **Edit any information if needed by selecting change procedure or primary diagnosis**
- **Click continue to confirm your selection**

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Site Selection

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

Add Site of Service

Specific Site Search

Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI:

Zip Code:

Site Name:

TIN:

City:

☒ Exact match

☐ Starts with

LOOKUP SITE

Enter the specific site where the testing/treatment will be performed.

Clinical Certification

Proceed to Clinical Information

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

Once you have clicked "Continue," you will not be able to edit the Provider, Patient, or Service information entered in the previous steps. Please be sure that all this data has been entered correctly before continuing.

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

BACK

CONTINUE

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

Standard or Urgent Request?

Proceed to Clinical Information

Is this case Routine/Standard?

- If your request is **urgent** select **NO**
- When a request is submitted as urgent you will be **required** to upload relevant clinical information
- If the case is **standard** select **YES**
- You can upload up to **FIVE documents** in .doc, .docx, or .pdf format
- **Your case will only be considered Urgent if there is a successful upload**

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.

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

☐ Yes ☐ No ☐ Unknown

1 Has the specimen been collected?

☐ Yes ☐ No ☐ Unknown

SUBMIT

Proceed to Clinical Information

1 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

1 What kind of testing is being done?

☒ Testing related to cancer
☐ Testing related to pregnancy
☐ Other
☐ Unknown

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

1 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
- You can save your request and **Finish Later** if needed
 - You will have 2 business days to complete the case
 - When logged in, you can resume a saved request by going to Certification Requests in Progress

Proceed to Clinical Information – More Examples

Proceed to Clinical Information

What is the name of the test you are requesting? A selection from the list below is REQUIRED in order to proceed with this request.

This is a list of commonly requested tests from the lab you selected. They are in alphabetic order by the lab's actual test name, which can usually be found on the test requisition.

Submitting your request will be much faster if the test name can be found.

Test Brand Name	Test Category
☐ None Of These	
☐ ATM Analysis	ATM Sequencing and Deletion/Duplication Analysis
☐ BRACAnalysis {Integrated BRACAnalysis; CPT 81162}	BRCA1/2 Sequencing and Deletion/Duplication Analysis
☐ BRACAnalysis {Integrated BRACAnalysis; CPT 81163, 81164}}	BRCA1/2 Sequencing and Deletion/Duplication Analysis
☐ BRACAnalysis and myRisk {Integrated BRACAnalysis and myRisk; CPT 81162, 81479}	Hereditary Breast and Ovarian Cancer Panel Tests
☐ BRACAnalysis and myRisk {Integrated BRACAnalysis and myRisk; CPT 81163, 81164, 81479}	Hereditary Breast and Ovarian Cancer Panel Tests
☐ BRACAnalysis and PALB2 {2019 codes; Integrated BRACAnalysis and PALB2; 81162, 81406}	Hereditary Breast and Ovarian Cancer Panel Tests
☐ BRACAnalysis and PALB2 {2019 codes; Integrated BRACAnalysis and PALB2; 81163, 81164, 81406}	Hereditary Breast and Ovarian Cancer Panel Tests
☐ BRACAnalysis and PALB2 {2019 codes; Integrated BRACAnalysis and PALB2; 81163, 81164, 81406}	Hereditary Breast and Ovarian Cancer Panel Tests
☐ BRACAnalysis and PALB2 {2020 codes; Integrated BRACAnalysis and PALB2; 81162, 81307}	Hereditary Breast and Ovarian Cancer Panel Tests

1 2 3 4 5 6 7

All A B C E G M N P S T

** NOTE: If you know the name of the test, choose the first letter of the test name above. Otherwise, you can scroll through all tests using the page numbers. If you cannot find the test, please return to page 1 of the "All" tab and select "None of These".

***FOR LAB REPRESENTATIVES: If you would like to correct or add to this list, please email labmanagement@evicore.com.

Test Brand Name & Test Category will populate based upon the information previously provided



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: Case to Medical Review

If case is not approved after initial submission, you will receive a request for additional info:

i 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.		

CANCELPRINTCONTINUE

- 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 # and indicates ‘Your case has been sent to clinical review’

Criteria Met

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.		
CANCELPRINTCONTINUE			

If your request is authorized during the initial submission you can print out the summary of the request for your records.

