LAB MANAGEMENT

Preauthorization for Blue Cross and Blue Shield Medicare Program

Provider Orientation

EviCore
By EVERNORTH

July 30, 2026 1

Agenda

1. Solution Overview
2. Submitting Requests
3. Prior Authorization Outcomes, Special Considerations & Post-Decision Options
4. EviCore Provider Portal
5. Provider Resources

Solution Overview

EviCore
By EVERNORTH
Public Information

BCBS Medicare Prior Authorization Services

EviCore began accepting prior authorization requests for Lab Management services on May 22, 2017 for dates of service June 1, 2017 and beyond.

Applicable Membership

+ Medicare Only

Prior authorization applies to the following services

+ Outpatient
+ Elective/Non-emergent

Prior authorization does NOT apply to services performed in:

+ Emergency Rooms
+ Observation Services
+ Inpatient Stays

Providers should verify patient eligibility and benefits prior to treatment.

EviCore
By EVERNORTH

Applicable Membership

Preauthorization is required for Blue Cross and Blue Shield members enrolled in the following programs:

- **Blue Cross and Blue Shield of Illinois**
  - **Medicare members**
- **Blue Cross and Blue Shield of Montana**
  - **Medicare members**
- **Blue Cross and Blue Shield of New Mexico**
  - **Medicare members**
- **Blue Cross and Blue Shield of Oklahoma**
  - **Medicare members**
- **Blue Cross and Blue Shield of Texas**
  - **Medicare members**

Preauthorization Required

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

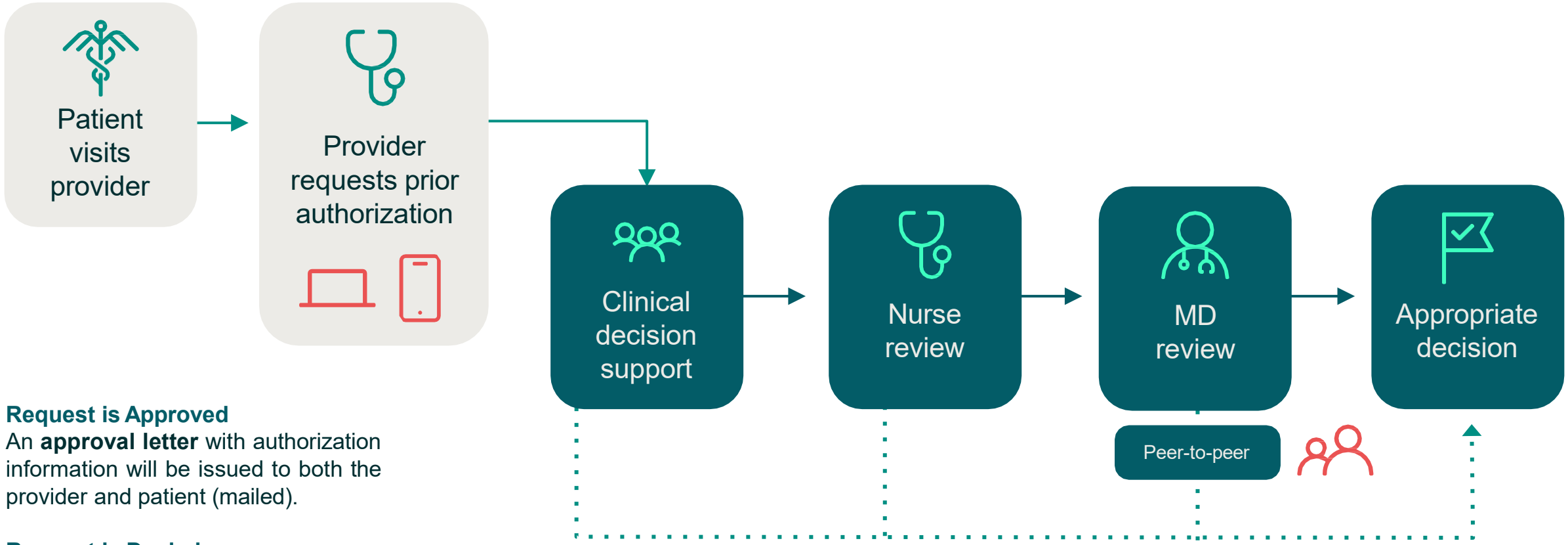
To find a list of CPT (Current Procedural Terminology) codes that require preauthorization through eviCore, please visit:

https://www.evicore.com/resources/healthplan/blue-cross-blue-shield/oklahoma/medicare

Submitting Requests

EviCore
By EVERNORTH
Public Information

Pre-service prior authorization workflow



Request is Approved
An **approval letter** with authorization information will be issued to both the provider and patient (mailed).

Request is Denied
A **denial letter with clinical rationale** for the decision and appeal rights will be issued to both the provider and patient.

EviCore
By EVERNORTH

How to Request Prior Authorization

The EviCore Provider Portal is the easiest, most efficient way to request clinical reviews and check statuses.

- **Save time:** Quicker process than requests by phone or fax
- **Available 24/7**
- **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
- **View and print determination information:** Check case status in real-time
- **Dashboard:** View all recently submitted cases
- **E-notification: R**eceive email notifications when there is a change to case status
- **Duplication feature:** If you are submitting more than one request, you can duplicate information to expedite submittals

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

Or by phone**: 855-252-1117**

Monday – Friday
7 AM – 7 PM (local time)

Or by fax**: 866-699-8160**

EviCore
By EVERNORTH

Necessary Information for Prior Authorization

To obtain prior authorization on the very first submission, the provider submitting the request will need to gather information within four categories:

Patient

- ✓ Health Plan ID
- ✓ Patient name
- ✓ Date of birth (DOB)

Referring (Ordering) Physician

- ✓ Physician name
- ✓ National provider identifier (NPI)
- ✓ Phone & fax number

Supporting Clinical

- ✓ Pertinent clinical information to substantiate medical necessity for the requested service
- ✓ CPT/HCPCS Code(s)
- ✓ Diagnosis Code(s)
- ✓ Previous test results

Rendering Facility

- ✓ Facility name
- ✓ Address
- ✓ National provider identifier (NPI)
- ✓ Tax identification number (TIN)
- ✓ Phone & fax number

Important Clinical Documentation

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

- Specimen collection date (if applicable)
- Type or Test Name (if known)
- Test Indication (Personal History of condition being tested, age at initial diagnosis, relevant signs and symptoms, if applicable)
- Relevant past test results
- Patient's ethnicity
- Relevant family history (Maternal or paternal relationship, medical history including ages at diagnosis, genetic testing)
- If there is a known familial mutation, what is the specific mutation?
- How will the test results be used in the patient's care?

17

Prior Authorization Outcomes, Special Considerations & Post-Decision Options

EviCore
By EVERNORTH
Public Information

Prior Authorization Determination Outcomes

Determination Outcomes

- Approved Requests: All requests are processed within 7 calendar days and authorizations are valid for 45 calendar days from the date of the determination.
- Denied Requests: If a request is determined as inappropriate based on evidence-based guidelines, 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 physician.
- Web-initiated cases will receive e-notifications if a user opted in to this method.
- Members will receive a letter by mail.
- Approval information can be printed on demand from the EviCore portal.

Special Circumstances

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 patient

Can be initiated on provider portal or by phone

Urgent cases are typically reviewed within 24 to 72 hours

EviCore
By EVERNORTH

Special Circumstances

Authorization Update

If updates are needed on an existing authorization, providers can contact EviCore by phone

If the authorization is not updated and a different facility location or CPT code is submitted on the claim, it may result in a claim denial

EviCore
By EVERNORTH
Public Information

POST-DECISION OPTIONS

Medicare Members

My case has been denied. What's next?

+ 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.

