Medical Oncology

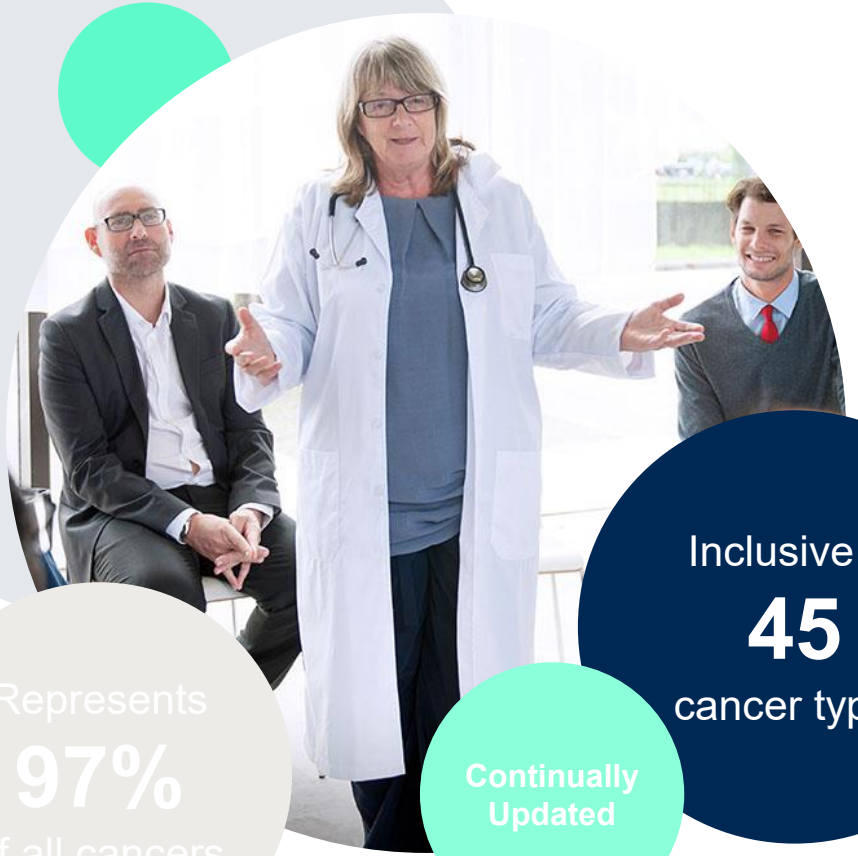
Provider Orientation Session for WPS

EviCore
By EVERNORTH

August 11, 2026 1

+Evidence-Based Guidelines

The foundation of our solutions



Represents **97%** of all cancers

Inclusive of **45** cancer types

Continually Updated

National Comprehensive Cancer Network® (NCCN)

26 of the World's Leading Cancer Centers Aligned

EviCore Guideline Management

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Internal Information

Program Overview

+WPS Prior Authorization Services

+EviCore healthcare (EviCore) will begin accepting prior authorization requests for Medical Oncology services on January 30th 2023, for dates of service February 1, 2023 for commercial membership effective February 1, 2023.

Applicable Membership:	Prior authorization applies to the following services:	Prior authorization does NOT apply to services performed in:
• Commercial – Fully Insured • Commercial – Self Insured	• Outpatient Treatment, including Diagnostic • Infusion and Injectable Chemotherapy • Supportive Medications given with Chemotherapy under the Medical Benefits	• Emergency Rooms • Observation Services • Inpatient Stays* • Clinical Trials

It is the responsibility of the **ordering** to request prior authorization approval for services.
*EviCore may review inpatient requests related to CAR-T Therapy in the near future.

+Medical Oncology Solution

Covered Regimens:

- Infused, oral, self-administered drugs
- Supportive agents
- Companion diagnostics / precision medicine

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Internal Information

+Information needed for Prior Authorizations

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

1. Member
- ID
- Member name
- Date of birth (DOB)

FYI: Currently, no site selection is required.

2. Referring (Ordering) Physician
- Physician name
- National provider identifier (NPI)
- Phone & fax number

3. Supporting Clinical
- Patient's clinical presentation.
- Diagnosis Codes.
- Type and duration of treatments performed to date for the diagnosis

Disease-Specific Clinical Information:

- ✓ Diagnosis at onset
- ✓ Stage of disease
- ✓ Clinical presentation
- ✓ Histopathology
- ✓ Comorbidities
- ✓ Patient risk factors
- ✓ Performance status
- ✓ Genetic alterations
- ✓ Line of treatment

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+Clinical Information Needed

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

- Patient’s clinical presentation.
- Diagnosis Codes.
- Type and duration of treatments performed to date for the diagnosis
- Disease-Specific Clinical Information:
  - ✓ Diagnosis at onset
  - ✓ Stage of disease
  - ✓ Clinical presentation
  - ✓ Histopathology
  - ✓ Comorbidities
  - ✓ Patient risk factors
  - ✓ Performance status
  - ✓ Genetic alterations
  - ✓ Line of treatment

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+Methods to Submit Prior Authorization Requests

EviCore.com (Preferred)

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

Prior Auth call center:
800-475-1954 (Option 3)

7:00 a.m. to 7:00 p.m. Central Time
Monday - Friday

Fax Number:
800-540-2406 - Additional clinical information only

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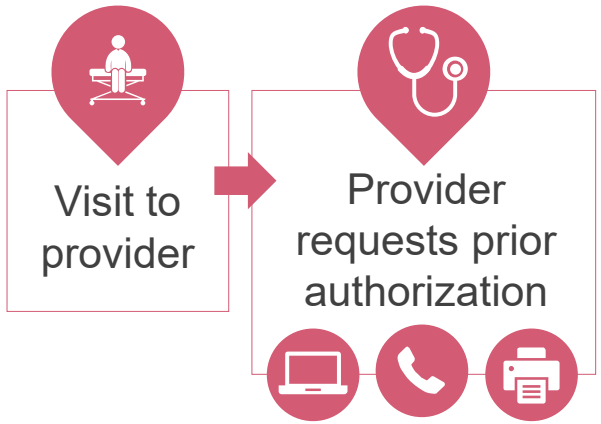
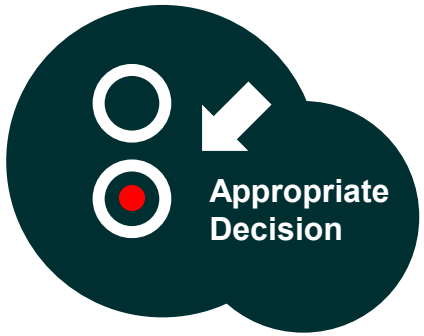
+Utilization Management – the Prior Authorization Process



Based on evidence-based guidelines, request is **Approved**.

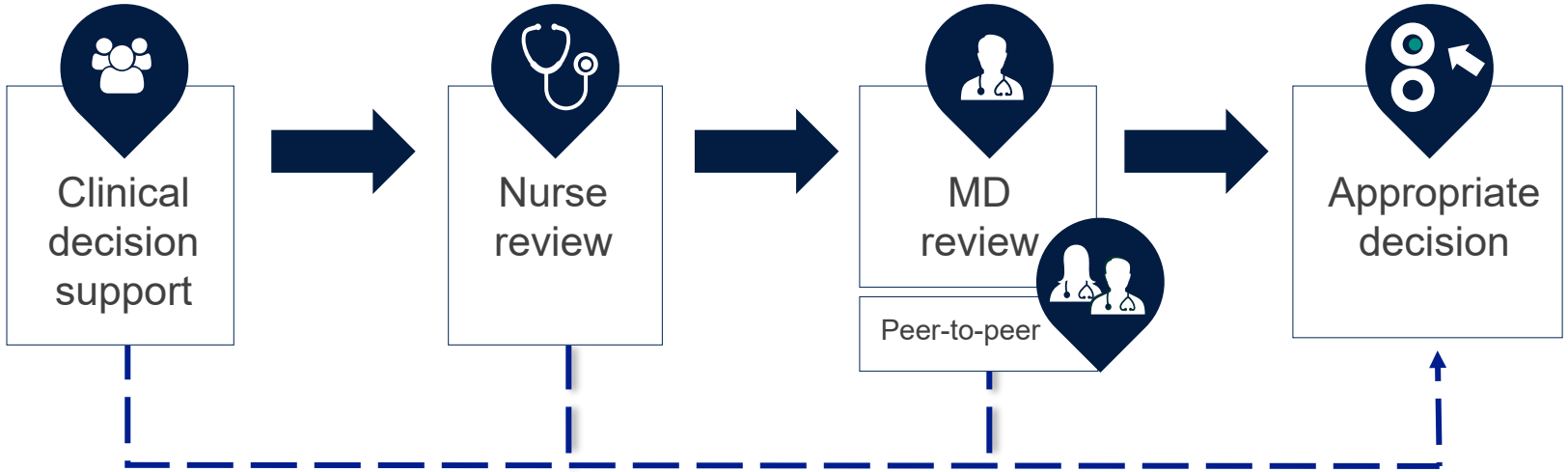
An **Approval Letter** will be issued with authorization information to both the provider (e-notification or facsimile) and member (mailed).



Based on evidence-based guidelines, request is **Denied**.

A denial letter with clinical rationale for the decision and appeal rights will be issued to both the provider and member.

Easy for Providers and staff



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Internal Information

+Prior Authorization Outcomes

Determination Outcomes:

- Approved Requests: Authorizations vary from 240-425 days, depending on cancer type/treatment technique, and will be communicated on the authorization letter.
- Denied Requests: Based on evidence-based guidelines, if a request is determined as inappropriate, a notification with the rationale for the decision and post decision/ appeal rights will be issued

+ Notifications:

- Authorization letters will be faxed to the ordering physician
- Web initiated cases will receive e-notifications when a user opts in to receive
- Members will receive a letter by mail
- Approval information can be printed on demand from the EviCore portal: www.EviCore.com

EviCore Provider Portal

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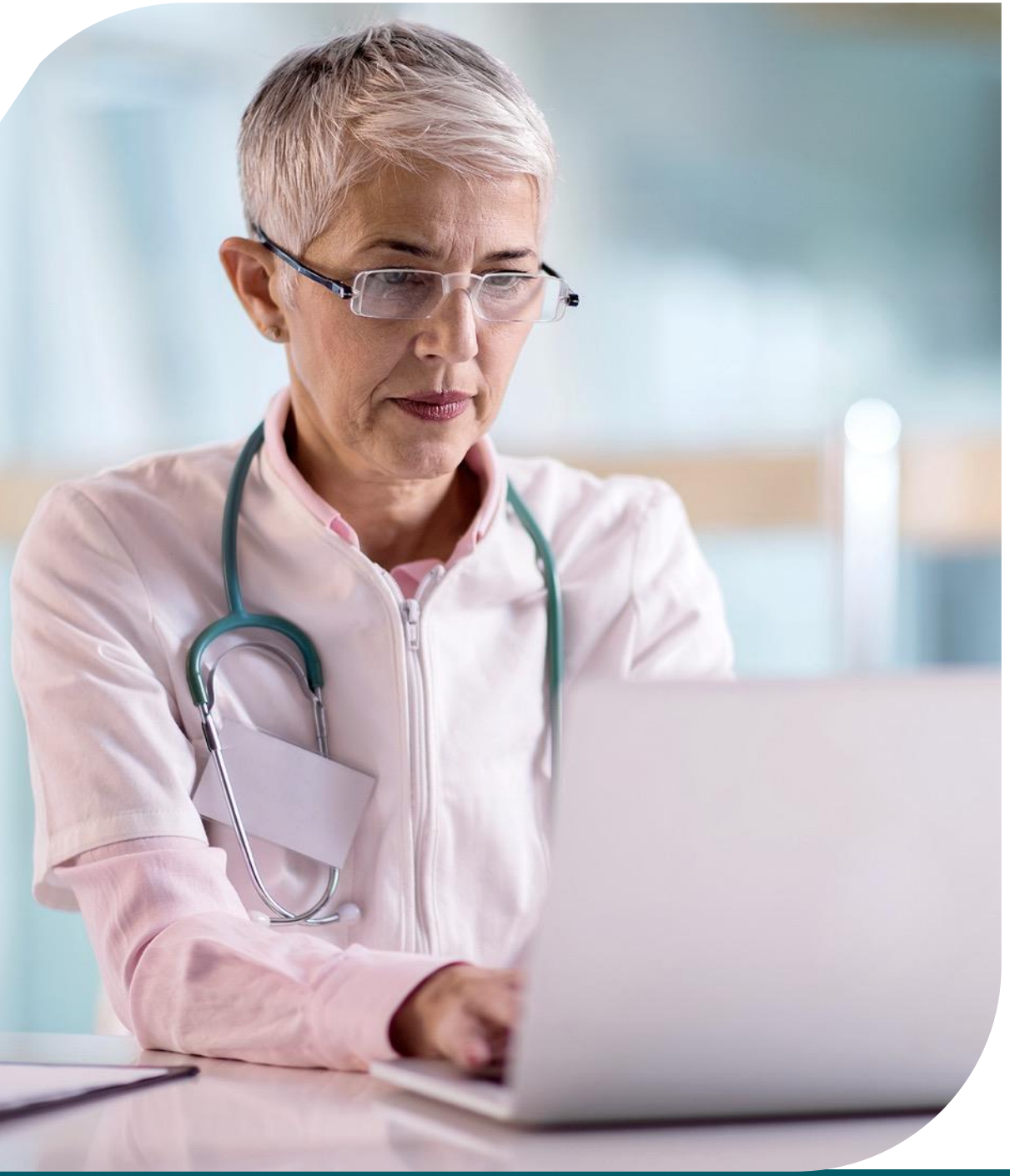


EVICORE PROVIDER PORTAL

Features

Eligibility Lookup

+ Confirm if patient requires clinical review

Clinical Certification

+ Request a clinical review for prior authorization on the portal

Prior Authorization Status Lookup

+ View and print any correspondence associated with the case
+ Search by member information OR by case number with ordering national provider identifier (NPI)
+ Review post-decision options, submit appeal, and schedule a peer-to-peer

Certification Summary

+ Track recently submitted cases

Access and Compatibility

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

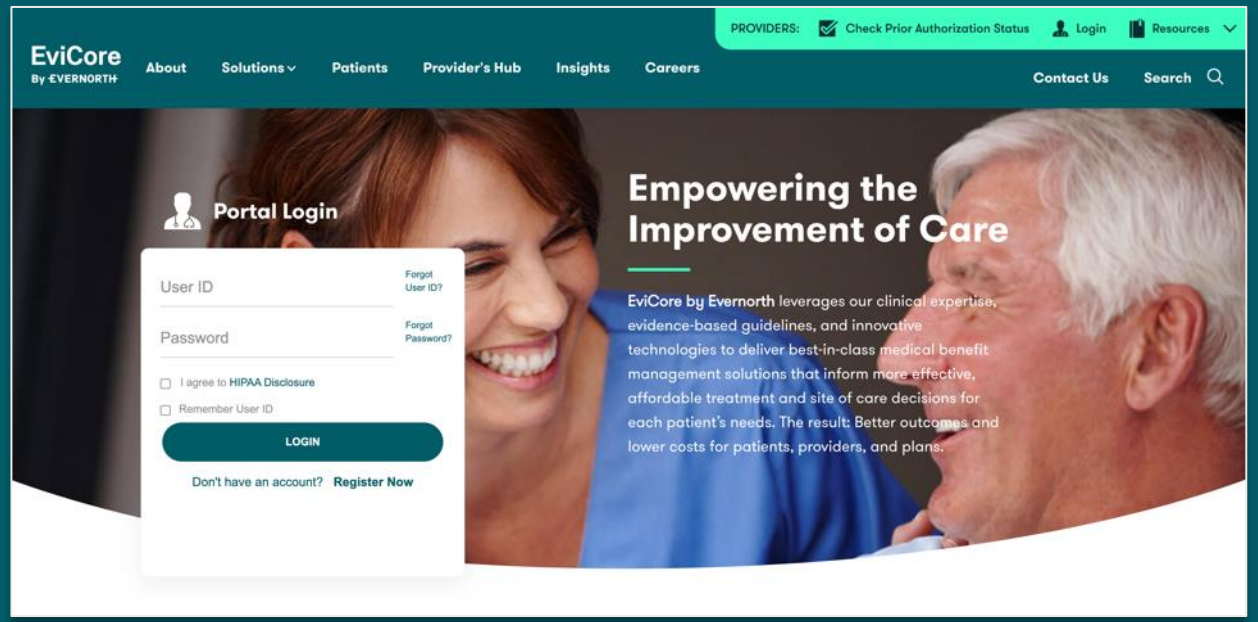
Access resources on the EviCore Provider Portal

Visit EviCore.com/provider

Already a user?