Additional Provider Portal Features

Certification Summary

Home

Certification Summary

Authorization Lookup

Eligibility Lookup

Clinical Certification

Certification Requests In Progress

MSM Practitioner Perf. Summary Portal

Resources

Manage Your Account

Help / Contact Us

MedSolutions Portal

Certification Summary

Search.. 🔍 ☰

<< < > >> Page 1 of 0 10 ▼

Authorization Number	Case Number	Member Last Name	Ordering Provider Last Name	Ordering Provider NPI	Status	Case Initiation Date	Procedure Code	Service Description	Site Name	Expiration Date	Correspondence	Upload Clinical

<< < > >> Page 1 of 0 10 ▼

- Certification Summary tab allows you to track recently submitted cases
- The work list can also be filtered

Authorization Lookup

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	-----------	---------------------

Authorization Lookup

☒ Search by Member Information ☐ Search by Authorization Number/ NPI

- You can lookup authorization status on the portal
- Search by member information OR
- Search by authorization or case number with ordering provider NPI
 - View and print any Correspondence
 - Upload Additional Clinical Information
 - Initiate a Reconsideration (new)
 - Schedule a Peer to Peer

EviCore Reconsideration Review Process on the Web

- Select “All Post Decision Options” to view available options

Authorization Lookup

Authorization Number: NA

Case Number:

Status: Denied

P2P Status:

ALL POST DECISION OPTIONS

Approval Date:

Procedure Code: SPINE

Units Requested: 1

Units Approved: 0

Service Description: SPINE SURGERY

Site Name:

Expiration Date:

Date Last Updated:

Correspondence:

UPLOADS & FAXES

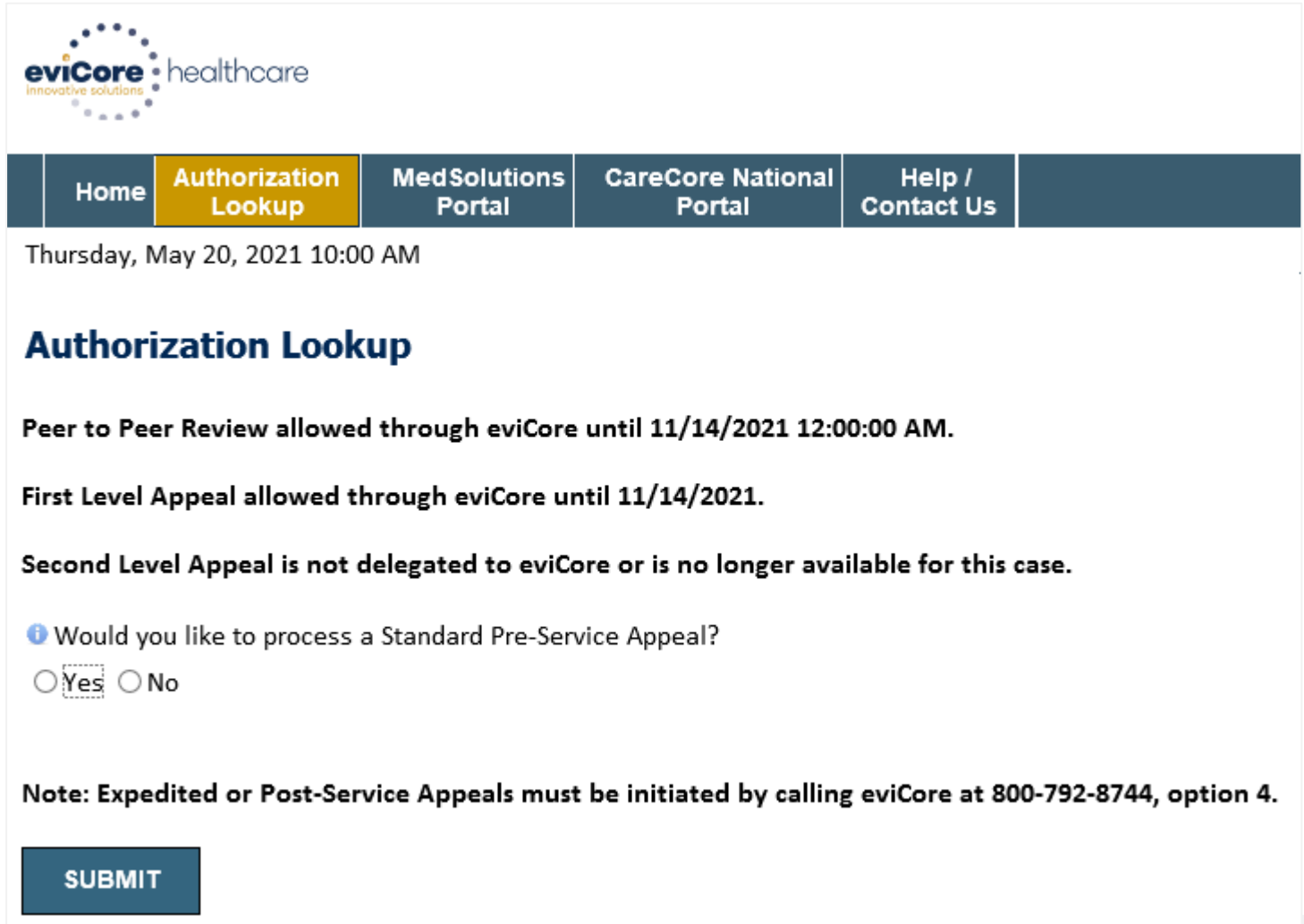
Procedures

Procedure	Description	Qty Requested	Qty Approved	Modifier(s)
		1	0	

PRINT **SEARCH**

EviCore Reconsideration Review Process on the Web (cont.)

- If a reconsideration or first level appeal is delegated through eviCore, the user will see the following question at the bottom of available appeal options
- User can answer “Yes” to move forward
- If the user answers “No” an appeal or reconsideration will not be started and the following notation will be placed on the case:
Post Decision Review process opened and abandoned by Web User. Case will not proceed to Reconsideration or Appeal review at this time.
- **Note:** Select ‘No’ to go back to schedule a Peer-to-Peer



The screenshot shows the EviCore healthcare website interface. At the top is the EviCore logo with the tagline 'innovative solutions'. Below the logo is a navigation bar with five tabs: 'Home', 'Authorization Lookup' (which is highlighted in yellow), 'MedSolutions Portal', 'CareCore National Portal', and 'Help / Contact Us'. Below the navigation bar, the date and time 'Thursday, May 20, 2021 10:00 AM' are displayed. The main heading is 'Authorization Lookup'. Below this, there are three status messages: 'Peer to Peer Review allowed through eviCore until 11/14/2021 12:00:00 AM.', 'First Level Appeal allowed through eviCore until 11/14/2021.', and 'Second Level Appeal is not delegated to eviCore or is no longer available for this case.' Below these messages is a question: 'Would you like to process a Standard Pre-Service Appeal?' with two radio button options: 'Yes' (which is selected) and 'No'. At the bottom of the form is a blue 'SUBMIT' button. A note at the bottom of the page states: 'Note: Expedited or Post-Service Appeals must be initiated by calling eviCore at 800-792-8744, option 4.'

eviCore healthcare
innovative solutions

Home Authorization Lookup MedSolutions Portal CareCore National Portal Help / Contact Us

Thursday, May 20, 2021 10:00 AM

Authorization Lookup

Peer to Peer Review allowed through eviCore until 11/14/2021 12:00:00 AM.

First Level Appeal allowed through eviCore until 11/14/2021.

Second Level Appeal is not delegated to eviCore or is no longer available for this case.

i Would you like to process a Standard Pre-Service Appeal?

☒ Yes ☐ No

Note: Expedited or Post-Service Appeals must be initiated by calling eviCore at 800-792-8744, option 4.

SUBMIT

EviCore Reconsideration Process on the Web (cont.)

- New or additional clinical documentation is required
- Failure to upload new or additional clinical documentation will cancel the request
- Once the clinical information is uploaded, the user will receive message “Your Post Decision Review request has been successfully submitted”
- Select ‘Submit’ to initiate the request

The screenshot displays the EviCore healthcare web interface. At the top, the logo "eviCore healthcare" is visible, with "eviCore" in blue and "healthcare" in grey, and "innovative solutions" in small text below. A navigation bar contains links: Home, Authorization Lookup (highlighted in yellow), MedSolutions Portal, CareCore National Portal, and Help / Contact Us. The page header shows the date and time: "Thursday, May 20, 2021 10:10 AM" and a "Log Off (CSTATEN)" link.