Reconsiderations

+ Medicare cases do not include a reconsideration option

Appeals

+ EviCore will manage first-level appeals
+ Please refer to the denial notice for instructions and requirements to submit an appeal

EviCore
By EVERNORTH

EviCore Provider Portal

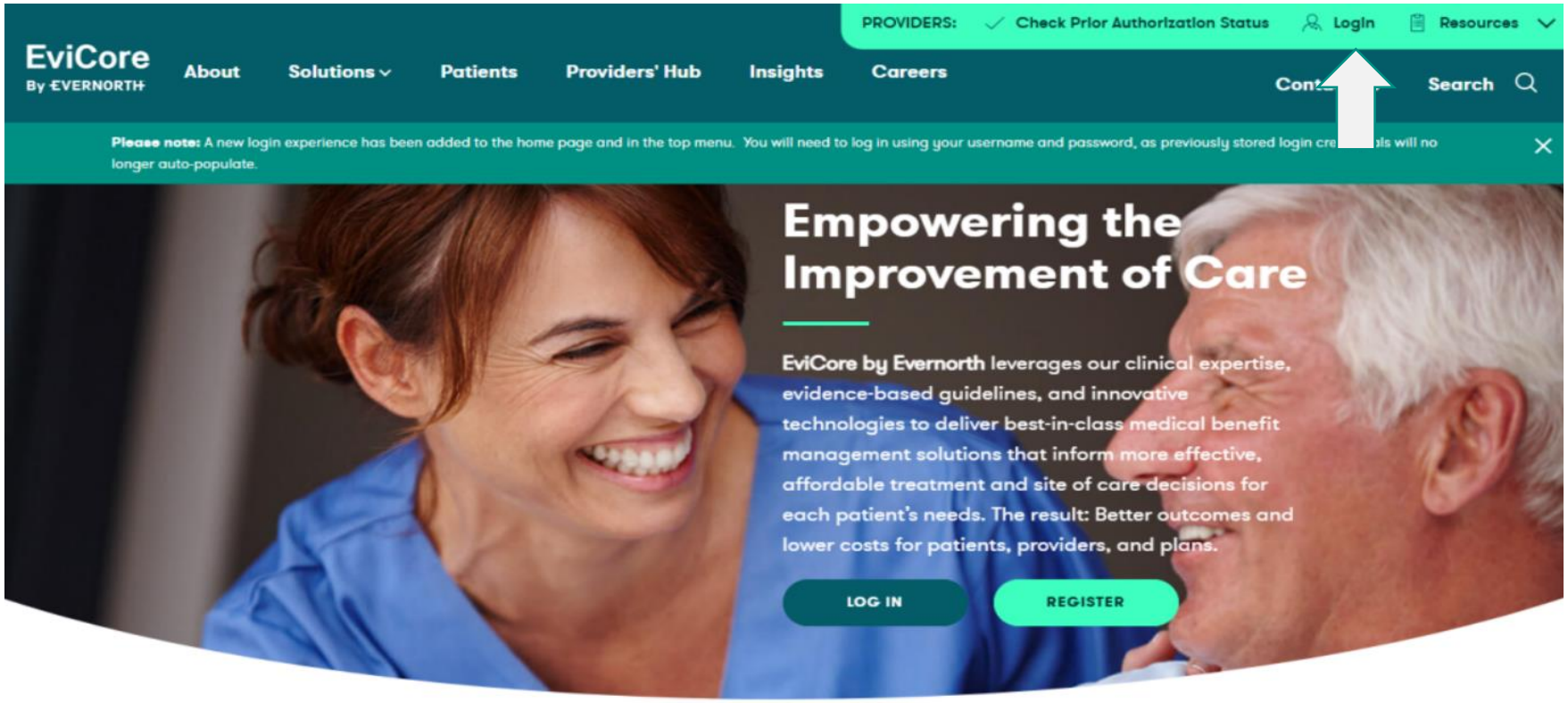
EviCore
By EVERNORTH
Public Information

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**
+ Already a user?

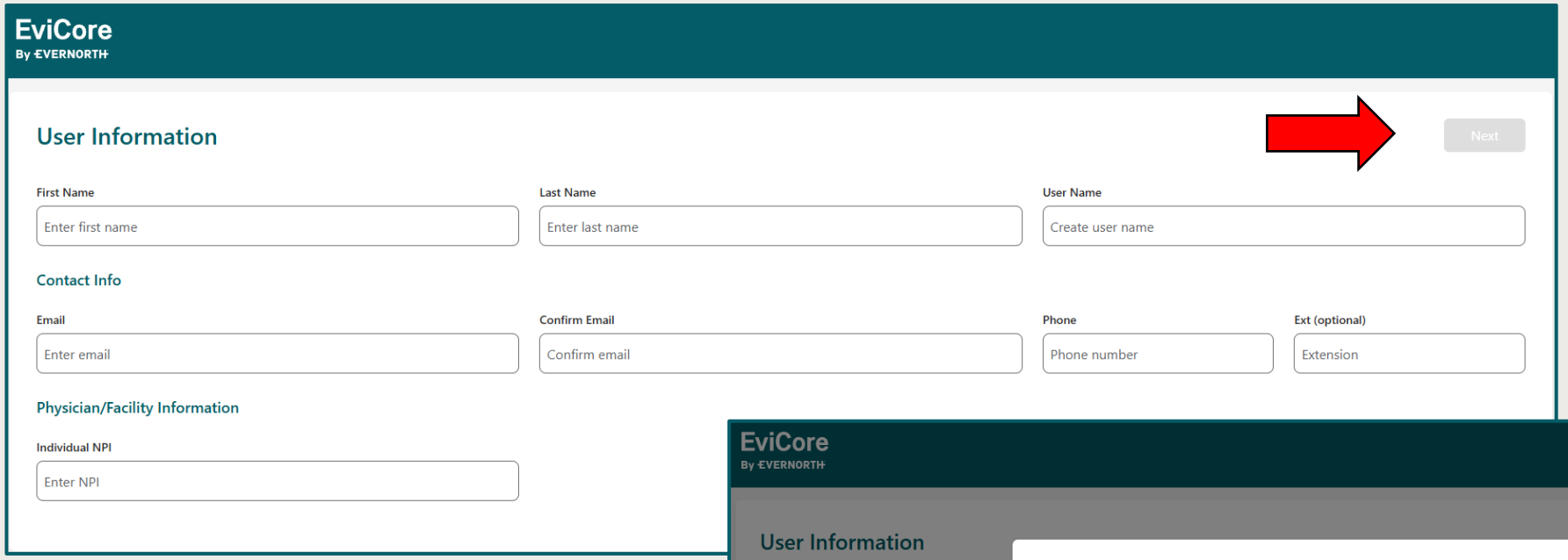
  Log in with User ID & Password.
+ Don't have an account? Click **Register.**



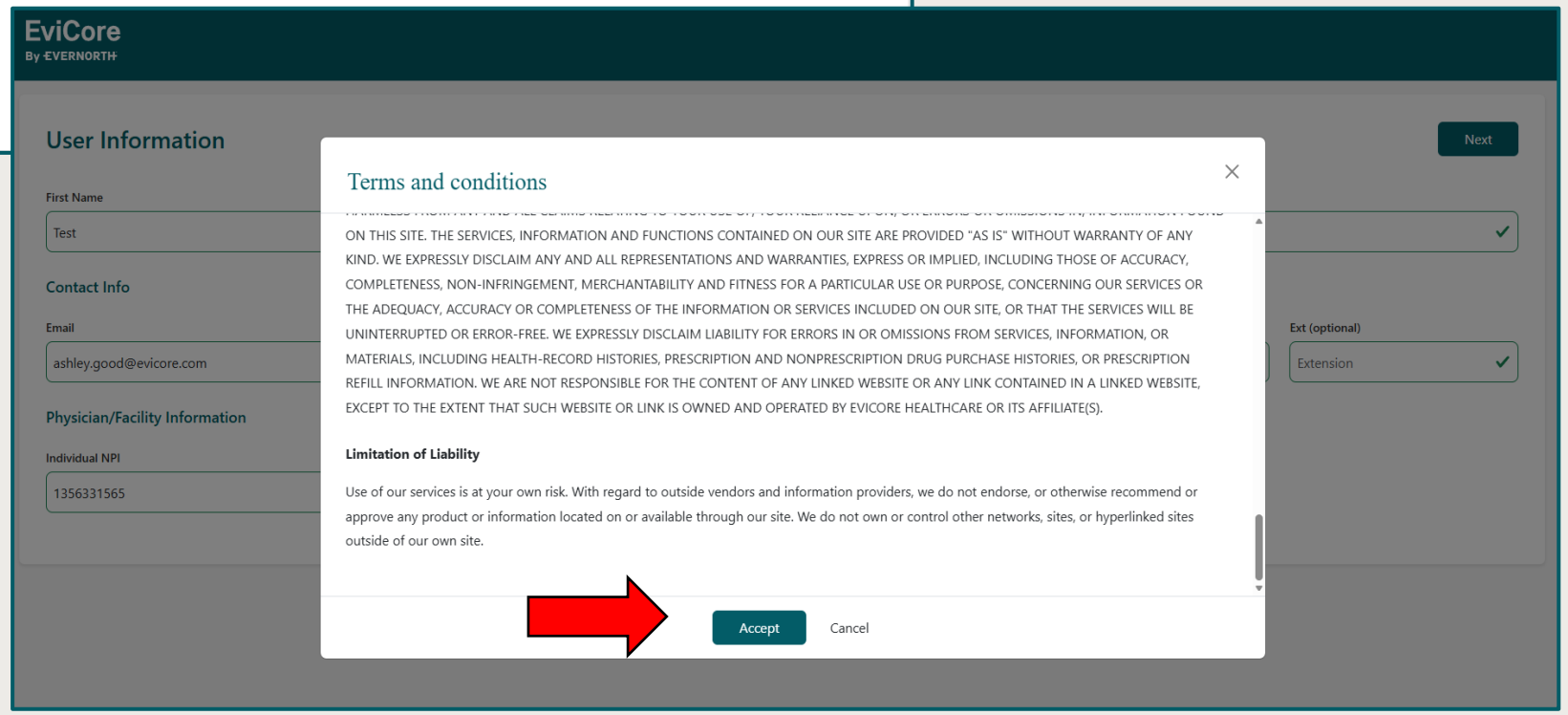
EviCore's website is compatible with **all web browsers**. If you experience issues, you may need to **disable pop-up blockers** to access the site.