Log in with User ID & Password

Don't have an account?
Click **Register Now**



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

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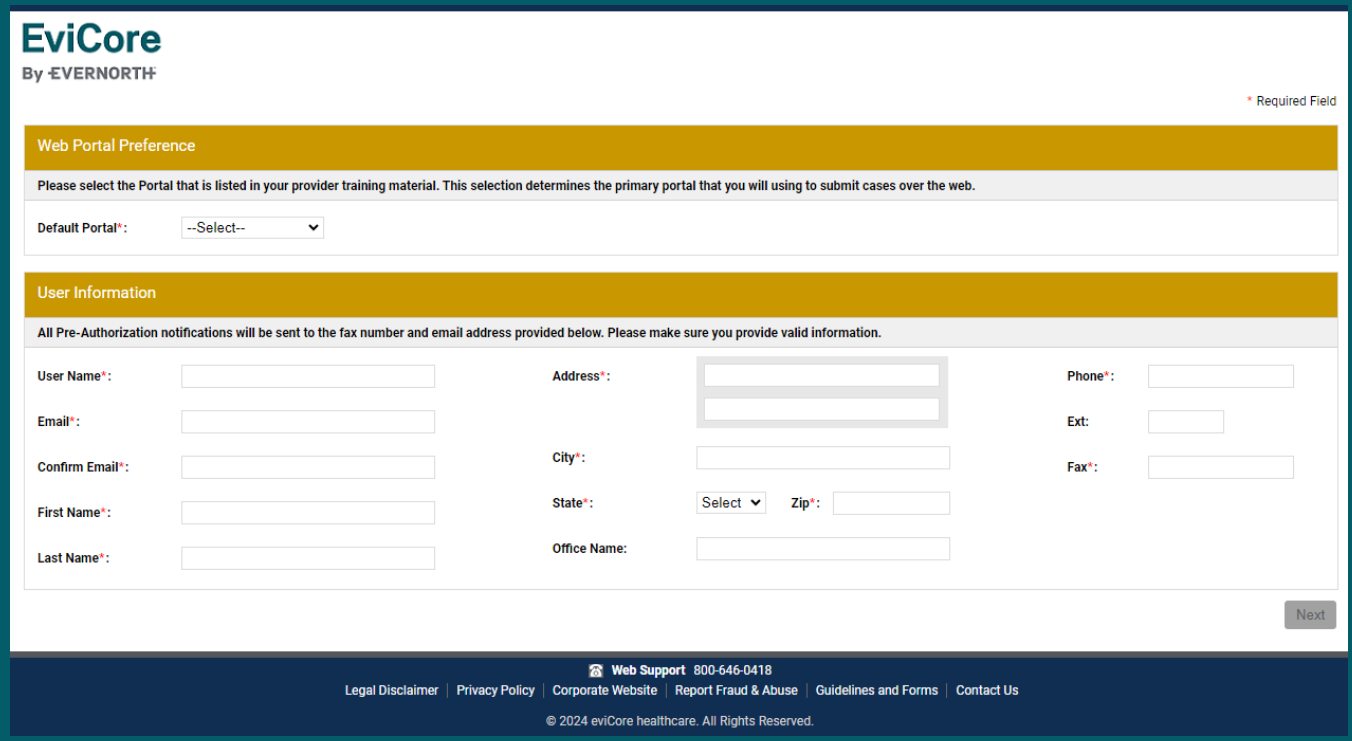
Creating an Account

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 login page.



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EVICORE PROVIDER PORTAL

Setting Up Multi-Factor Authentication (MFA)

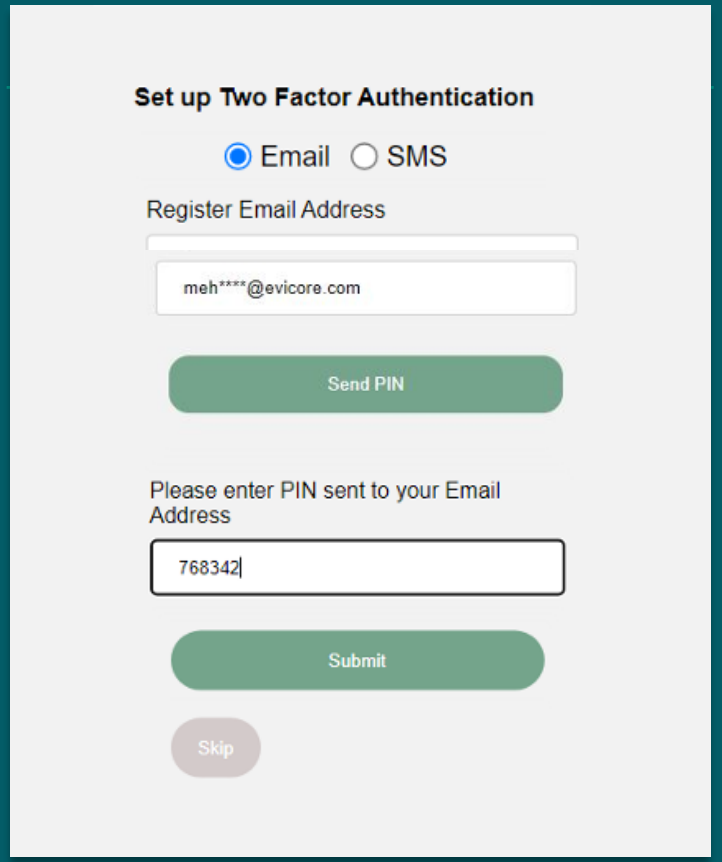
Most providers are already saving time submitting clinical review requests online vs. telephone

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.

Select Send PIN, and 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.



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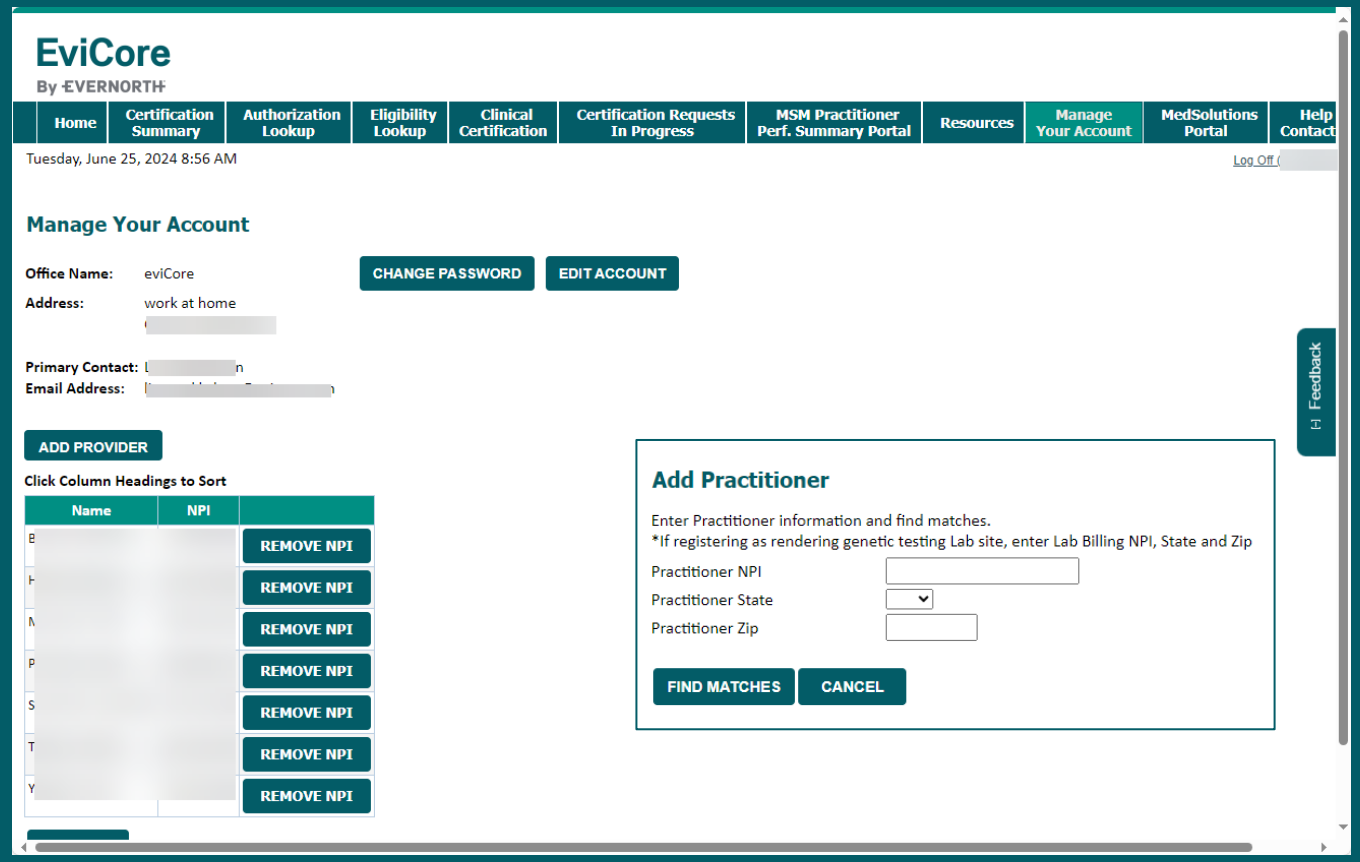
Add Providers

- **You can add providers and their NPI's 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
- 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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Portal Case Submission

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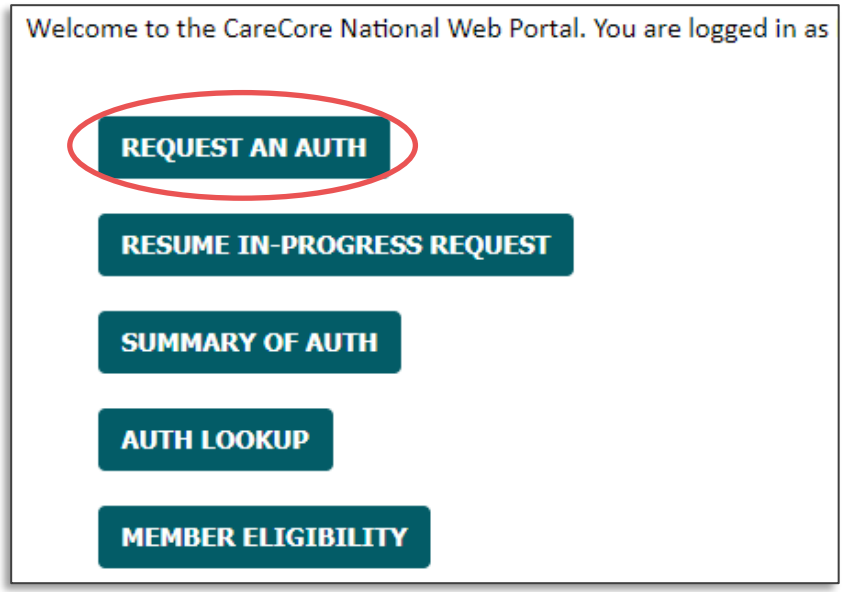
Initiating a Case



- Click the **Clinical Certification** tab to get started.
- Choose **Request an Auth** to begin a new case request.