The main heading is "Authorization Lookup". Below it, a message states: "New or additional clinical is required when submitting a Post Decision Review request online. Please upload clinical in order to proceed. Failure to upload clinical information at this time will abandon the request."

A question follows: "Do you acknowledge that the uploaded clinical information used to initiate this post decision request is new and not previously reviewed?" with radio button options for "Yes" and "No". The "Yes" option is selected.

A blue "SUBMIT" button is located at the bottom of the form.

A second, smaller screenshot is overlaid on the bottom right, showing the same interface but with a success message: "Your Post Decision Review request has been successfully submitted." and a "SUBMIT" button.

+EviCore Peer to Peer on the Web

eviCore healthcare

Home

Certification Summary

Authorization Lookup

Eligibility Lookup

Clinical Certification

Certification Requests In Progress

MSM Practitioner Perf. Summary Portal

Resources

Manage Your Account

Help / Contact Us

Tuesday, June 9, 2020 7:11 PM

Authorization Lookup

Authorization Number: NA

Case Number:

Status: Additional Information Required

P2P Status:

Approval Date:

Service Description: Breast Cancer

Site Name:

Expiration Date:

Date Last Updated: 5/14/2020 2:32:09 PM

Correspondence:

UPLOADS & FAXES

Clinical Upload:

UPLOAD ADDITIONAL CLINICAL

P2P AVAILABILITY

PRINT

[Click here for help](#)

- If your case is eligible for a Peer to Peer conversation, a link will display allowing you to proceed to scheduling.
- *Pay attention to any messaging that displays.* In some instances, a Peer to Peer conversation is allowed, but the case decision cannot be changed. When this happens, you can still request a *Consultative Only* Peer to Peer.

Additional step by step detail provided in appendix

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's provider portal
 - You can also call a Web Support Specialist at 800-646-0418 (option 2)
 - Chat with web support on the [EviCore Provider Resource page](#)

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

Additional Information about ECRM can be found on the [**Providers' Hub**](#).



Client and Provider Services

For eligibility issues (member or provider not found in system) or transactional authorization related issues requiring research.

- + Access: [ECRM Services](#)
- + ECRM educational resources: [ECRM Resources | EviCore by Evernorth](#)
- + Trouble using ECRM? Send an email to: ECRMSupport@EviCore.com

Web-Based Services and Portal Support

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

Provider Engagement

- Regional team that works directly with the provider community.
- **Provider Engagement Manager Territory List**

Call Center

Call **866-220-3071**, representatives are available from 7 a.m. to 7 p.m. local time.

Contact EviCore's Dedicated Teams



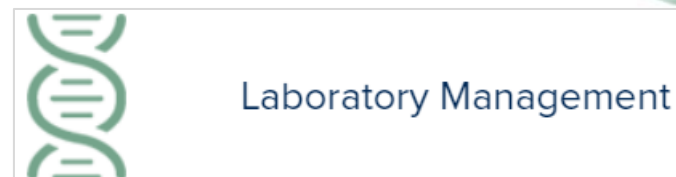
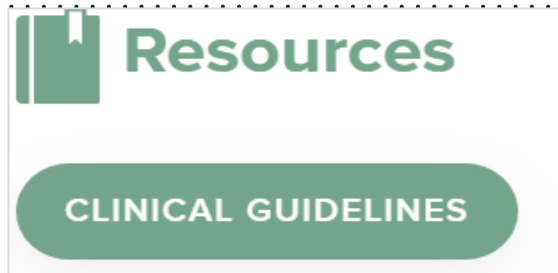
+Clinical Guidelines

How to access our Guidelines

1. Go to www.evicore.com and select the 'Resources' drop down menu on the far right hand side of your browser.
2. Then select the 'Clinical Guidelines' button to be directed to the main clinical guidelines page.
3. Scroll down and select the 'Laboratory Management' solution.
4. Type in desired health plan in the 'Search Health Plan' search bar and press enter.
5. Select the appropriate guideline specific to the requested test(s).