EviCore
By EVERNORTH

Portal Registration



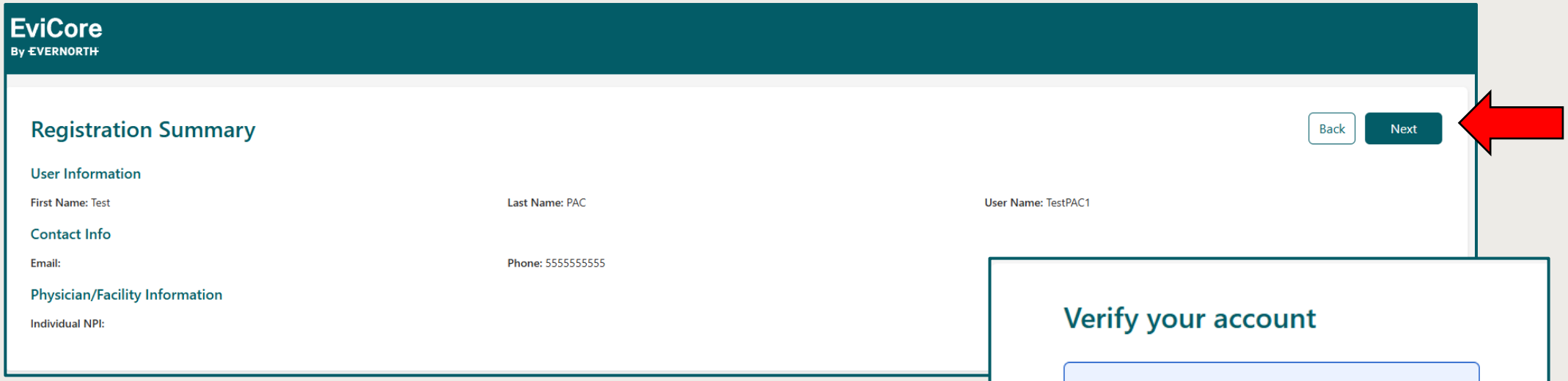
Enter your information here then click ‘Next’



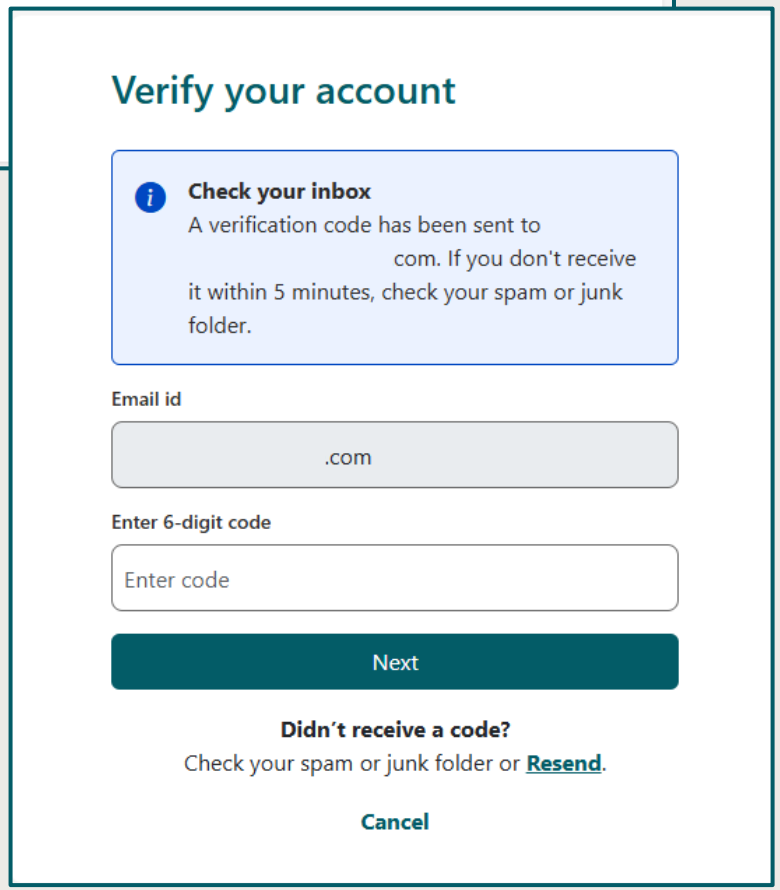
Read and accept the Terms and Conditions

EviCore
By EVERNORTH

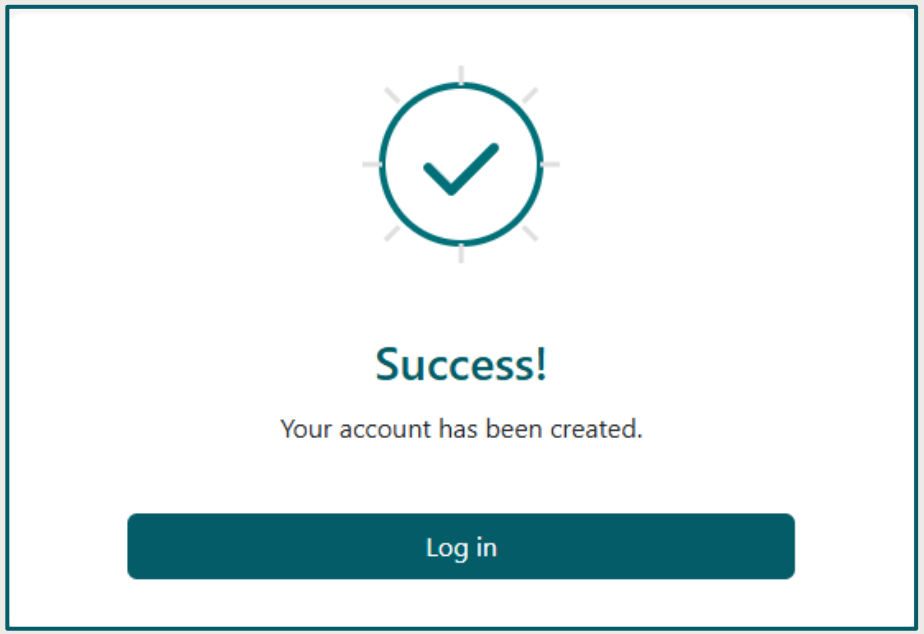
Portal Registration Continued



1. Confirm the details are correct, then click ‘Next’
2. You will then be sent a verification code to the email provided
3. Enter the 6-digit code, then click ‘Next’