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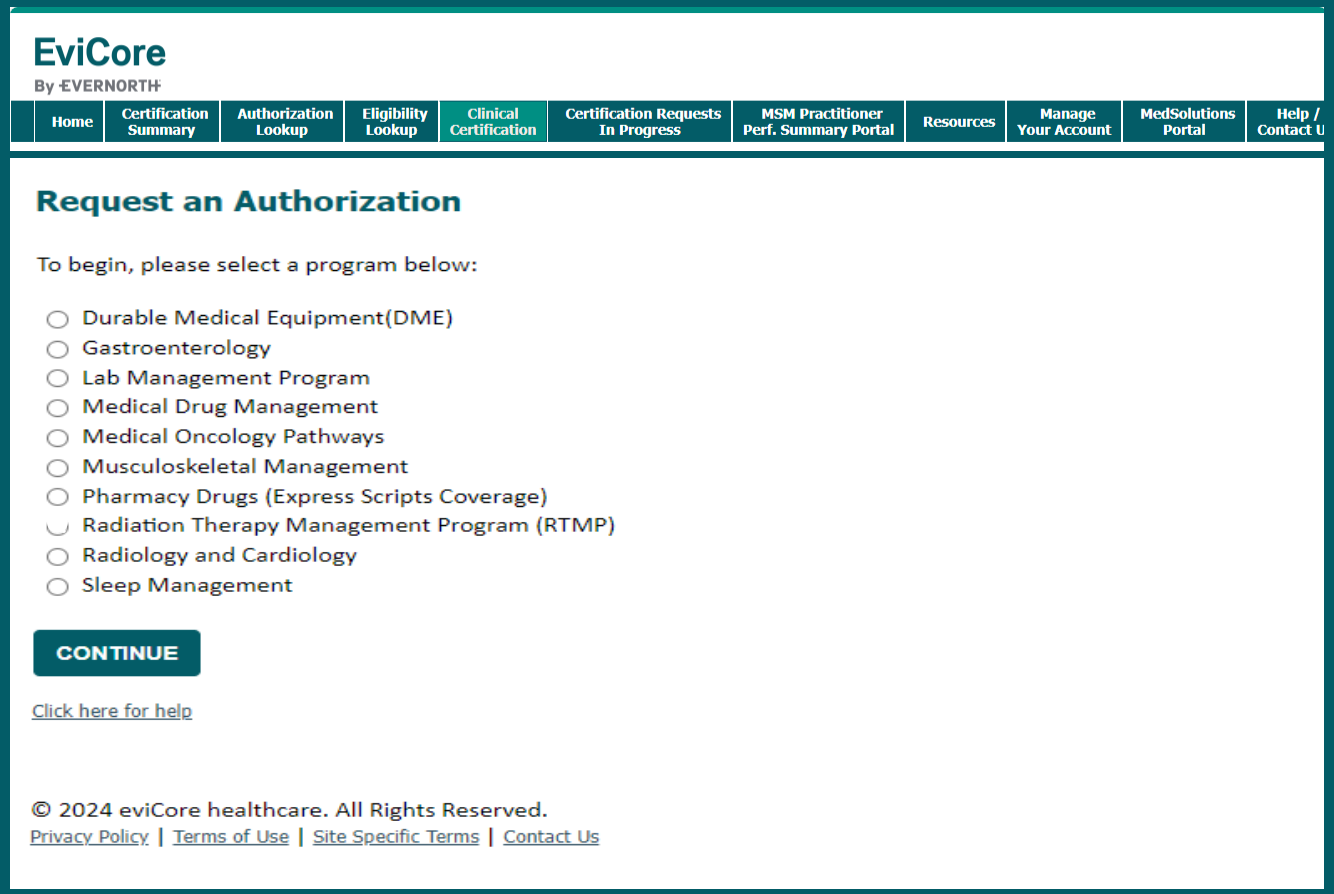
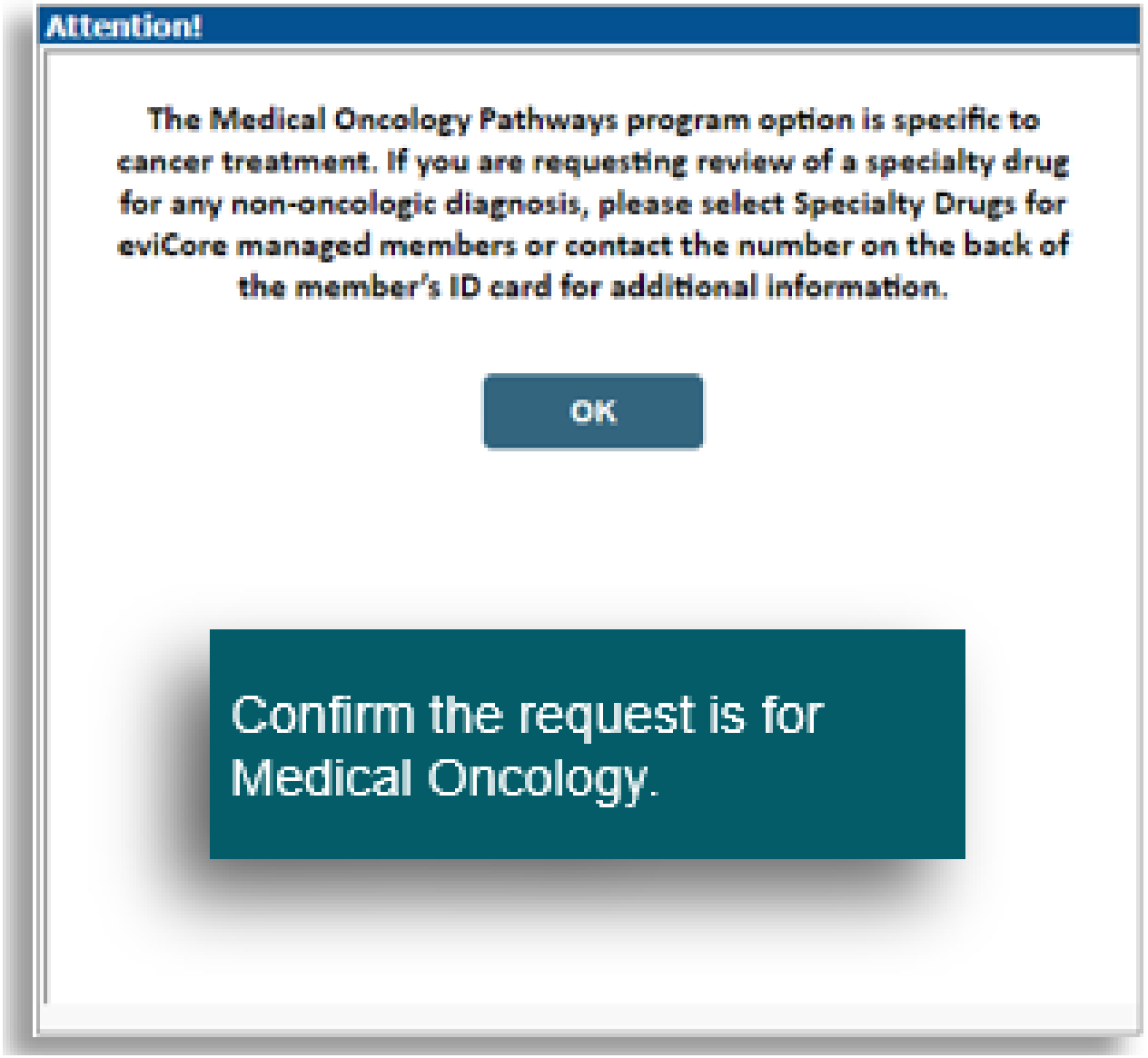
Initiating a Case

- Select the **Program** for your certification



Provider Experience – Medical Oncology Case Submission



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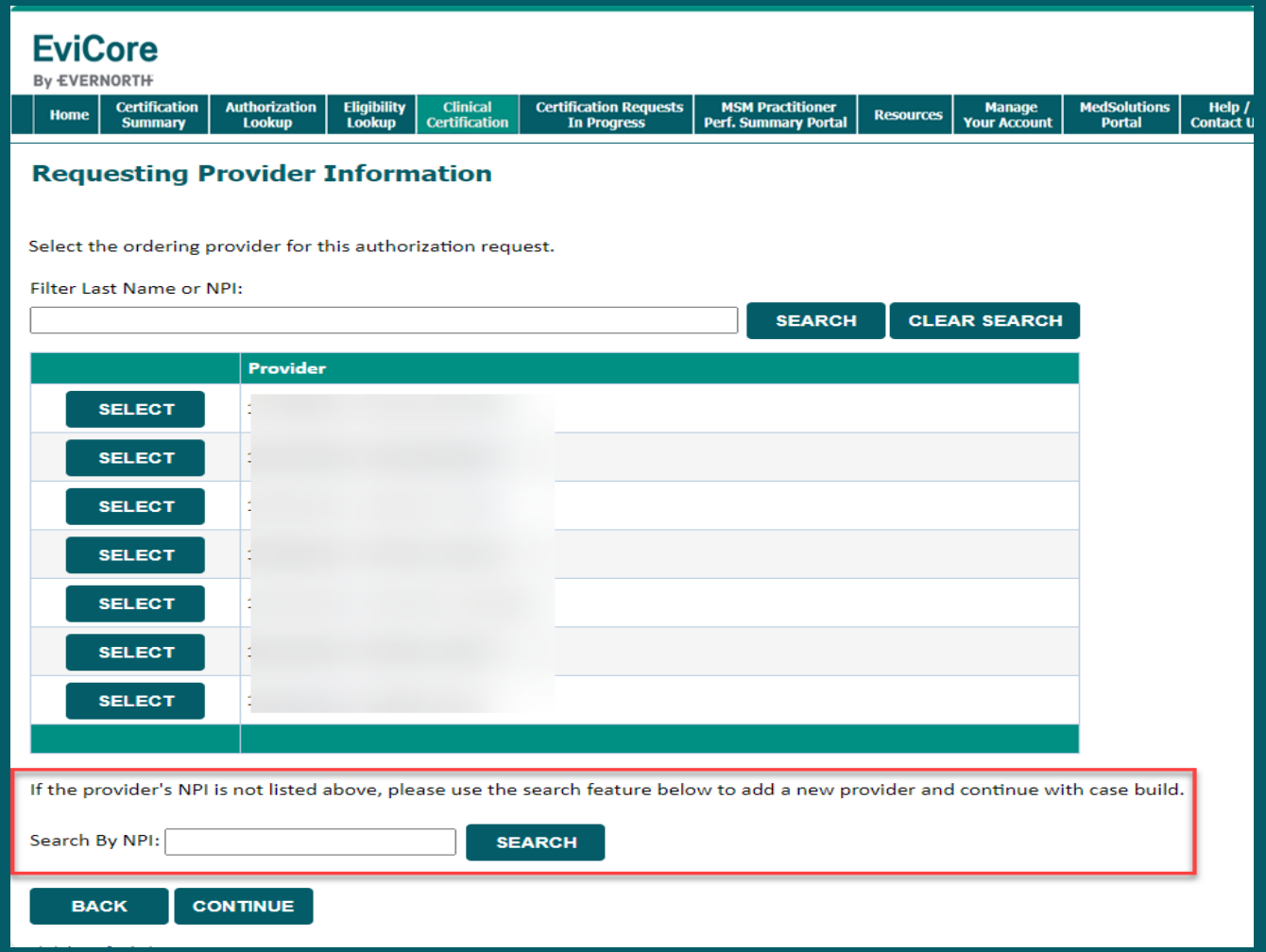
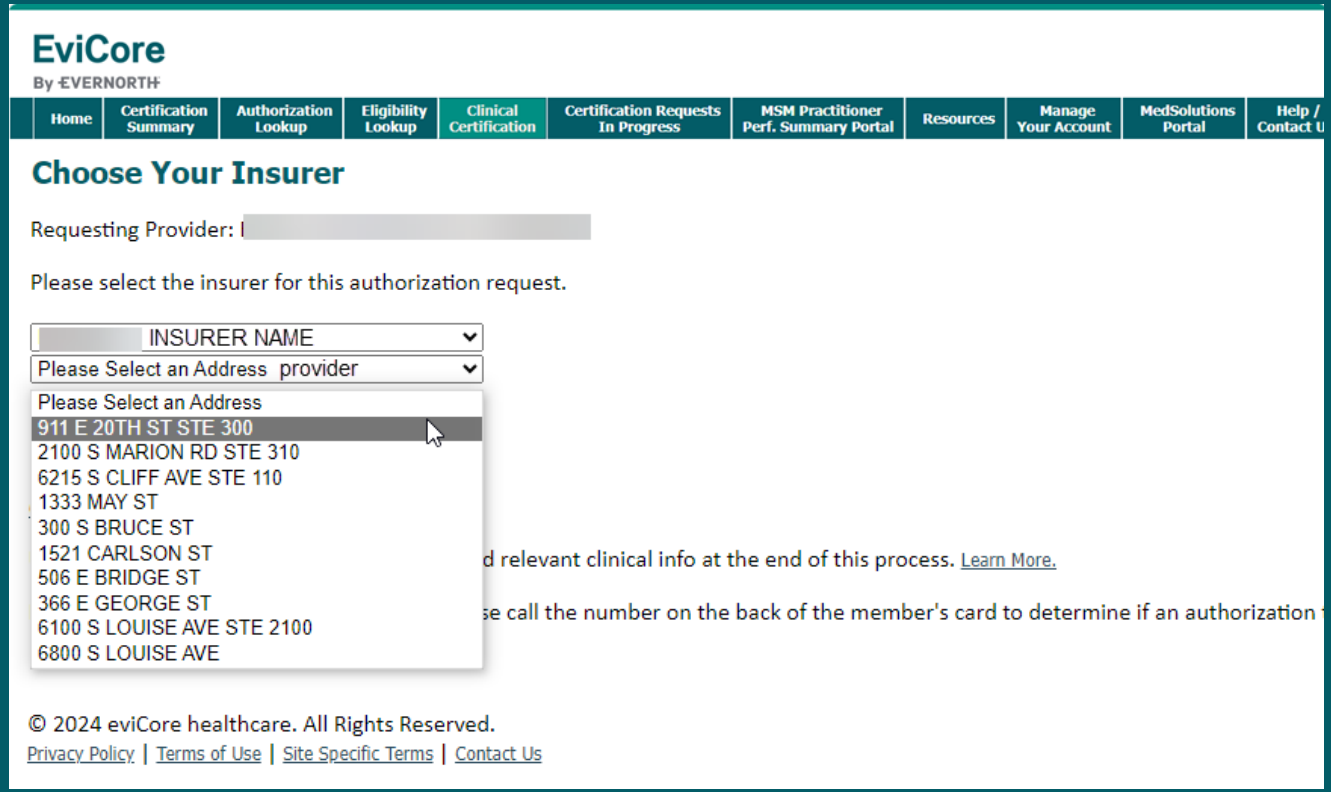
Search for and Select Provider

- Search for and select the **Practitioner/Group** for whom you want to build a case



Select Health Plan

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



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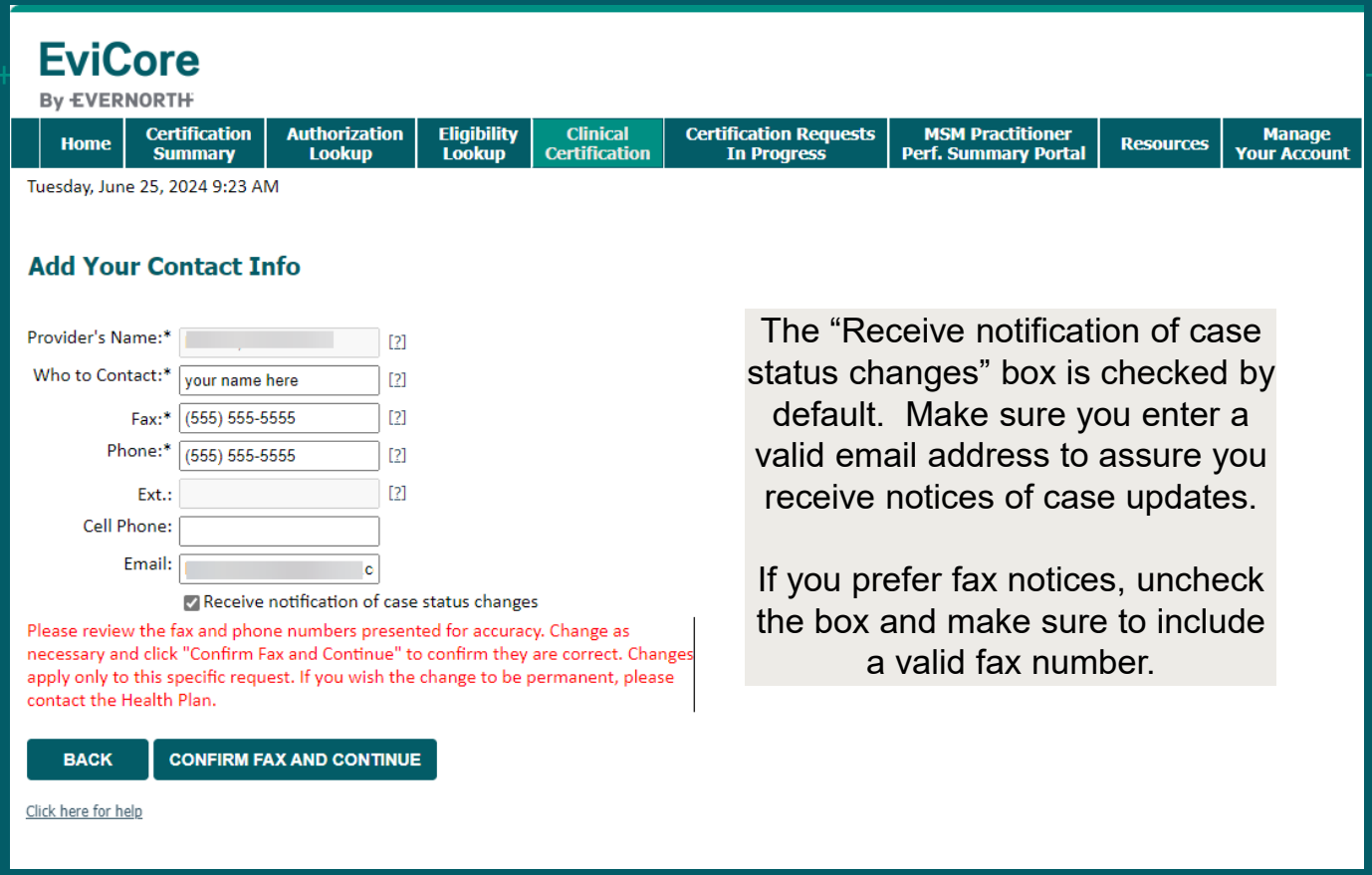
Enter Contact Information

- 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



The "Receive notification of case status changes" box is checked by default. Make sure you enter a valid email address to assure you receive notices of case updates.