+ Examples:

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



Laboratory Management

Instructions for accessing the guidelines:

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.

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)**.

Search Health Plan ...



+Clinical Guidelines

Health Plan specific Guidelines

- 1. Current, Future, and Archived lists and Guidelines are found here.
- 2. You can select the entire Code List or the health plan specific Policy Book.
- 3. Shown here is an example of the Administrative Guidelines you will find on our resource site.
- 4. There are also Lab Guidelines for Clinical Use and Test Specific Guidelines on our resource site. (not shown on this screen)

CURRENT

FUTURE

ARCHIVED

Code Lists

Lab Management Code List

Guidelines

Commercial Lab Policy Book

Effective 07/01/2020

ADMINISTRATIVE

Date of Service and Effective Date of the Authorization Period

Effective 07/01/2020

Information Requirements for Medical Necessity Review

Effective 07/01/2020

Molecular Pathology Tier 2 Molecular CPT Codes

Effective 07/01/2020

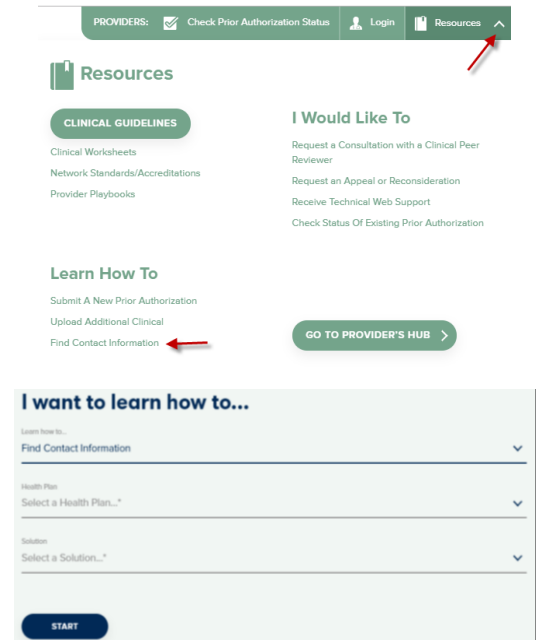
Unique Test Identifiers for Non-Specific Procedure Codes

Effective 07/01/2020

+Online Resources

Web Based Services and Online Resources

- You can access important tools, health plan specific contact information and resources at www.evicore.com
- Select the Resources to view Clinical Guidelines, Online Forms, and more.
- Provider's hub section includes many resources
- Provider forums and portal training are offered weekly, you can find a session on www.eviCore.WebEx.com, select WebEx Training and search upcoming for a “eviCore Portal Training” or “Provider Resource Review Forum”



The quickest, most efficient way to request prior authorization is through our provider portal. We have a dedicated **Web Support** team that can assist providers in navigating the portal and addressing any web related issues during the online submission process.

To speak with a Web Specialist, call (800) 646-0418 (Option #2) or email portal.support@evicore.com

+Provider Resource Website

Provider Resource Pages

+eviCore's Provider Experience team maintains provider resource pages that contain client and solution specific 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:

- Frequently Asked Questions
- Provider Training
- CPT code list

+To access these helpful resources, please visit

+<https://www.evicore.com/resources/healthplan/johnshopkinshealthcare>

Johns Hopkins HealthCare Provider Services: 888-895-4998



Thank You!

Self Service Peer to Peer Scheduling

+How to schedule a Peer to Peer Request

- Log into your account at www.evicore.com
- Perform Authorization Lookup to determine the status of your request.
- +
 - Click on the “P2P Availability” button to determine if your case is eligible for a Peer to Peer conversation:
- If your case is eligible for a Peer to Peer conversation, a link will display allowing you to proceed to scheduling without any additional messaging.

Authorization Lookup

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



P2P AVAILABILITY

P2P AVAILABILITY

[Request Peer to Peer Consultation](#)

+How to schedule a Peer to Peer Request

Pay attention to any messaging that displays. In some instances, a Peer to Peer conversation is allowed, but the case decision cannot be changed. When this happens, you can still request a Consultative Only Peer to Peer. You may also click on the “All Post Decision Options” button to learn what other action may be taken.