User Registration Successful

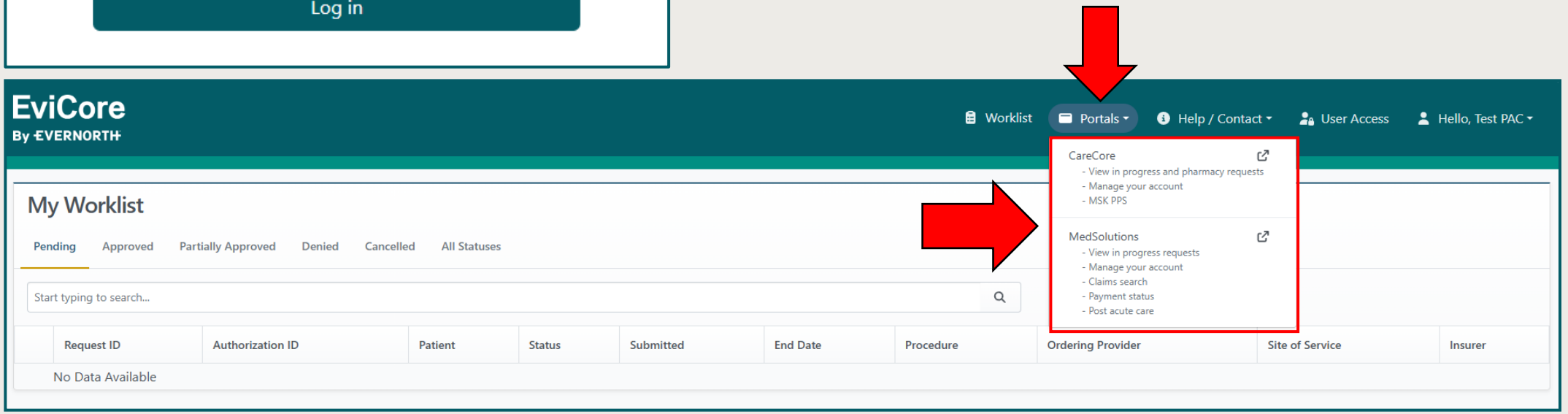


Create a Password

Password must be at least 8 characters long and contain the following:

- ✓ **Uppercase Letters**
- ✓ **Lowercase Letters**
- ✓ **Numbers**
- ✓ **Characters (e.g., !#*)**

Once logged in, you can go to ‘Portals’ to access the CareCore option

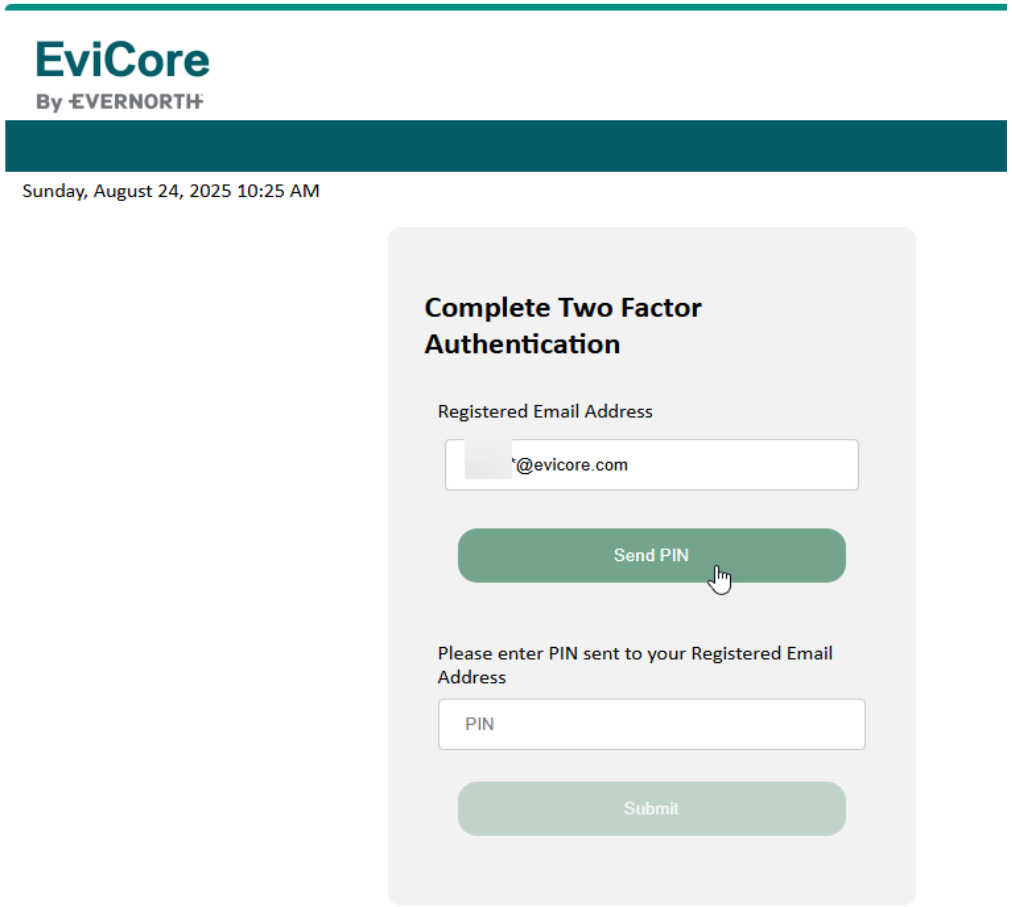


EviCore
By EVERNORTH

EviCore.com Access | Two Factor Authentication

To safeguard your patients' private health information (PHI), we have implemented a multi-factor authentication (MFA) process.

- After you log in, you will be prompted to register your device for MFA.
- Choose which authentication method you prefer: Email or SMS. Then, **enter your email address or mobile phone number**.
- Once you select **Send PIN**, a 6-digit pin will be generated and sent to your chosen device.
- After entering the provided PIN in the portal display, you will successfully be authenticated and logged in.