If you prefer fax notices, uncheck the box and make sure to include a valid fax number.

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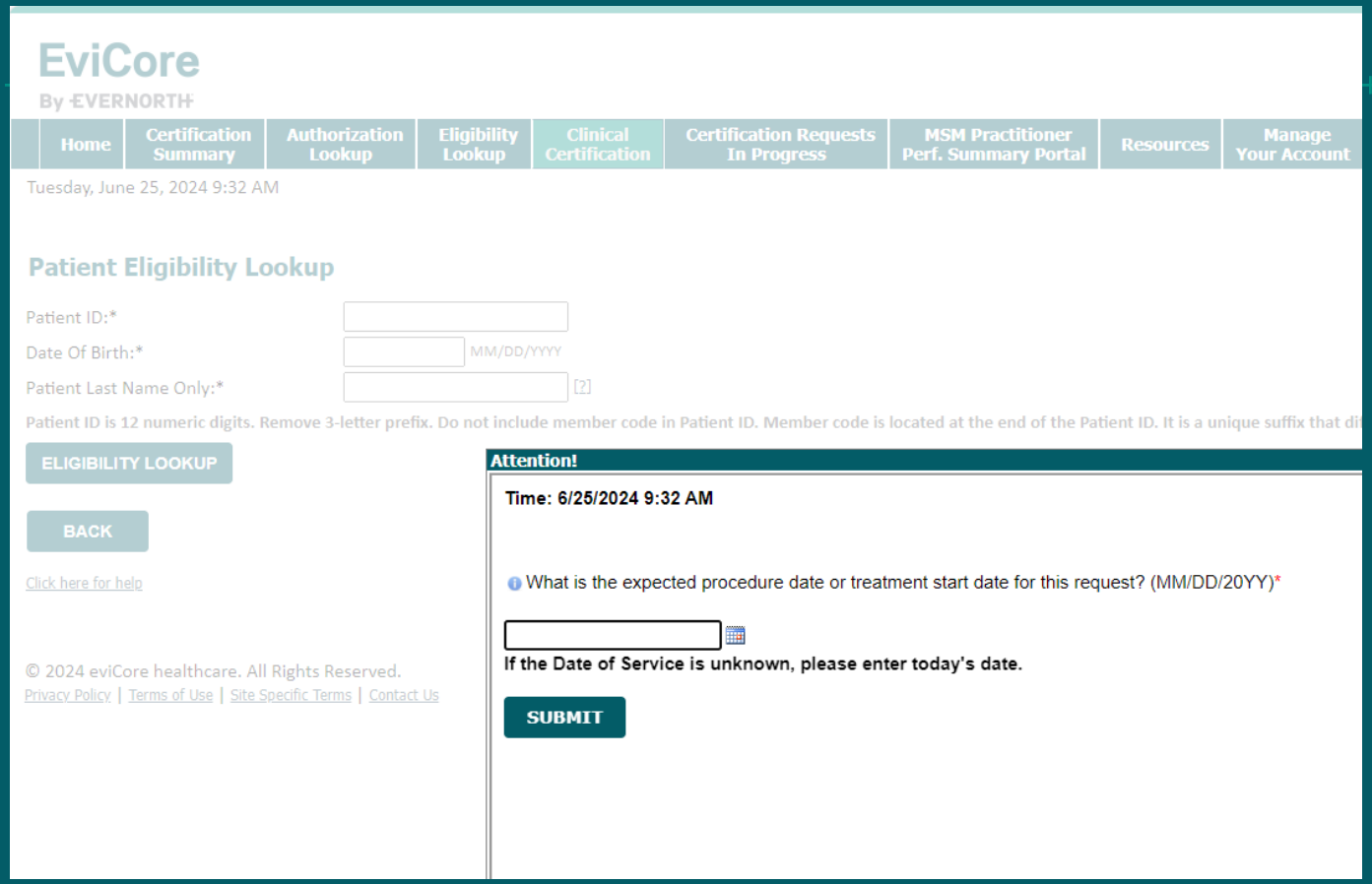
Enter Member Information

- Enter the expected date of service. If unknown, enter today's date.
- Then, enter the **member information,** including: patient ID number, date of birth, and last name then click **ELIGIBILITY LOOKUP**
- Confirm your patient's information and click **SELECT** to continue



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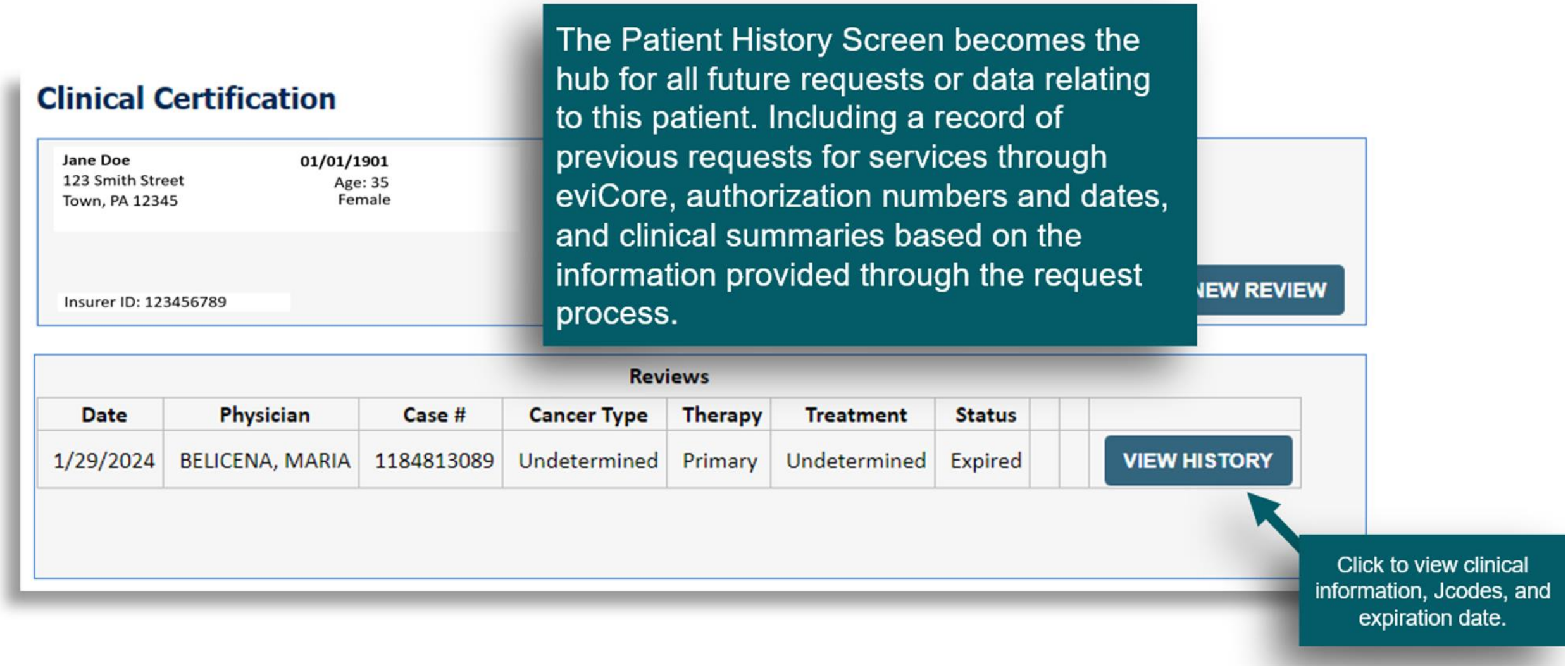
Provider Experience – Medical Oncology Case Submission



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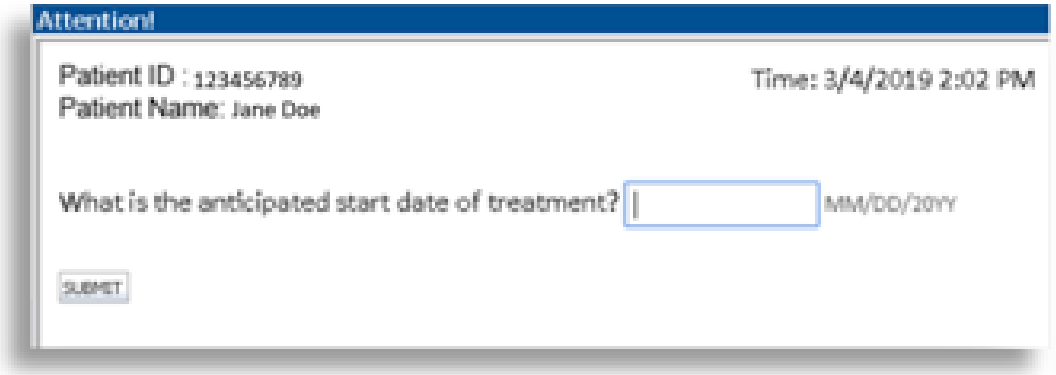
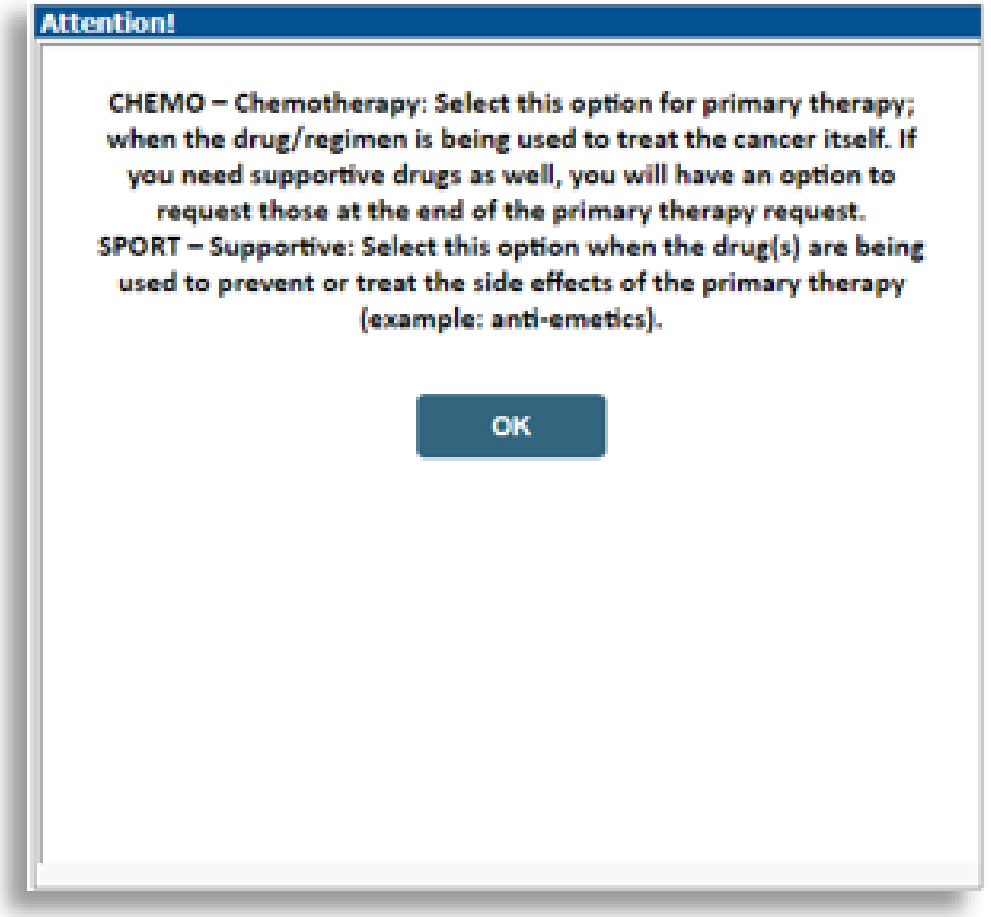
Provider Experience – Medical Oncology Case Submission



Enter:
Start Date of Treatment
Take note of important message describing CHEMO and SPORT.



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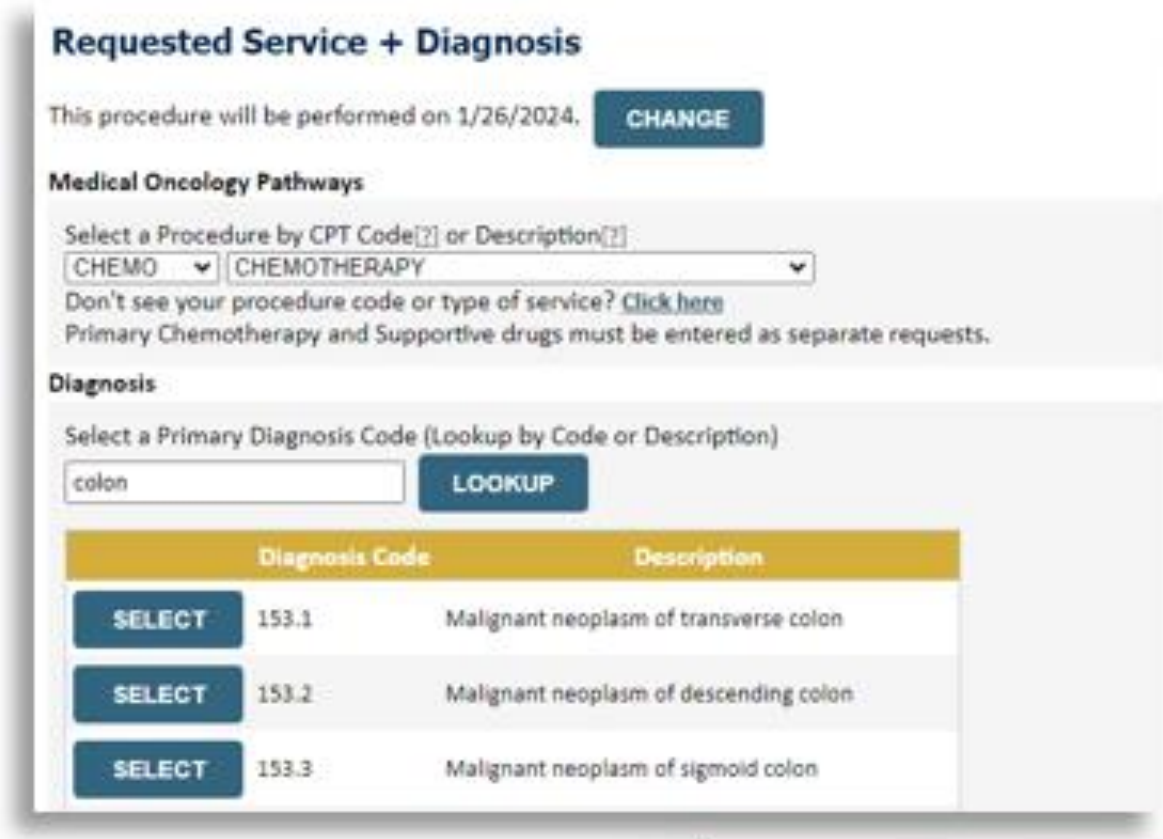
Provider Experience – Medical Oncology Case Submission



Select ICD10 by entering code or description.
Select "Continue".