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:

Request Peer to Peer Consultation

ALL POST DECISION OPTIONS

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

+How to Schedule a Peer to Peer Request

New P2P Request

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

Member Date of Birth

+ Add Another Case

Lookup Cases >

- +Upon first login, you will be asked to confirm your default time zone.
- +You will be presented with the Case Number and Member Date of Birth (DOB) for the case you just looked up.
- +You can add another case for the same Peer to Peer appointment request by selecting “Add Another Case”
- +To proceed, select “Lookup Cases”

+You will receive a confirmation screen with member and case information, including the Level of Review for the case in question. Click Continue to proceed.

New P2P Request

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

+How to Schedule a Peer to Peer Request

Case Info

1st Case

Case #

Episode ID

Member Name

Member DOB

Member State

Health Plan

Member ID

Case Type

Level of Review

MSK Spine Surgery

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 >

+You will be prompted to identify your preferred Days and Times for a Peer to Peer conversation. All opportunities will automatically present. Click on any green check mark to deselect the option and then click Continue.

+You will be prompted with a list of eviCore Physicians/Reviewers and appointment options per your availability. Select any of the listed appointment times to 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 →

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
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 3:45 pm EDT 4:00 pm EDT 4:15 pm EDT Show more...	2:00 pm EDT 2:15 pm EDT 2:30 pm EDT 2:45 pm EDT Show more...	4:15 pm EDT 4:30 pm EDT 4:45 pm EDT 5:00 pm EDT Show more...	3:15 pm EDT 3:30 pm EDT 3:45 pm EDT 4:00 pm EDT Show more...	-	-	-

EviCore

By EVERNORTH

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+How to Schedule a Peer to Peer

+Confirm Contact Details

- Contact Person Name and Email Address will auto-populate per your user credentials

- Be sure to update the following fields so that we can reach the right person for the Peer to Peer appointment:

- + Name of Provider Requesting P2P
- + Phone Number for P2P
- + Contact Instructions

- Click submit to schedule appointment. You will be presented with a summary page containing the details of your scheduled appointment.

The screenshot shows a four-step process: Case Info, Questions, Schedule, and Confirmation. The 'Schedule' step is active. The form is divided into two main sections: 'P2P Info' and 'P2P Contact Details'. The 'P2P Info' section includes a date (Mon 5/18/20), time (6:30 pm EDT), and a list of case details. The 'P2P Contact Details' section contains several input fields: 'Name of Provider Requesting P2P' (with a blue arrow pointing to 'Dr. Jane Doe'), 'Contact Person Name' (with 'Office Manager John Doe'), 'Contact Person Location' (with 'Provider Office'), 'Phone Number for P2P' (with a blue arrow pointing to '(555) 555-5555'), 'Phone Ext.' (with '12345'), 'Alternate Phone' (with '(xxx) xxx-xxxx'), 'Phone Ext.' (with 'Phone Ext.'), 'Requesting Provider Email' (with 'droffice@internet.com'), and 'Contact Instructions' (with 'Select option 4, ask for Dr. Doe' and a blue arrow pointing to the text). A 'Submit >' button is at the bottom right.

The screenshot shows a 'Scheduling' summary page. It includes a 'Scheduled' section with a calendar icon, a clock icon, and the text 'Mon 5/18/20 - 6:30 pm EDT'. A red circle highlights the word 'SCHEDULED' in a blue box.

+Canceling or Rescheduling a Peer to Peer Appointment

+To cancel or reschedule an appointment

- Access the scheduling software per the instructions above
- Go to “My P2P Requests” on the left pane navigation.
- Select the request you would like to modify from the list of available appointments
- Once opened, click on the schedule link. An appointment window will open
- Click on the Actions drop-down and choose the appropriate action
- If choosing to reschedule, you will have the opportunity to select a new date or time as you did initially.
- If choosing to cancel, you will be prompted to input a cancellation reason
- Close browser once done

Appointment

Appointment Details:

- SCHEDULED**
- Mon 5/18/20
- 6:30 pm EDT

P2P Contact Info:

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

Actions

- Reschedule Appointment
- Cancel Appointment