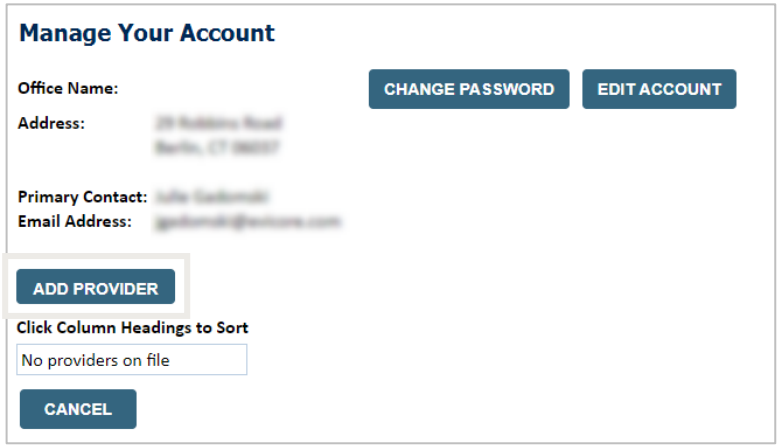


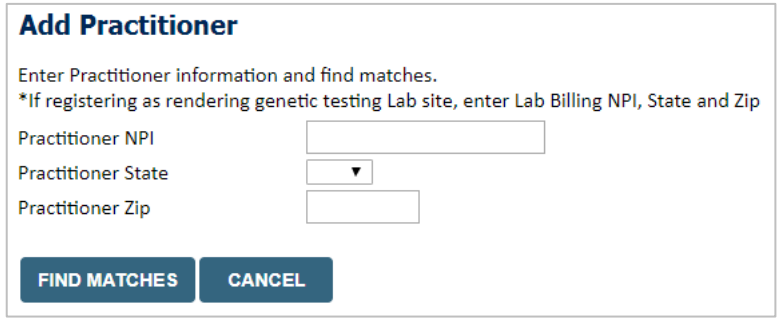
EviCore
By EVERNORTH

EviCore Provider Portal | Add Providers

Providers will need to be added to your account prior to case submission

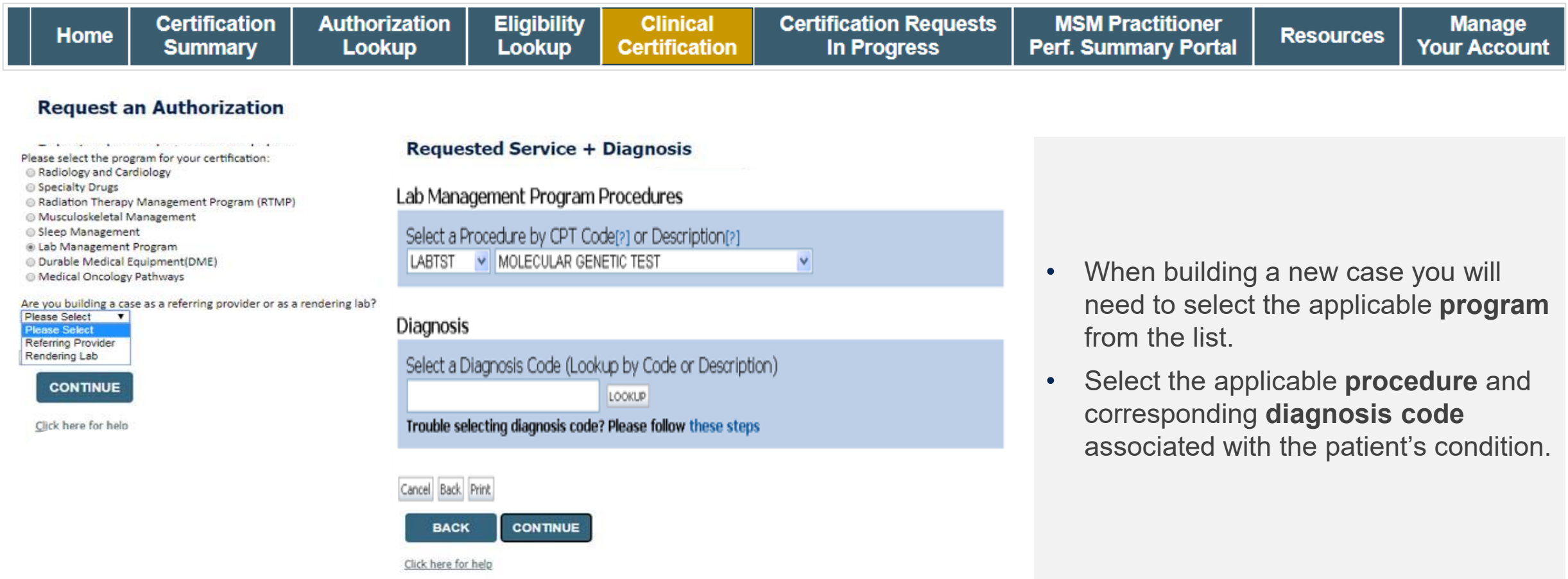
- Click the **Manage Your Account** tab to add provider information
- Select **Add Provider**
- Enter the NPI, state, and zip code to search for the provider
- Select the matching record based upon your search criteria
- Once you have selected a practitioner, your registration will be complete
- You 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





EviCore
By EVERNORTH
Public Information

Clinical Certification Request | Case Initiation Process



- When building a new case you will need to select the applicable **program** from the list.
- Select the applicable **procedure** and corresponding **diagnosis code** associated with the patient's condition.

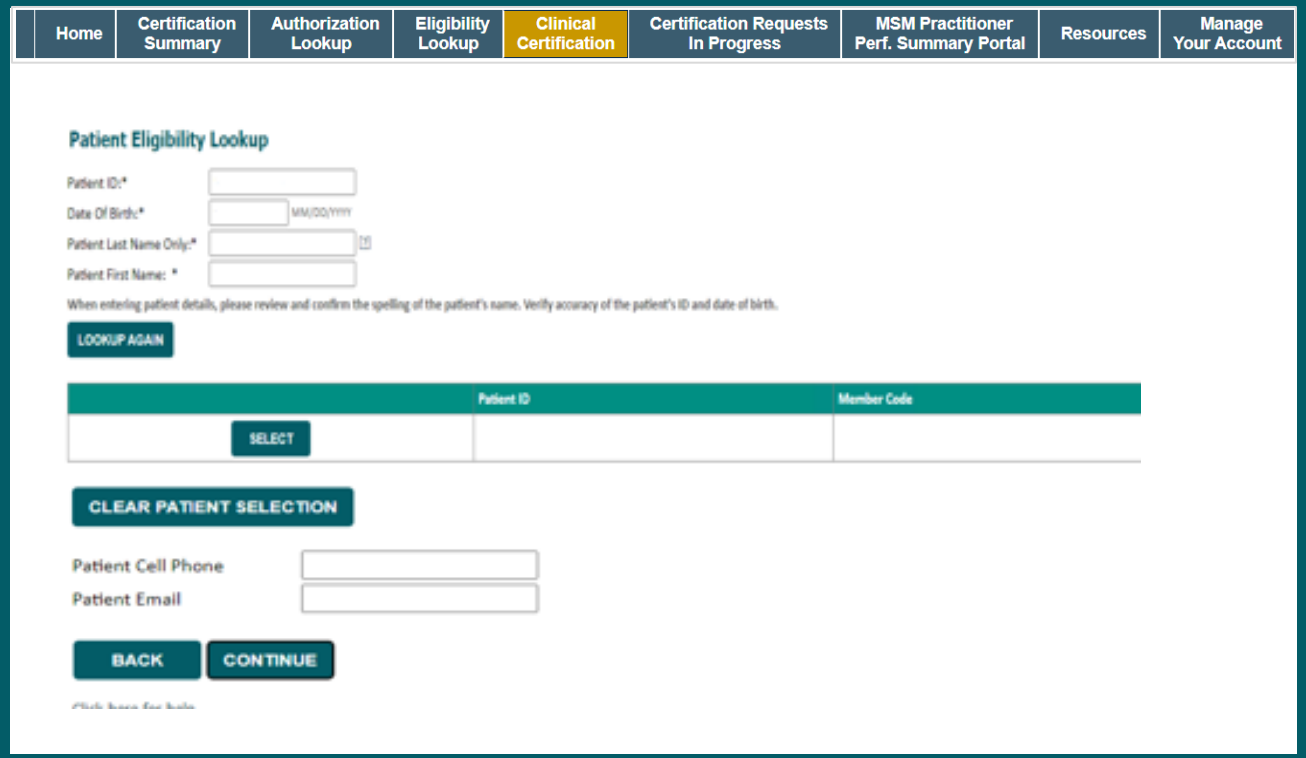
Submitting as Referring Provider | Provider Search

Submitting as Rendering Lab | Provider Search

CLINICAL CERTIFICATION REQUEST

Enter Member Information

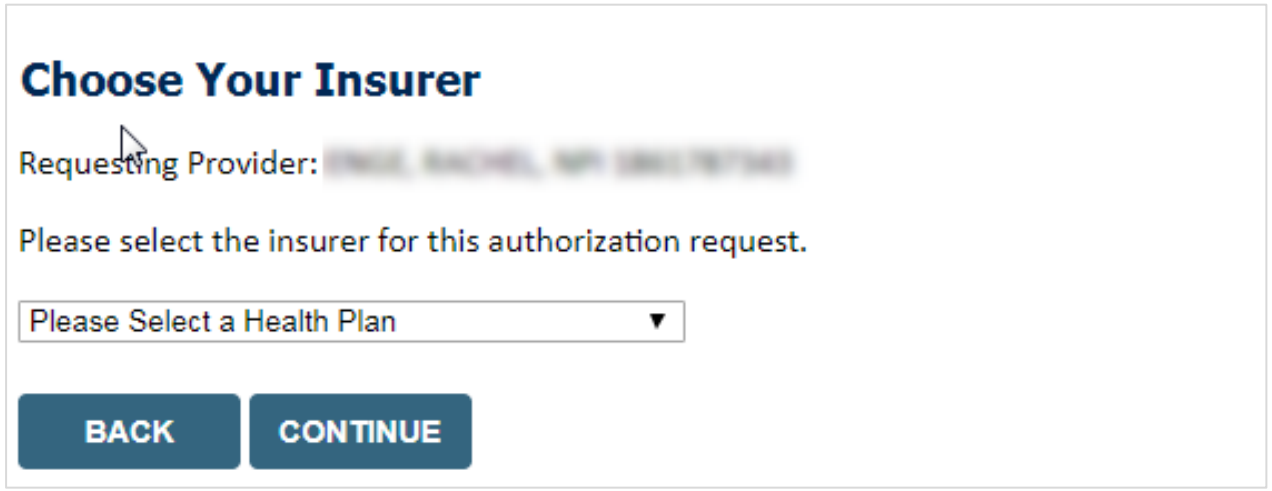
- Enter **member information,** including: patient ID number, date of birth, and both last and first name, then click **ELIGIBILITY LOOKUP**
- Confirm your patient's information and click **SELECT** to continue
- If available, provide patient cell phone and email and click **CONTINUE**