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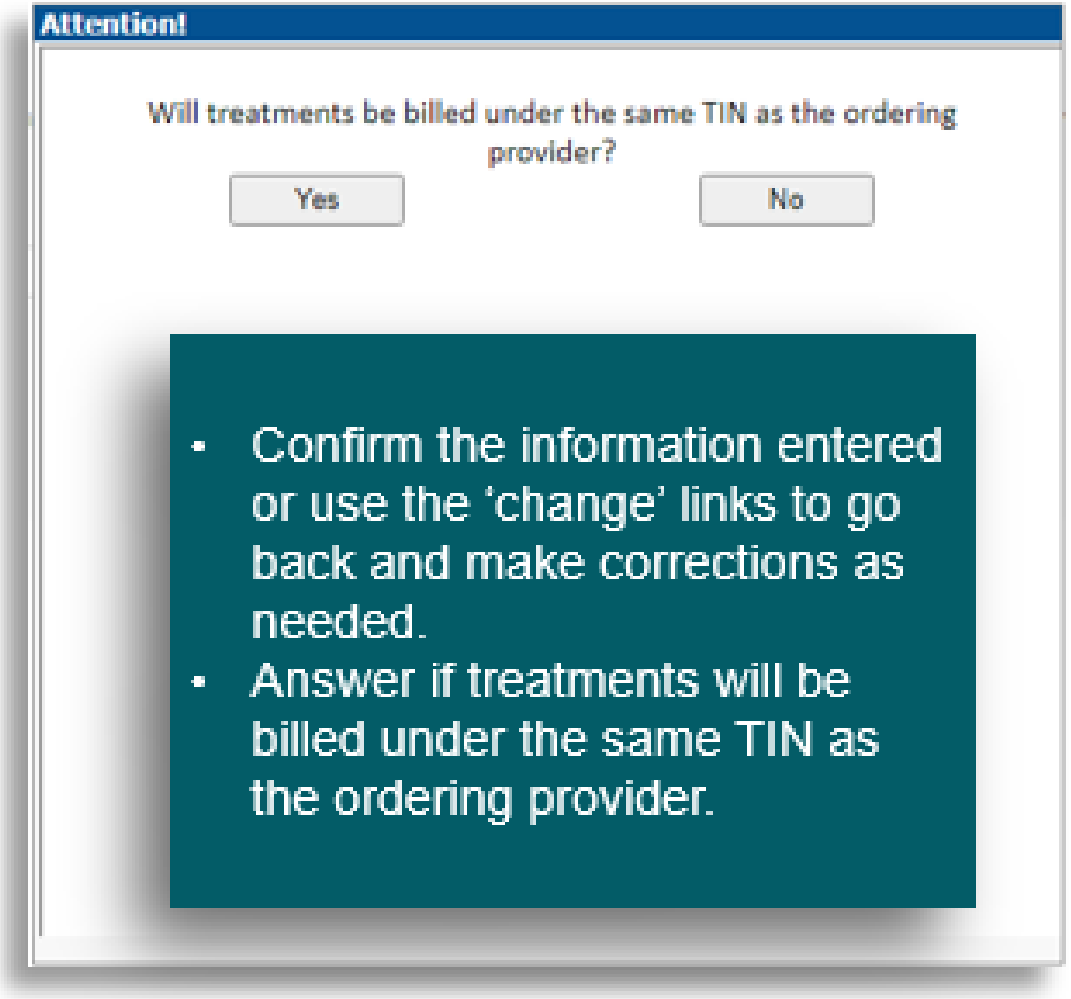
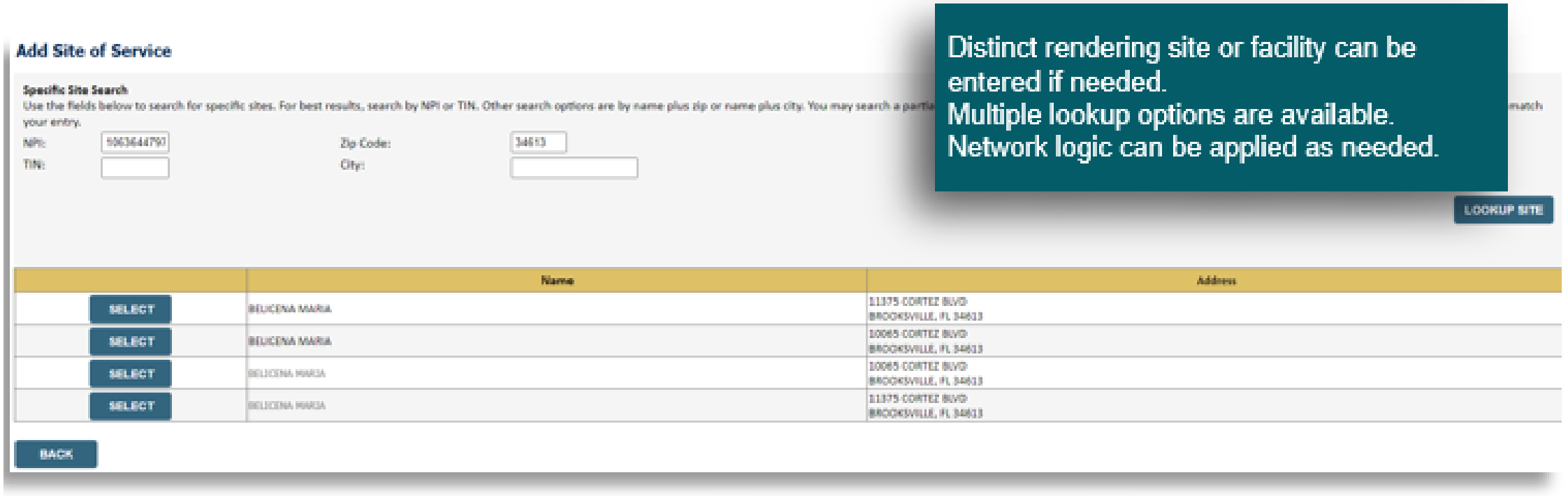
Provider Experience – Medical Oncology Case Submission



Provider Experience – Medical Oncology Case Submission



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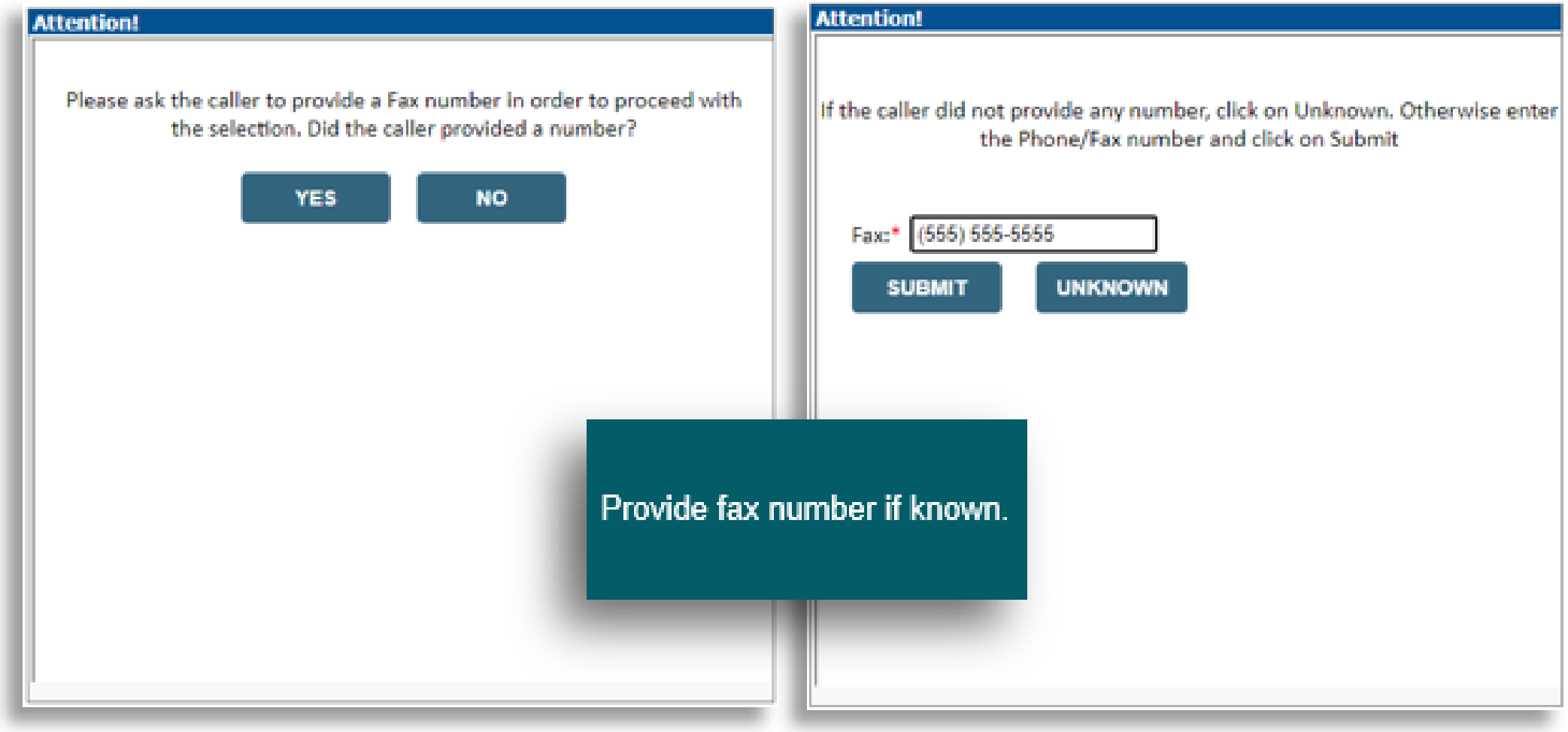

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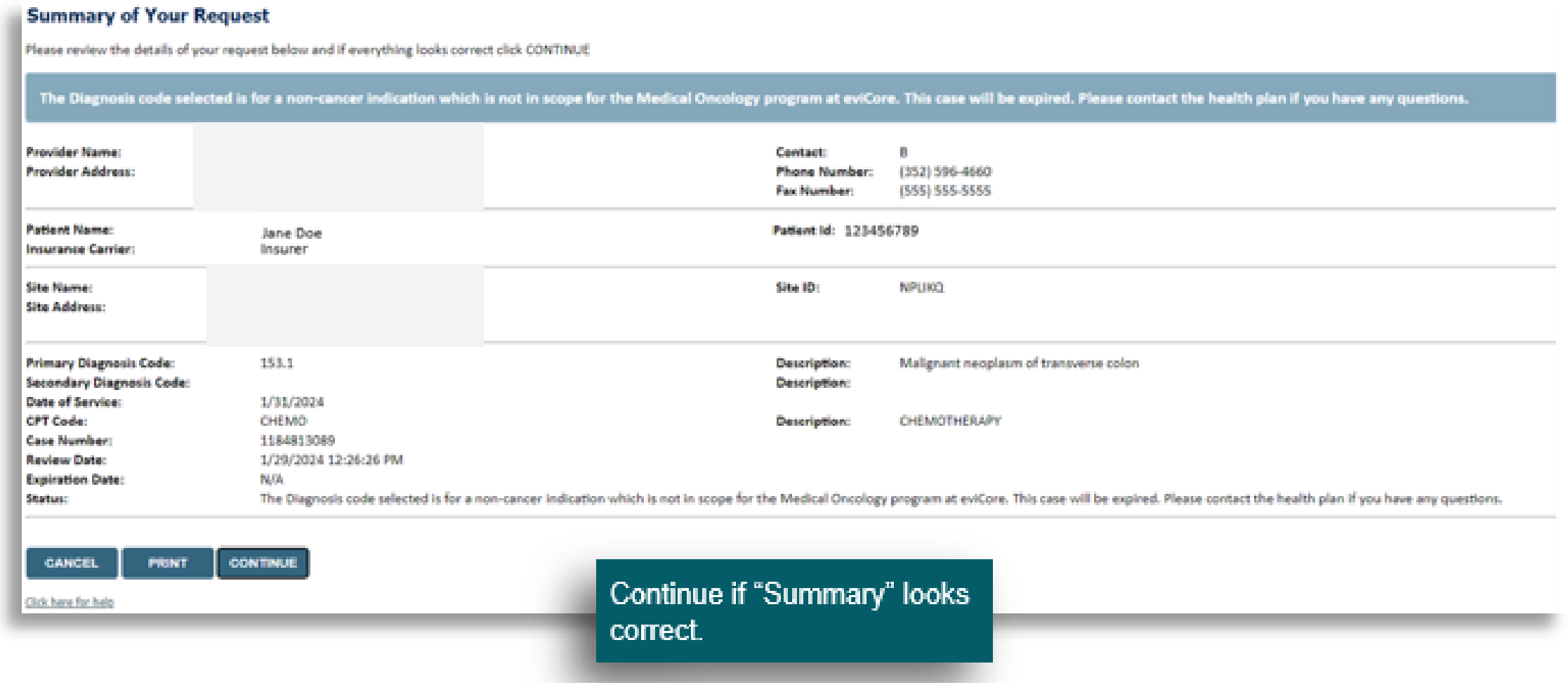
Provider Experience – Medical Oncology Case Submission



Summary of Your Request

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

The Diagnosis code selected is for a non-cancer indication which is not in scope for the Medical Oncology program at eviCore. This case will be expired. Please contact the health plan if you have any questions.

