

Radiology and Cardiology Platform Migration Quick User Guide

EviCore maintains prior authorizations on two platforms, MedSolutions and CareCore National. Historically, Blue Cross and Blue Shield of Kansas City Radiology and Cardiology requests have been managed on the MedSolutions platform. **In an effort to create consistency across BCBSKC membership and programming, effective 3/1/2023 all BCBSKC Radiology and Cardiology authorizations will be managed on the CareCore National platform.** This document walks through case initiation on the CareCore National portal.

Will the programs be managed differently on the CareCore National platform?

No, the programs themselves will not be changing. Managed membership, in-scope CPT code lists, and clinical collection during case build will work the same, but the up-front 'demographic' portion of case build is slightly different, and outlined below.

What do I need to do in order to begin building cases on the web for BCBSKC members as of 3/1/2023?

When logging into the EviCore web portal (www.evicore.com), a new username and ID are **not** needed. Log in as normal and select the '**CareCore National Portal**' from the portals menu. From there, the MedSolutions portal can be accessed at any time by clicking that option in the top menu bar; additional login information is not needed.

Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account	MedSolutions Portal	Help / Contact Us
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I am in the CareCore National Portal, what next?

If you have never built a case in the CareCore National Portal, you need to **first** add providers to your account prior to case submission, so that requests can be built for them. This task only needs to be completed once.

To add a provider, click the 'Manage Your Account' tab, then 'Add Provider'. NPI, State, and zip code are required to search; once the provider record is found it can be added. Multiple providers can be added to an account, and edits can be made at any time.



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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**

How do I start a case on the CareCore National Portal?

1. Select 'Clinical Certification', select the program 'Radiology and Cardiology' and click Continue.



The screenshot shows the top navigation bar of the CareCore National Portal. The 'Clinical Certification' tab is highlighted with a blue arrow pointing to it. Below the navigation bar, the 'Request an Authorization' section is displayed. It includes a message: 'To begin, please select a program below:'. A list of programs is shown with radio buttons next to them. 'Radiology and Cardiology' is selected. A 'CONTINUE' button is located at the bottom of the list.

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Request an Authorization

To begin, please select a program below:

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

CONTINUE

2. Select a provider that was added to your account previously under 'Manage Your Account'.



The screenshot shows the provider selection interface. It includes a message: '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.' Below this is a search bar with the placeholder text 'Filter Last Name or NPI:'. There are 'SEARCH' and 'CLEAR SEARCH' buttons. Below the search bar is a table with a header 'Provider' and a 'SELECT' button next to it.

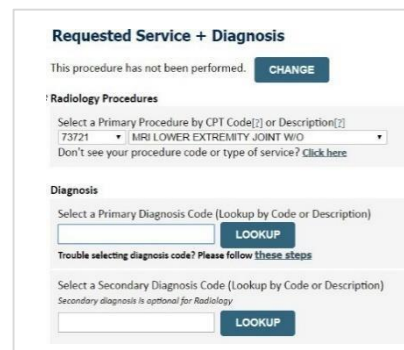
Select the provider for whom you want to submit an authorization request. If you don't see them listed, click [Manage Your Account](#) to add them.

Filter Last Name or NPI:

SEARCH **CLEAR SEARCH**

Provider
SELECT

3. Select 'BCBS KANSAS CITY' as the health plan and the correct address for the referring provider.
4. Verify the phone and fax number for the provider and enter your contact information should EviCore need to reach out for additional information.
5. Indicate whether the procedure has been performed.
6. Look up the member by Patient ID, Date of Birth, and Last Name.
7. Enter the CPT and Diagnosis code(s) (see screenshot at right) – additional CPT codes, if needed, can be added during clinical collection.
8. Choose from a list of sites, or search for the facility where the study is to be performed.
9. Proceed to the clinical collection portion of case build.
10. The remainder of case build proceeds through clinical collection the same way as the MedSolutions portal. Cases may be immediately approved, survey questions may be presented, or you may be prompted to upload clinical information.



The screenshot shows the 'Requested Service + Diagnosis' section. It includes a message: 'This procedure has not been performed. **CHANGE**'. Below this is the 'Radiology Procedures' section. It includes a dropdown menu for 'Select a Primary Procedure by CPT Code[?] or Description[?]' with the value '73721 MRI LOWER EXTREMITY JOINT W/O'. Below this is the 'Diagnosis' section. It includes a dropdown menu for 'Select a Primary Diagnosis Code (Lookup by Code or Description)' with the value 'LOOKUP'. Below this is a section for 'Select a Secondary Diagnosis Code (Lookup by Code or Description)' with the value 'LOOKUP'.

Requested Service + Diagnosis

This procedure has not been performed. **CHANGE**

Radiology Procedures

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

73721 MRI LOWER EXTREMITY JOINT W/O

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 Radiology

LOOKUP

For more detailed information on the Blue Cross and Blue Shield of Kansas City Radiology and Cardiology Programs, please visit: <https://www.evicore.com/resources/healthplan/blue-cross-blue-shield/kansas-city>