EviCore
By EVERNORTH

Clinical Certification Request | Select Health Plan

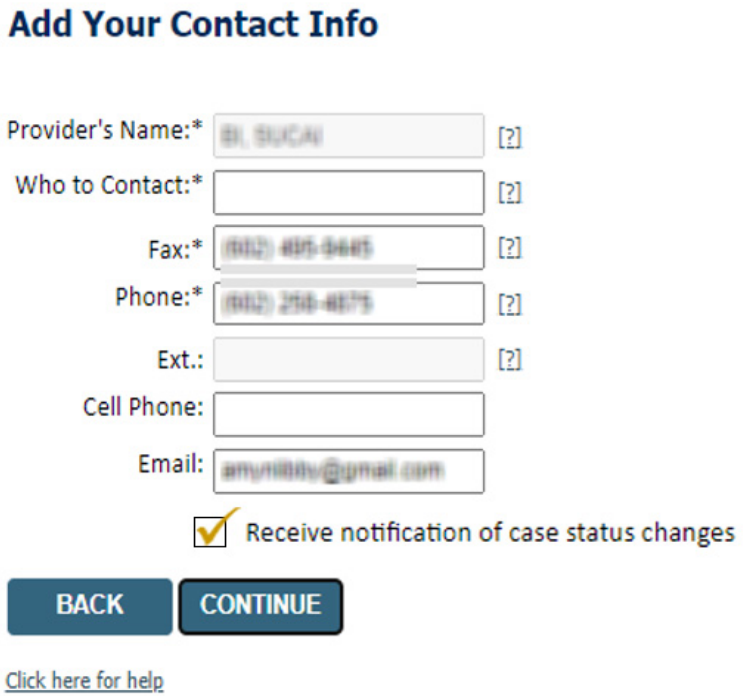
Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account



- Choose the appropriate **Health Plan** for the request
- Another drop down will appear to select the appropriate address for the provider
- Select **CONTINUE**

EviCore
By EVERNORTH
Public Information

Clinical Certification Request | Enter Contact Information

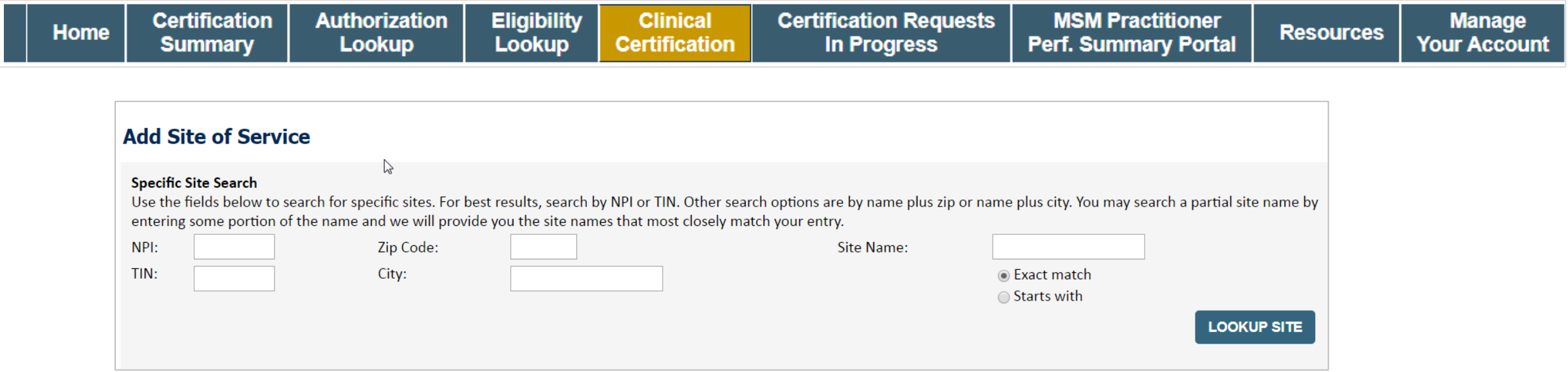


- Enter the **Provider's name** and appropriate information for the point of contact individual
- Provider name, fax and phone will pre-populate, edit as necessary

NEW! Check this box to enable e-notification updates for any case status changes

EviCore
By EVERNORTH
Public Information

Submitting as Referring Provider | Site Selection

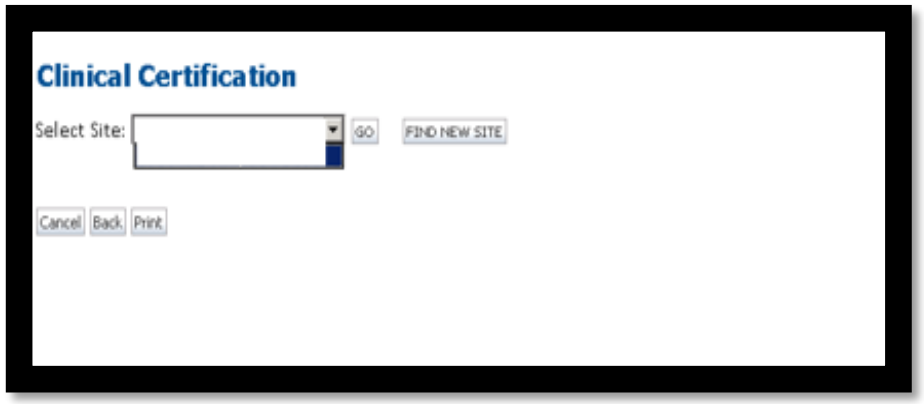


- Search for the site of service where the procedure will be performed (for best results, search with NPI, TIN, and zip code)
- Select the specific site where the procedure will be performed

EviCore
By EVERNORTH
Public Information

Submitting as Rendering Lab | Site Selection

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



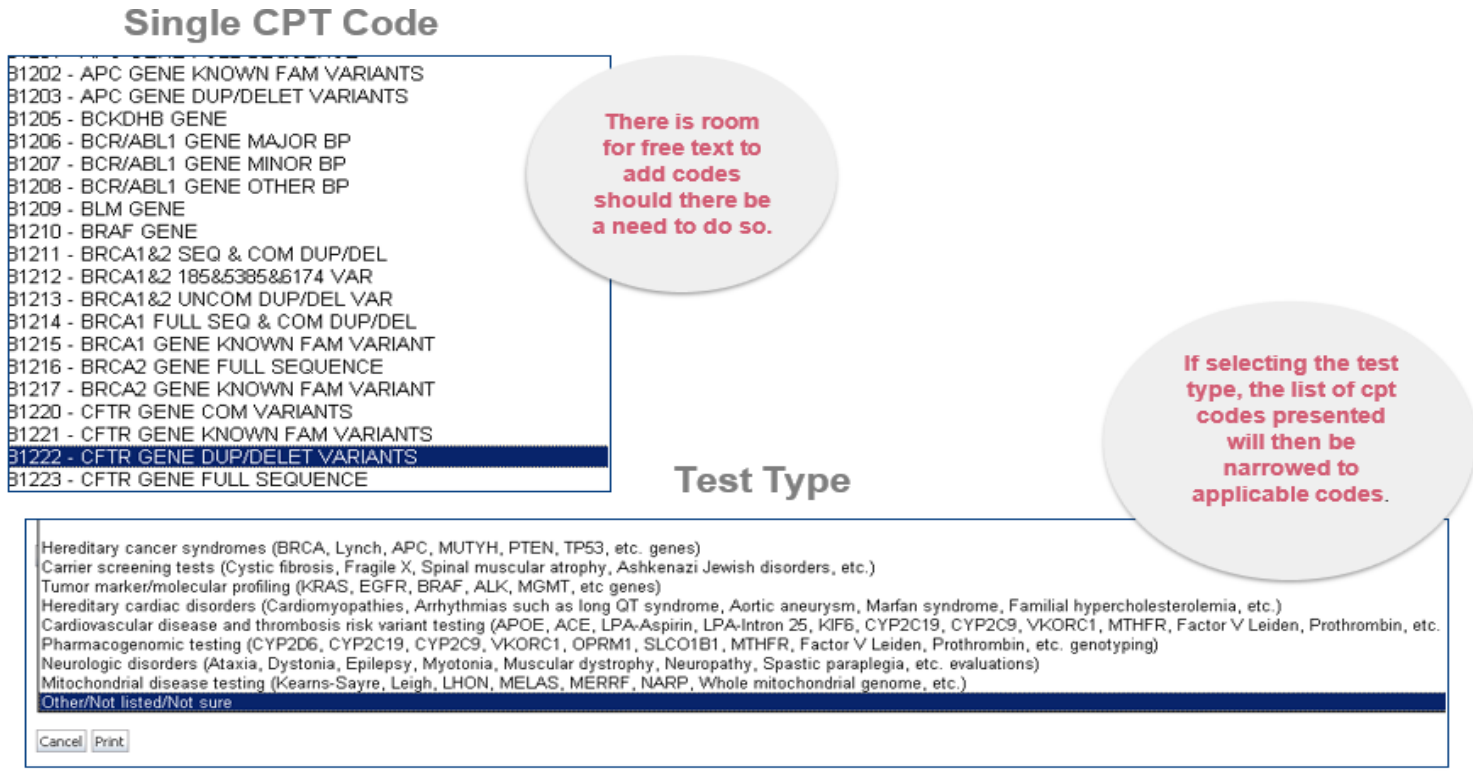
- The site added under your account will be in the dropdown menu
- Click “GO” when ready
- If your site is not listed in the dropdown menu, choose to find the new site by NPI