Provider Name:		**Contact:**	B
Provider Address:		**Phone Number:**	(352) 596-4660
		Fax Number:	(555) 555-5555
Patient Name:	Jane Doe	**Patient Id:**	123456789
Insurance Carrier:	Insurer		
Site Name:		**Site ID:**	NPUKQ
Site Address:			
Primary Diagnosis Code:	153.1	**Description:**	Malignant neoplasm of transverse colon
Secondary Diagnosis Code:		**Description:**	
Date of Service:	1/31/2024		
CPT Code:	CHEMO	**Description:**	CHEMOTHERAPY
Case Number:	1184813089		
Review Date:	1/29/2024 12:26:26 PM		
Expiration Date:	N/A		
Status:	The Diagnosis code selected is for a non-cancer indication which is not in scope for the Medical Oncology program at eviCore. This case will be expired. Please contact the health plan if you have any questions.		

CANCEL PRINT CONTINUE

Click here for help

Continue if "Summary" looks correct.

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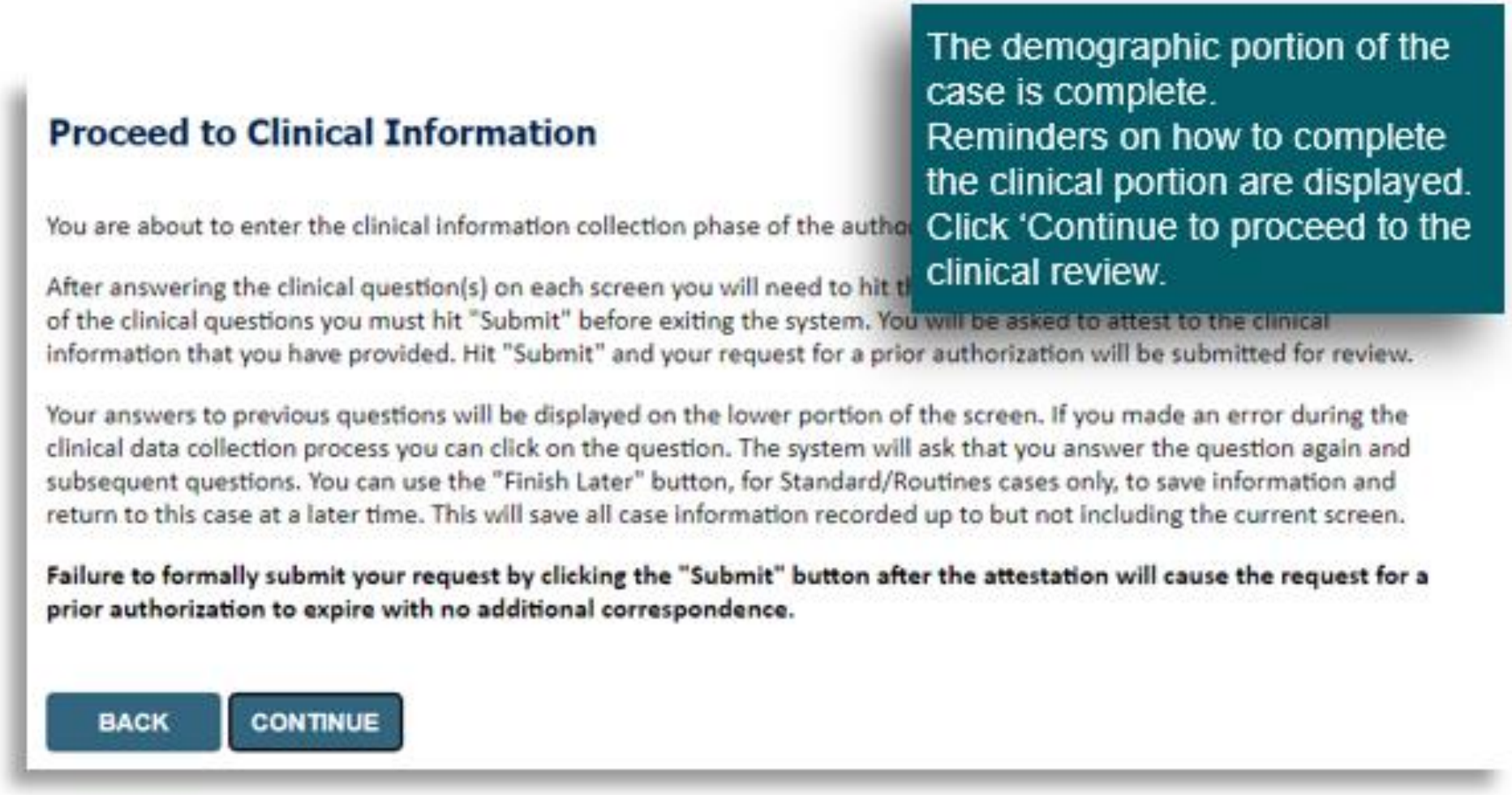
Provider Experience – Medical Oncology Case Submission



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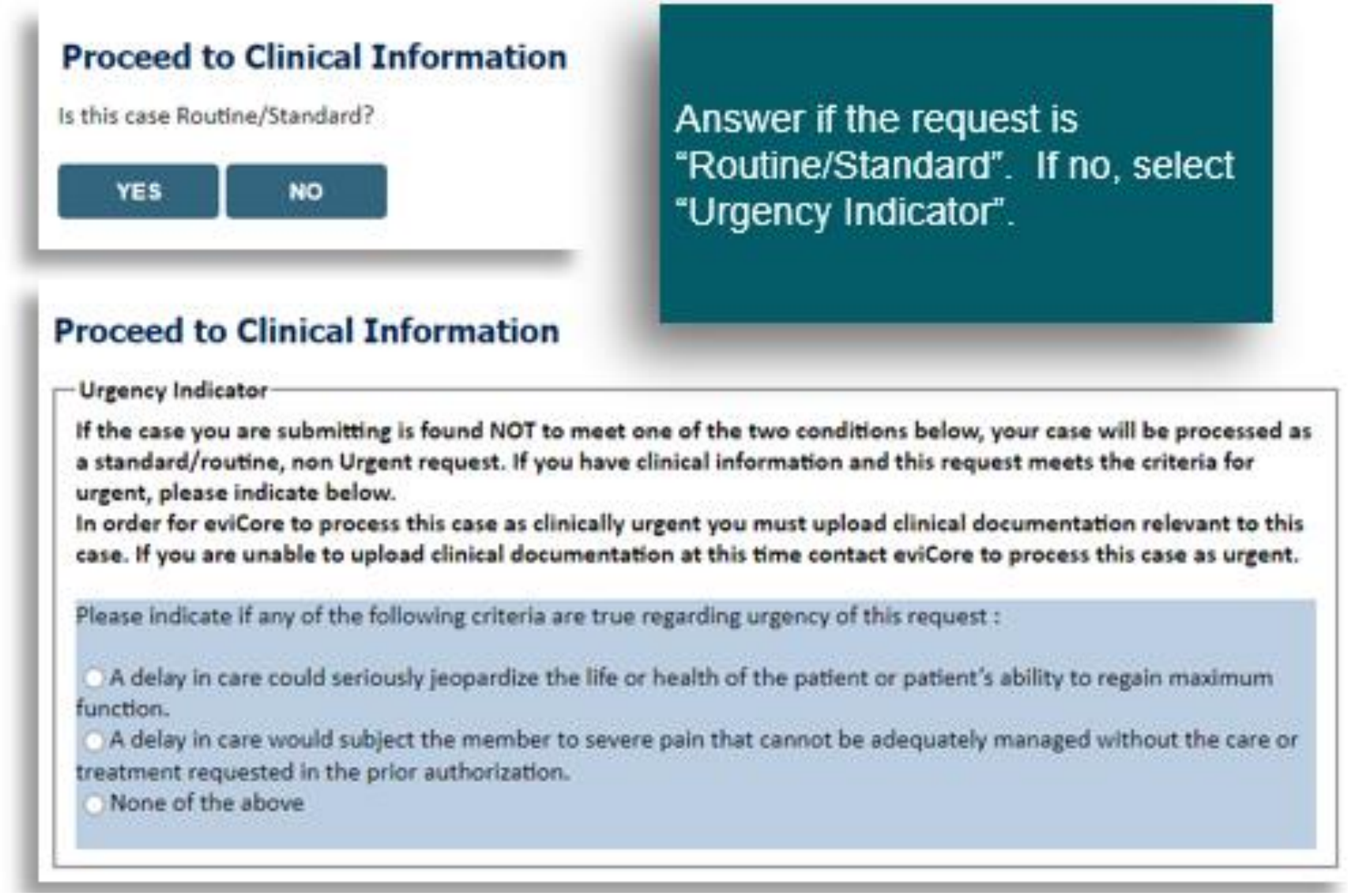
Provider Experience – Medical Oncology Case Submission



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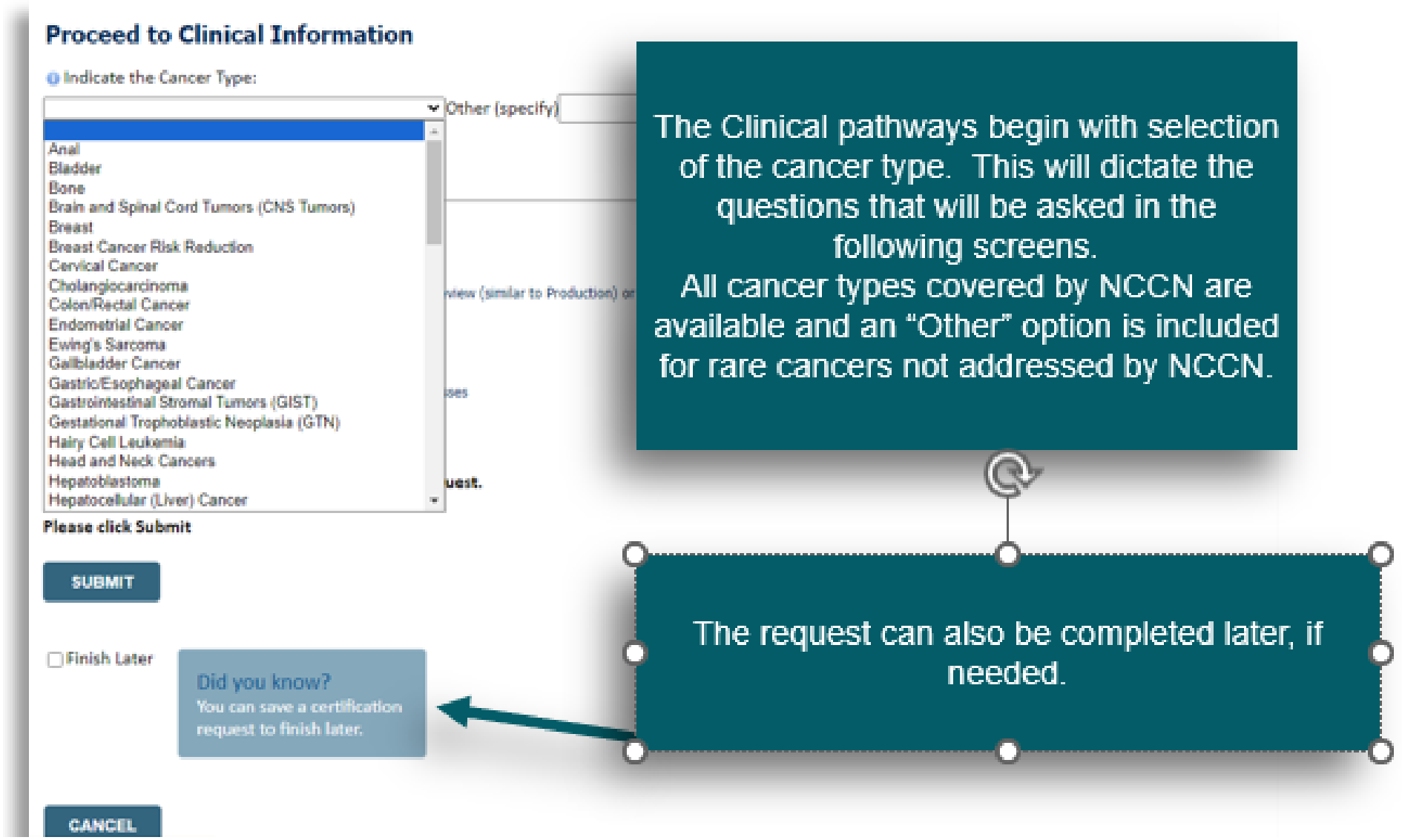
Provider Experience – Medical Oncology Case Submission



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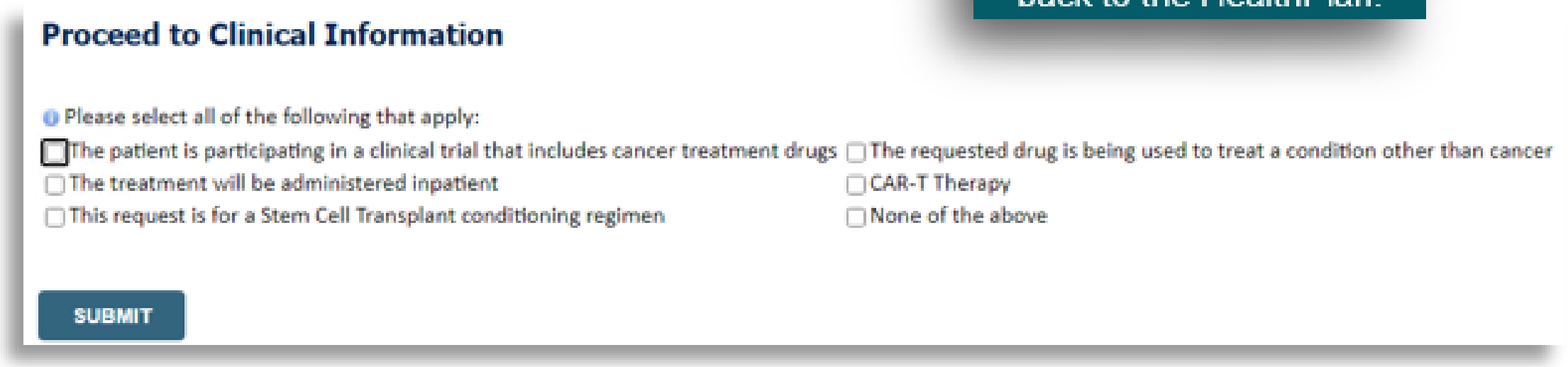
Provider Experience – Medical Oncology Case Submission

Confirm any exclusions, which may direct the user back to the HealthPlan.



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Provider Experience – Medical Oncology Case Submission

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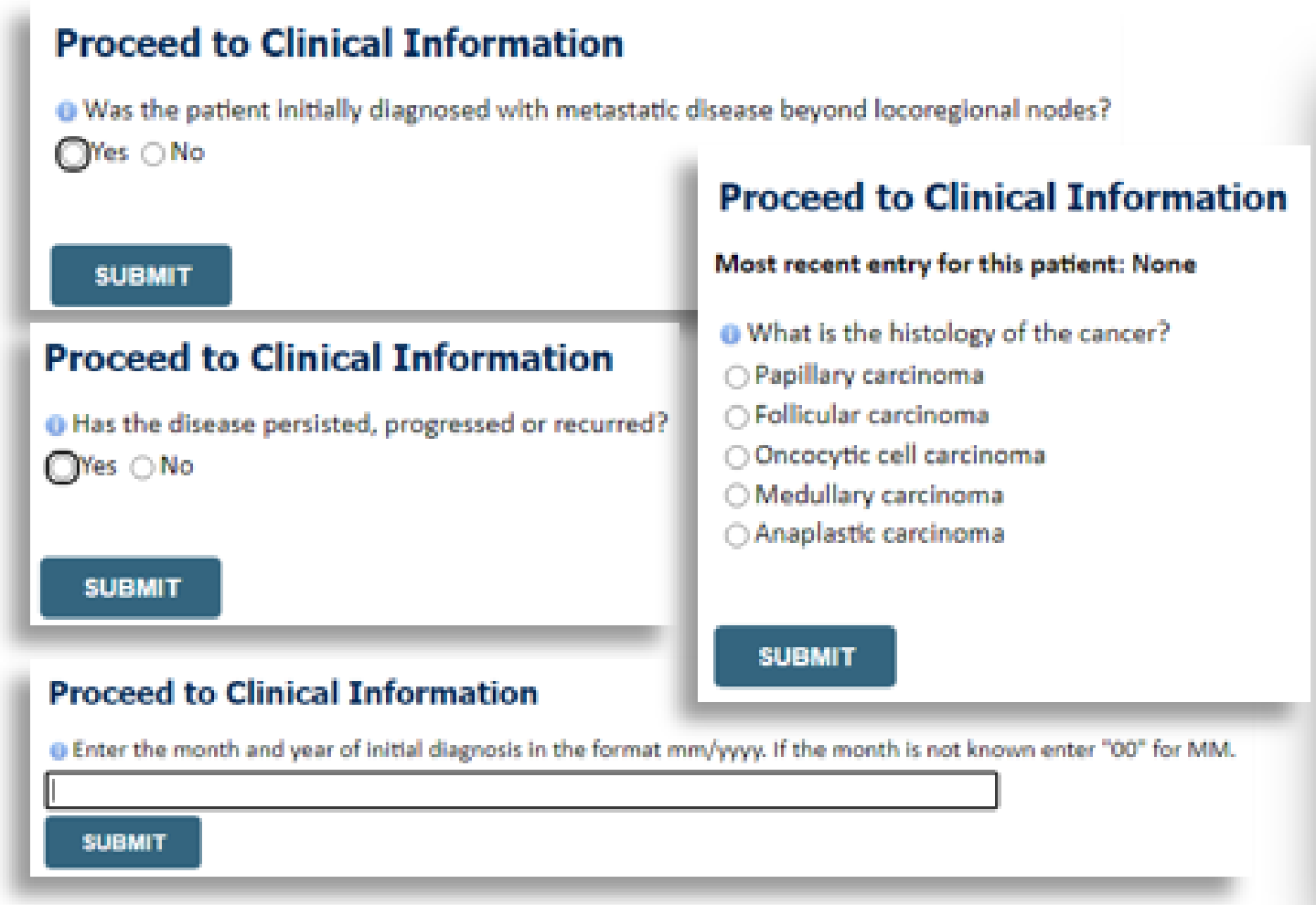
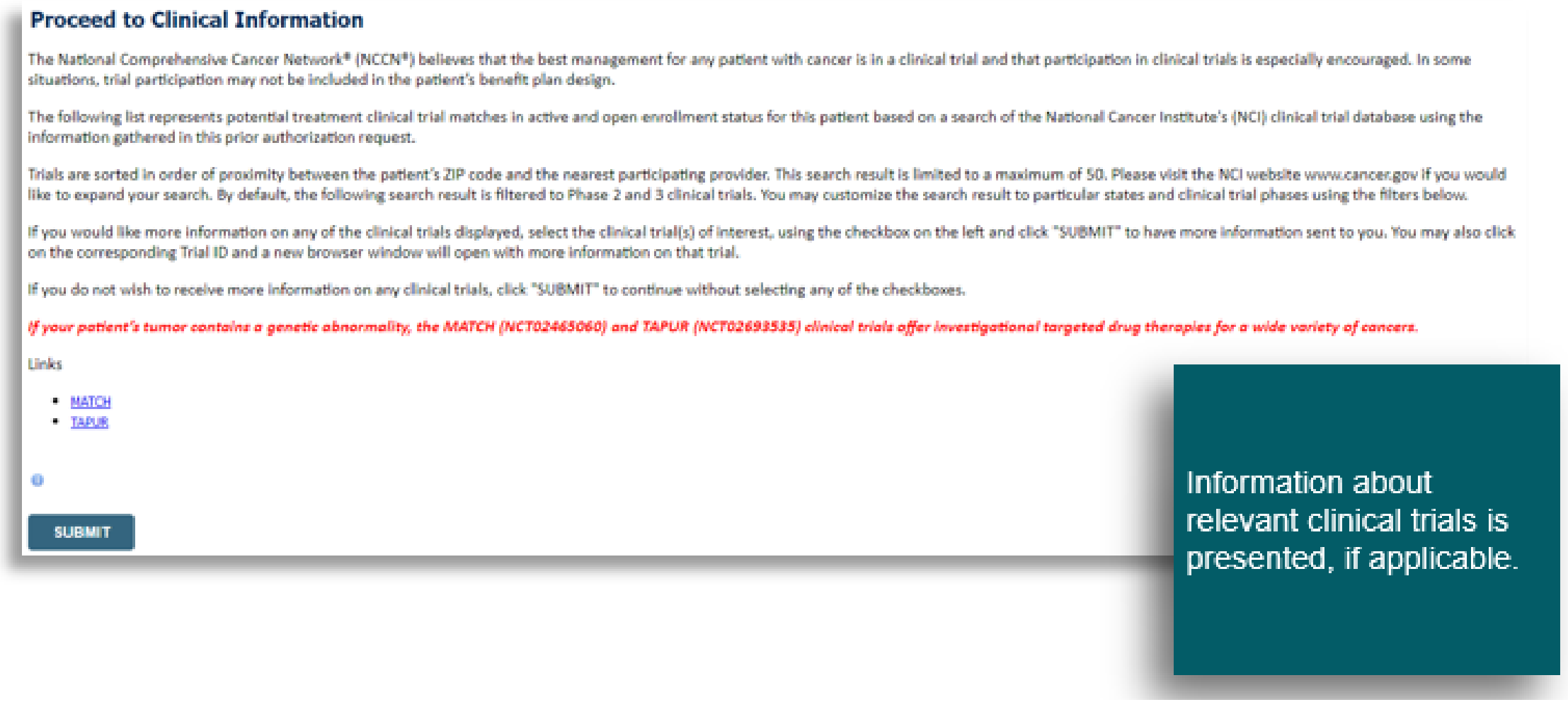
Provider Experience – Medical Oncology Case Submission



The office user will be asked a series of questions necessary to generate the recommended treatment list for the patient being treated. A typical traversal will have between 5 and 12 questions based on the complexity of the cancer. The system will dynamically filter to only the minimum number of questions needed to complete the review.
Almost all answers are in drop down or click selection to allow for quick entry and structured data for reporting and analysis.

Provider Experience – Medical Oncology Case Submission



Information about relevant clinical trials is presented, if applicable.

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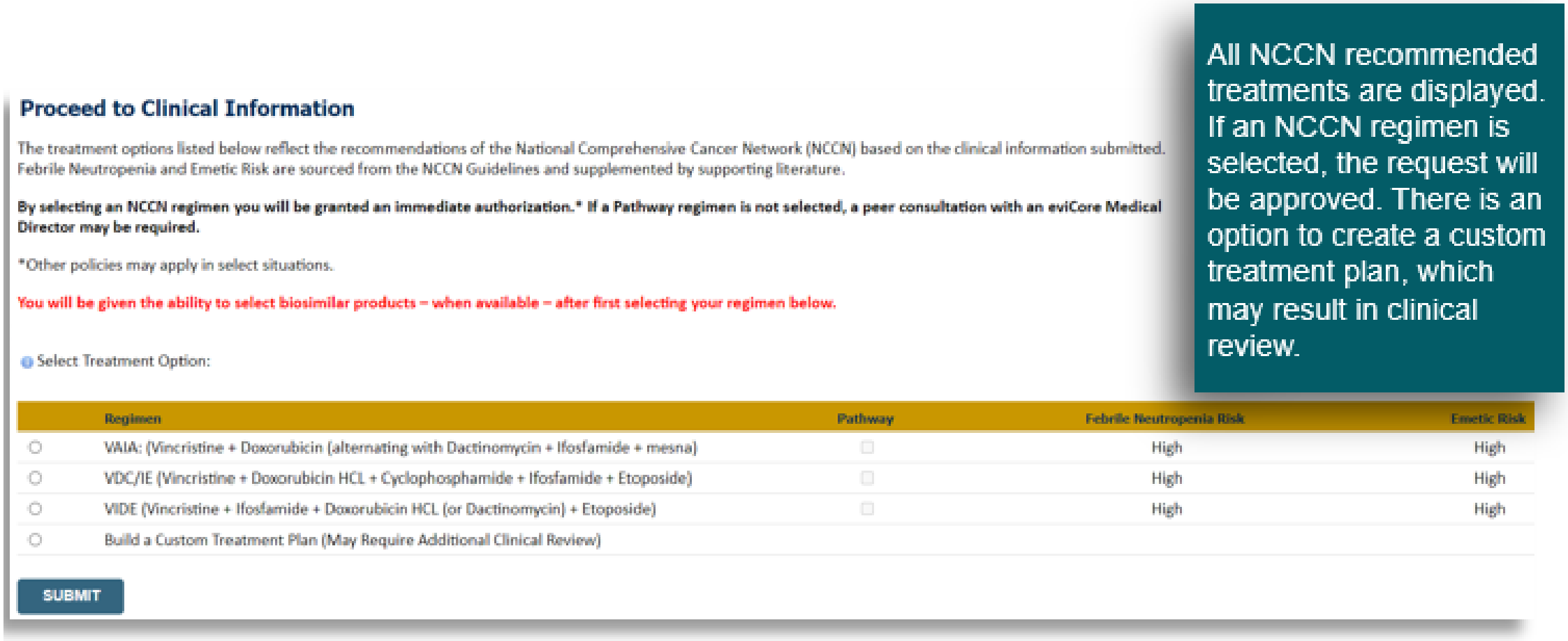
Provider Experience – Medical Oncology Case Submission



Proceed to Clinical Information

The treatment options listed below reflect the recommendations of the National Comprehensive Cancer Network (NCCN) based on the clinical information submitted. Febrile Neutropenia and Emetic Risk are sourced from the NCCN Guidelines and supplemented by supporting literature.

By selecting an NCCN regimen you will be granted an immediate authorization.* If a Pathway regimen is not selected, a peer consultation with an eviCore Medical Director may be required.

*Other policies may apply in select situations.

You will be given the ability to select biosimilar products – when available – after first selecting your regimen below.

Select Treatment Option:

	Regimen	Pathway	Febrile Neutropenia Risk	Emetic Risk
○	VAIA: (Vincristine + Doxorubicin (alternating with Dactinomycin + Ifosfamide + mesna)	☐	High	High
○	VDC/IE (Vincristine + Doxorubicin HCL + Cyclophosphamide + Ifosfamide + Etoposide)	☐	High	High
○	VIDE (Vincristine + Ifosfamide + Doxorubicin HCL (or Dactinomycin) + Etoposide)	☐	High	High
○	Build a Custom Treatment Plan (May Require Additional Clinical Review)			

SUBMIT

All NCCN recommended treatments are displayed. If an NCCN regimen is selected, the request will be approved. There is an option to create a custom treatment plan, which may result in clinical review.

The system is designed to managed injectable chemotherapy only or injectable + oral chemotherapy
This will be decided as part of the program design conversation.

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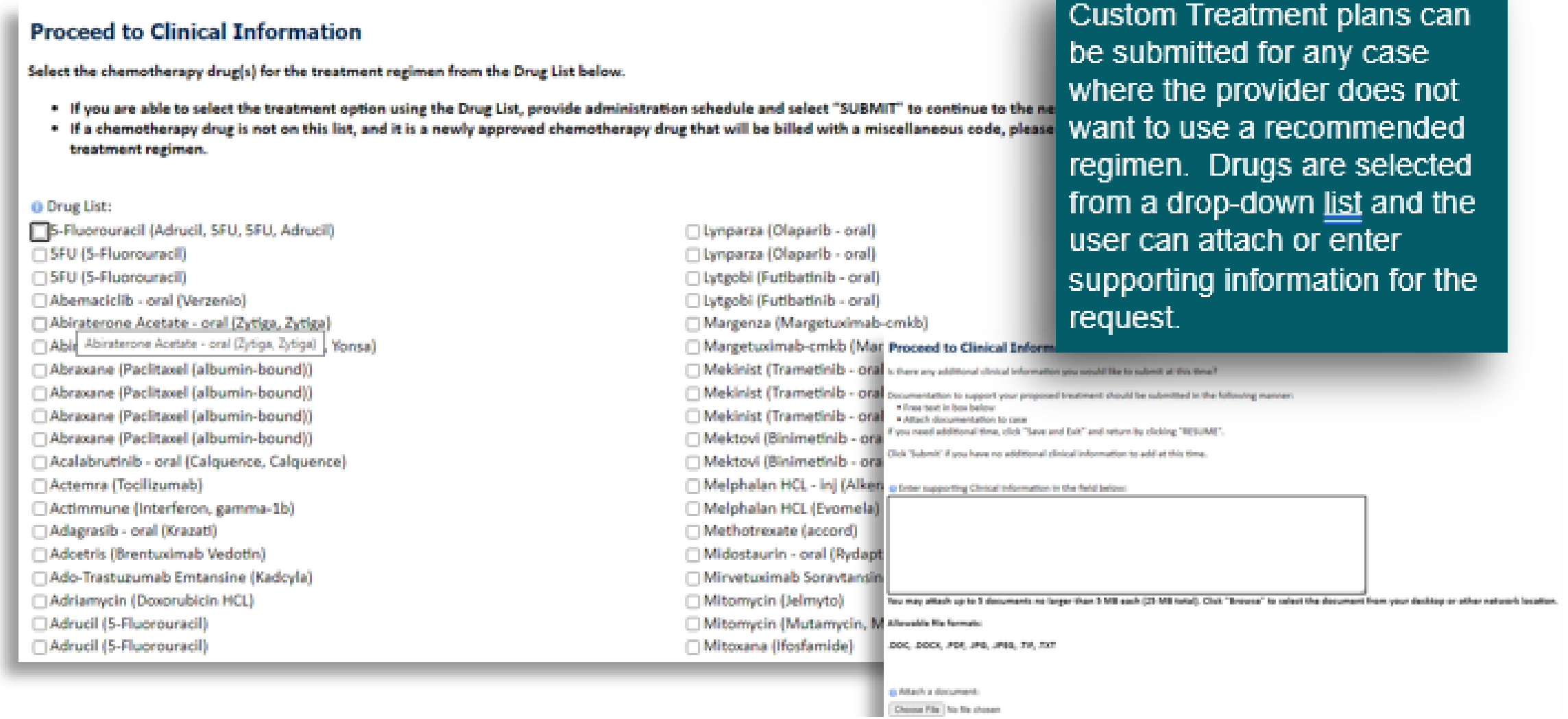
Provider Experience – Medical Oncology Case Submission



Custom Treatment plans can be submitted for any case where the provider does not want to use a recommended regimen. Drugs are selected from a drop-down list and the user can attach or enter supporting information for the request.