EviCore
By EVERNORTH
Public Information

Single or Multi CPT Code and Collection Date

EviCore
By EVERNORTH
Public Information

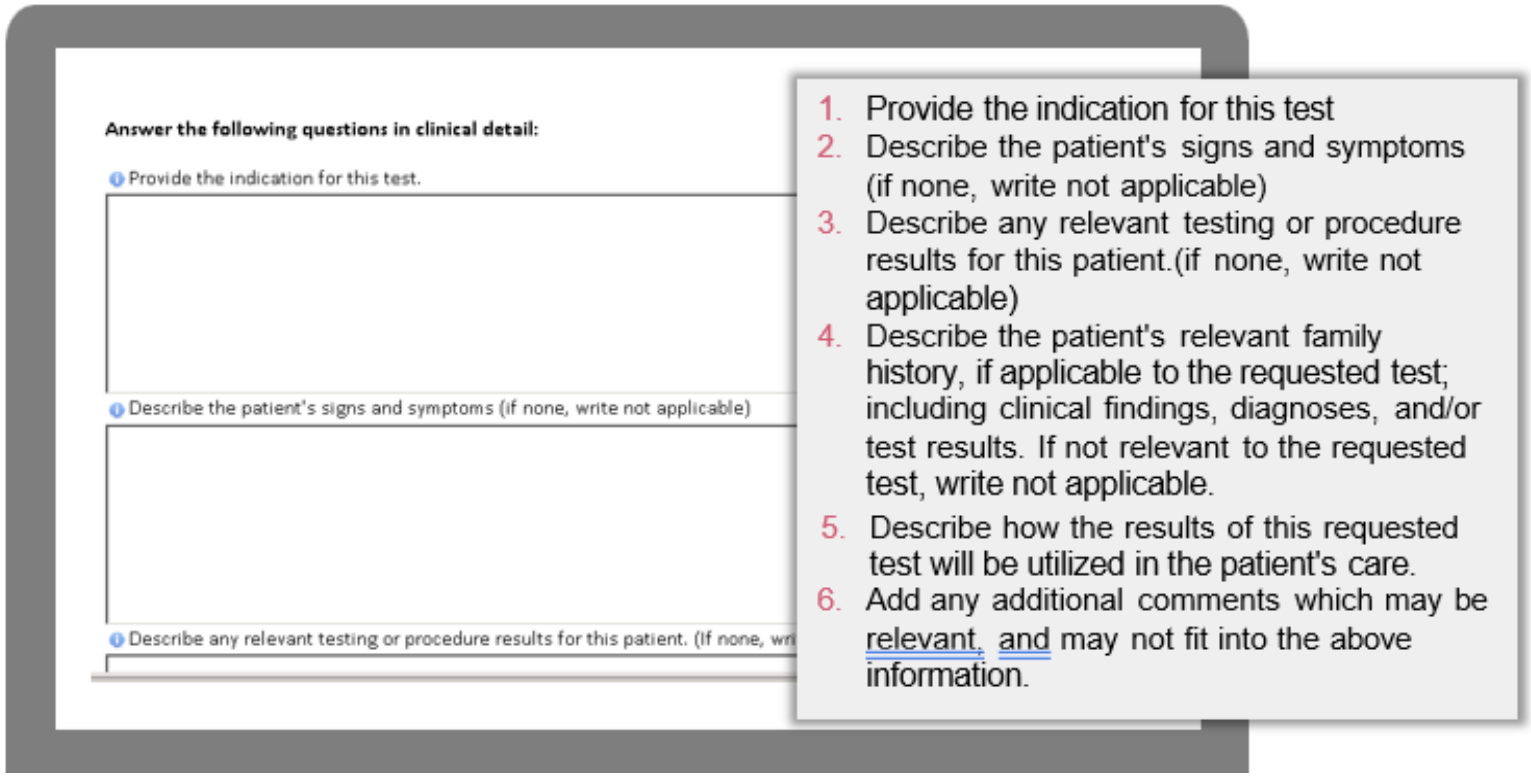
Test Identification



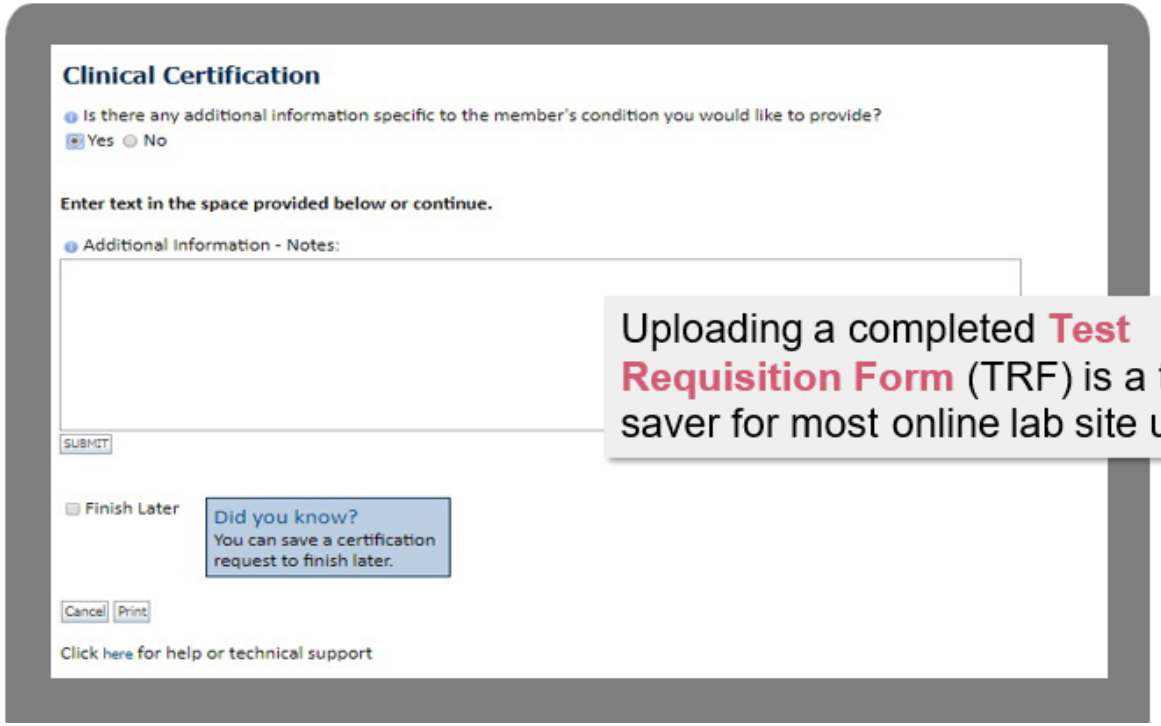
Select the **Single CPT Code** or Select by **Test Type**

EviCore
By EVERNORTH
Public Information

Clinical Questions



Medical Review



If **additional information** is required, you will have the option to either free hand text in the additional information box, or you can mark Yes to additional info and click submit to bring you to the upload documentation page.
Providing clinical information via the web is the quickest, most efficient method.

EviCore
By EVERNORTH
Public Information

Clinical Certification Request | 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.

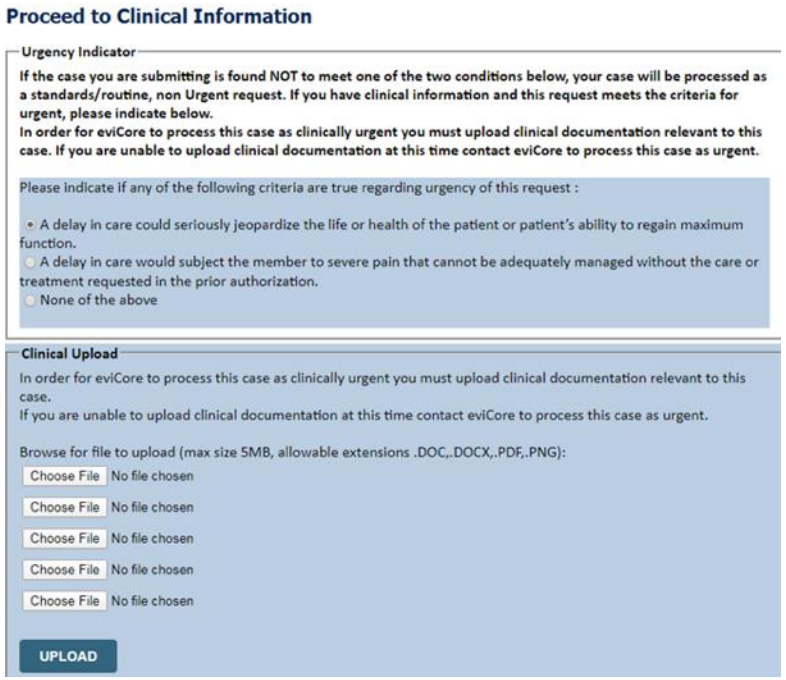
BACK CONTINUE

- Verify that all information is entered and correct
- **You will not have the opportunity to make changes after this point**

EviCore
By EVERNORTH
Public Information

Clinical Certification Request | Standard or Urgent Request?

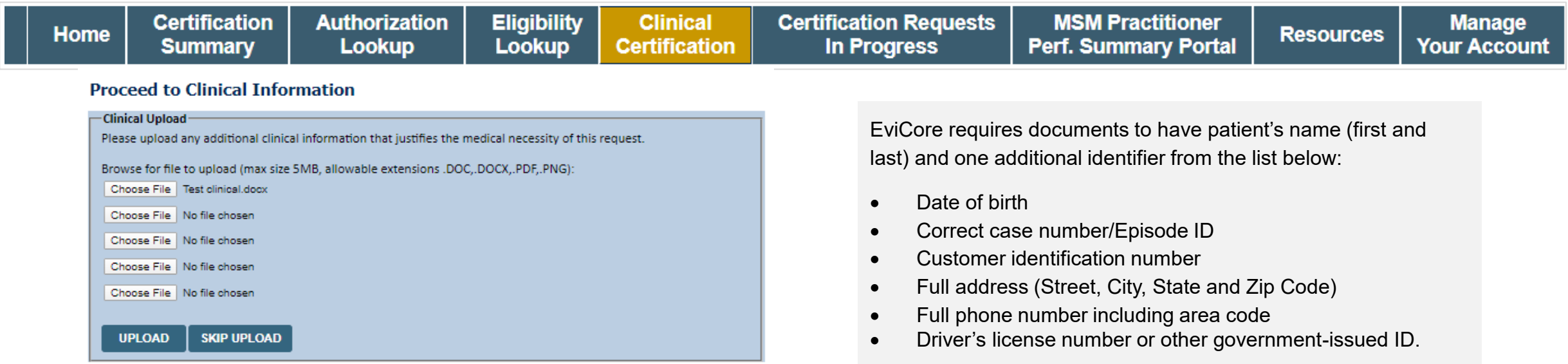
Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Resources	Manage Your Account



- 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

EviCore
By EVERNORTH
Public Information

Clinical Certification Request | Request for Clinical Upload



EviCore requires documents to have patient's name (first and last) and one additional identifier from the list below:

- Date of birth
- Correct case number/Episode ID
- Customer identification number
- Full address (Street, City, State and Zip Code)
- Full phone number including area code
- Driver's license number or other government-issued ID.

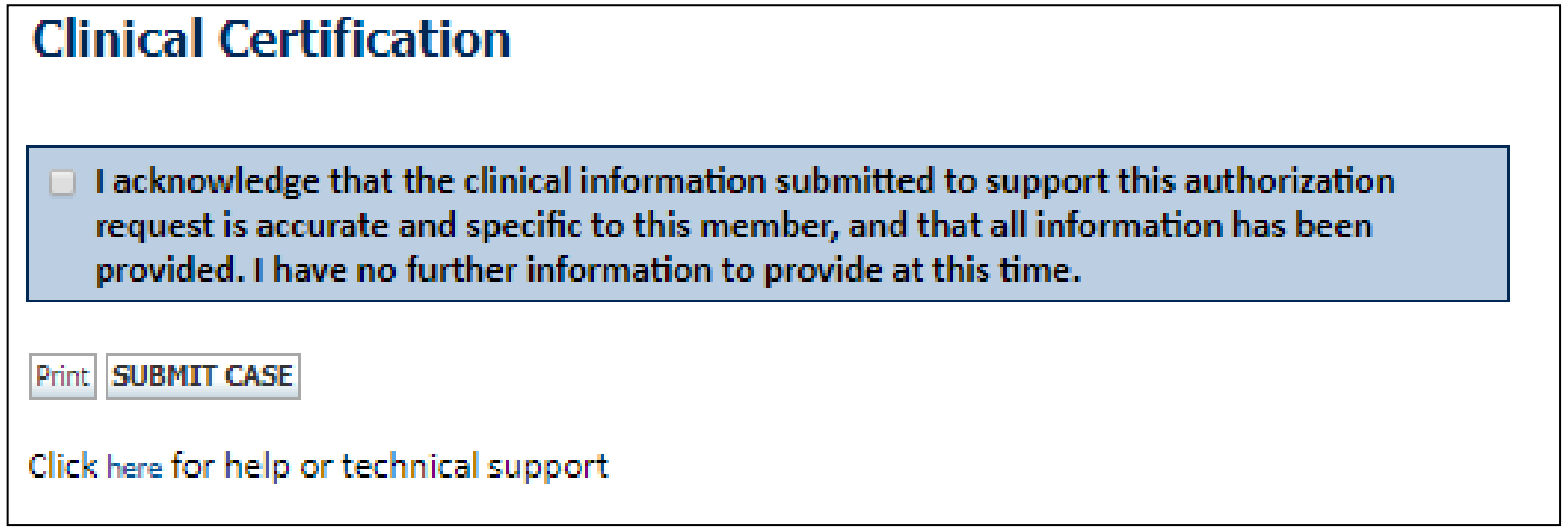
If additional information is required, you will have the option to upload more clinical information for review.

Tips:

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

EviCore
By EVERNORTH
Public Information

Finalizing the Case Submission



Acknowledge the Clinical Certification statements and click “Submit Case.”

Provider Resources

EviCore
By EVERNORTH

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

EviCore
By EVERNORTH

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.

+ **Scott Jarrett**
+ Email: **scott.jarrett@evicore.com**
+ Phone: **615-487-8129**

Call Center/Intake Center

Call **855-252-1117.** Representatives are available from 7 a.m. to 7 p.m. local time.

EviCore
By EVERNORTH

Provider Resource Website

EviCore 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 materials
- CPT code lists

To access these helpful resources, visit:
https://www.evicore.com/resources/healthplan/blue-cross-blue-shield/oklahoma/medicare

EviCore
By EVERNORTH
Public Information

Thank You

EviCore
By EVERNORTH