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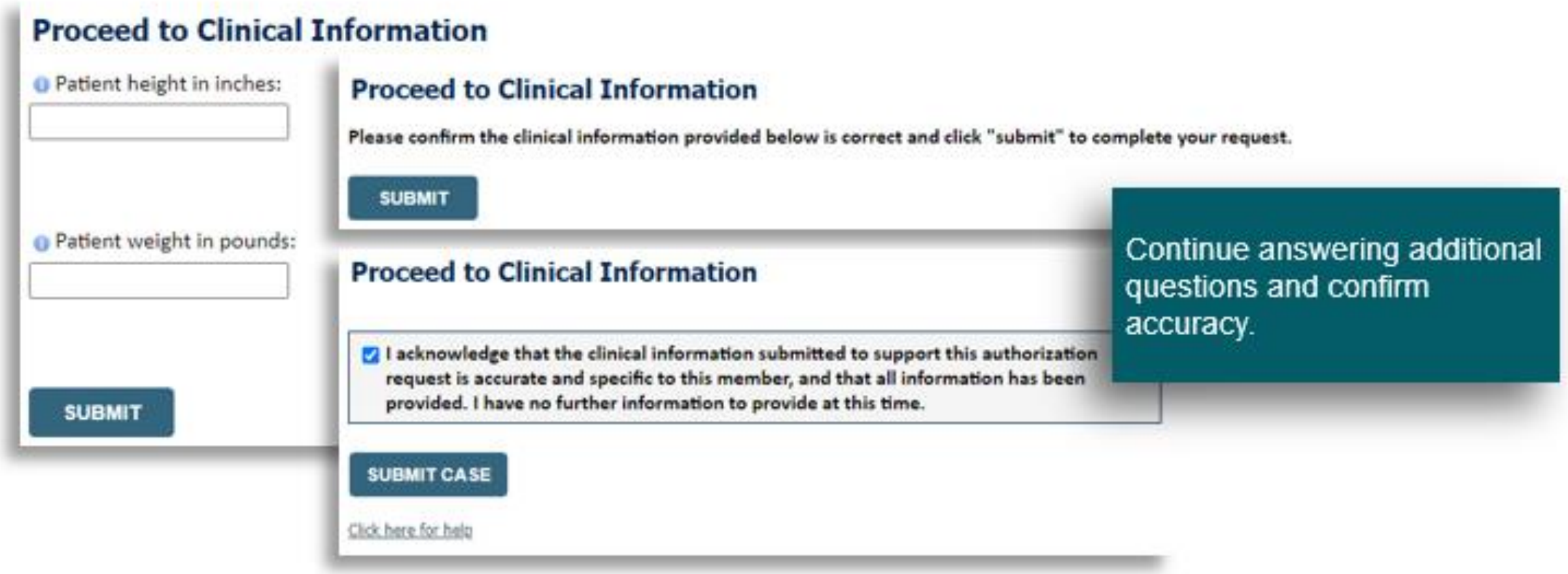
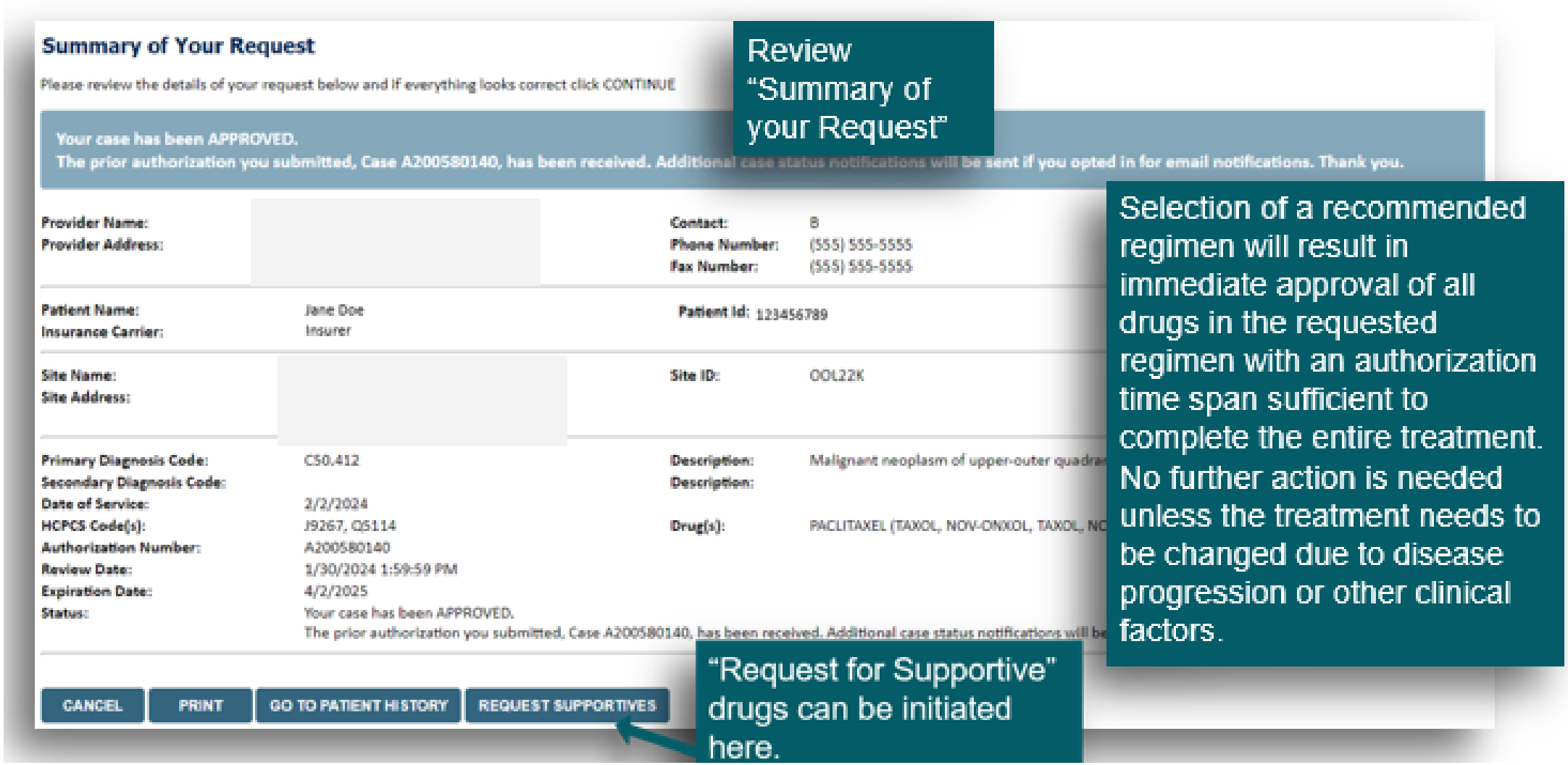
Provider Experience – Medical Oncology Case Submission



Provider Experience – Medical Oncology Case Submission



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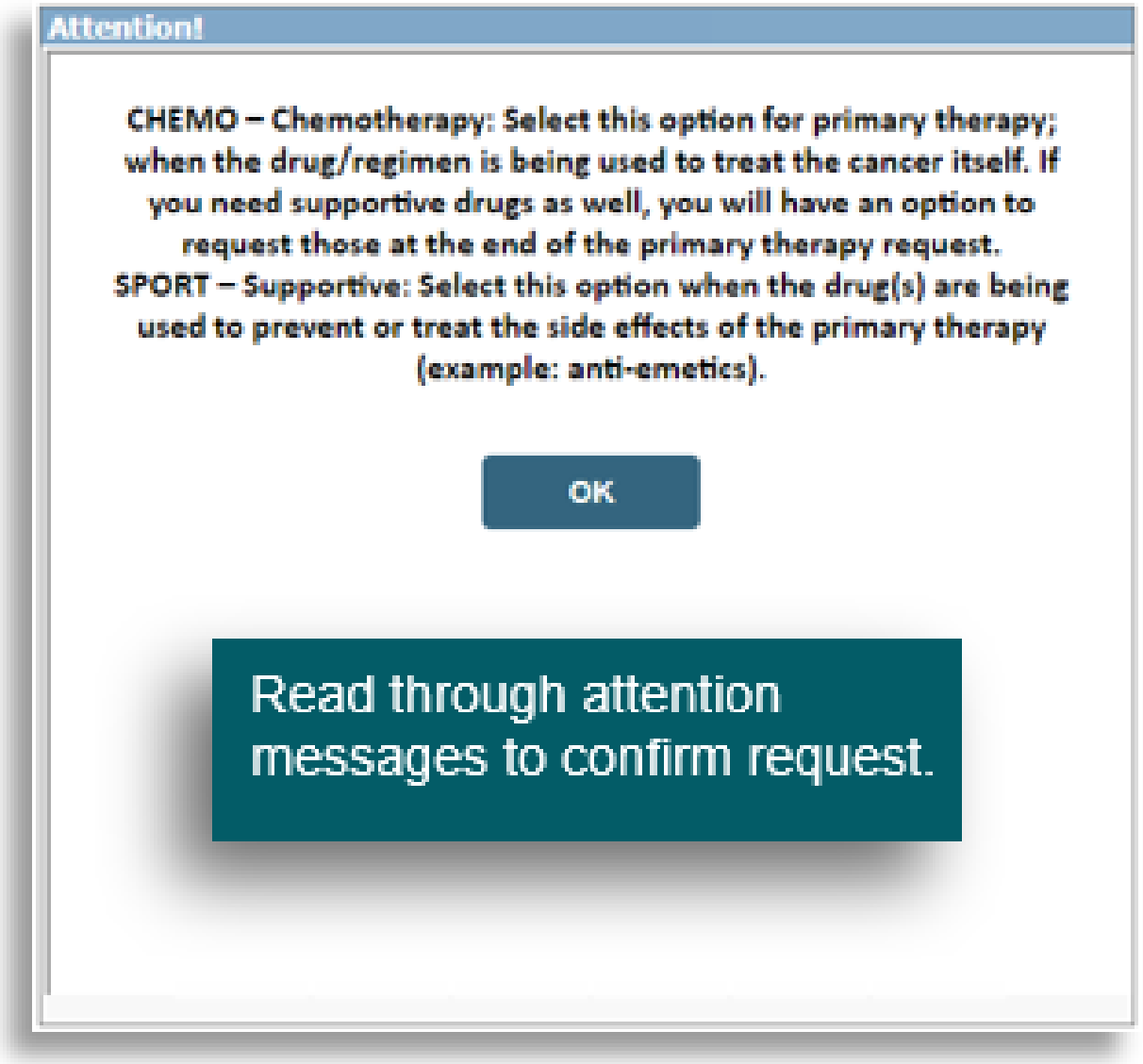
Provider Experience – Case Submission - Supportives



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Provider Experience – Case Submission - Supportives

If "Request Supportives" is selected, a new case is started, and the user is dropped on this screen to complete a supportive drug request.
The start date, drug classification, and ICD10 are prepopulated to match the Chemotherapy case.
Click Continue to proceed to the clinical portion of the request

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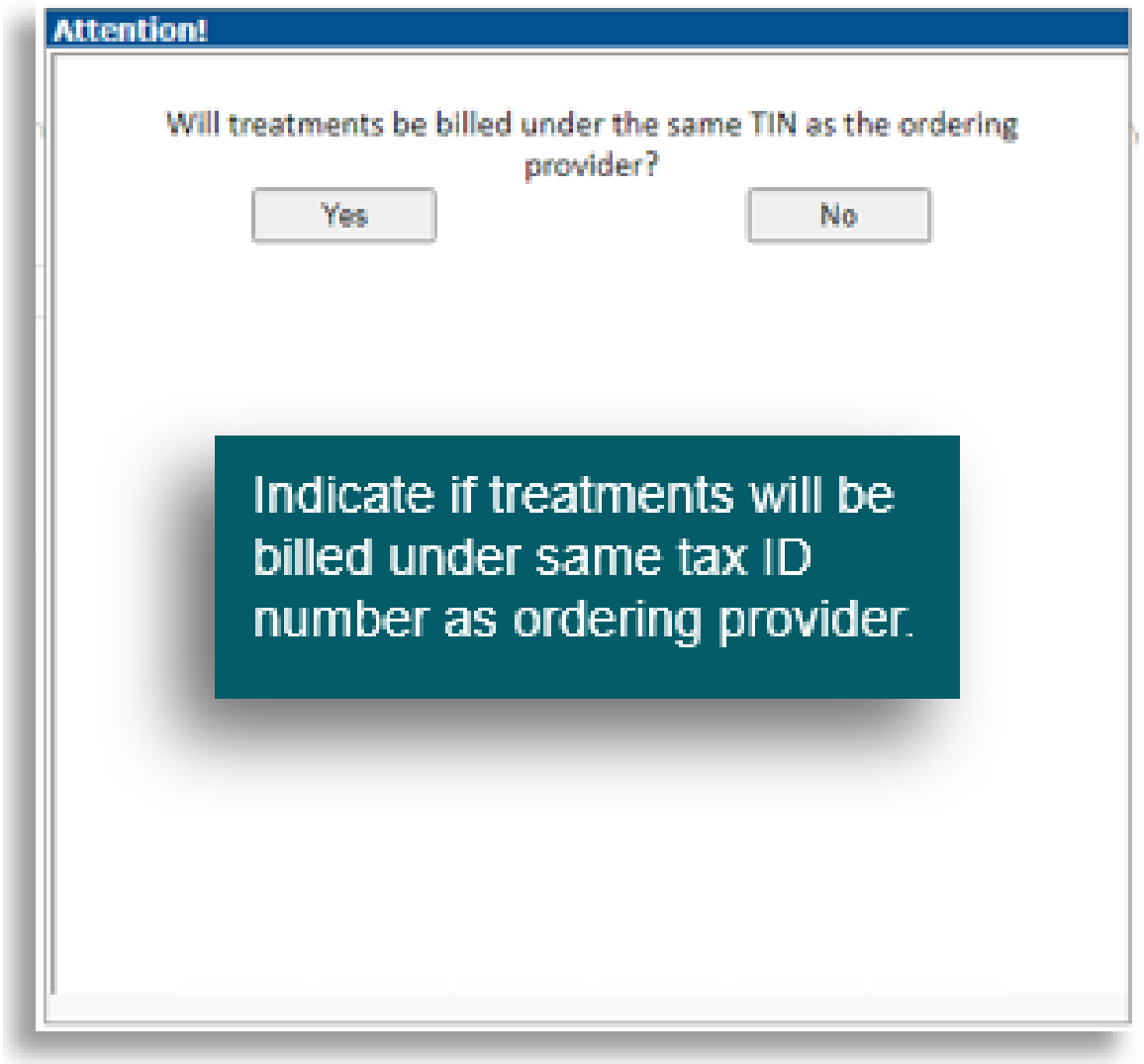
Provider Experience – Case Submission - Supportives



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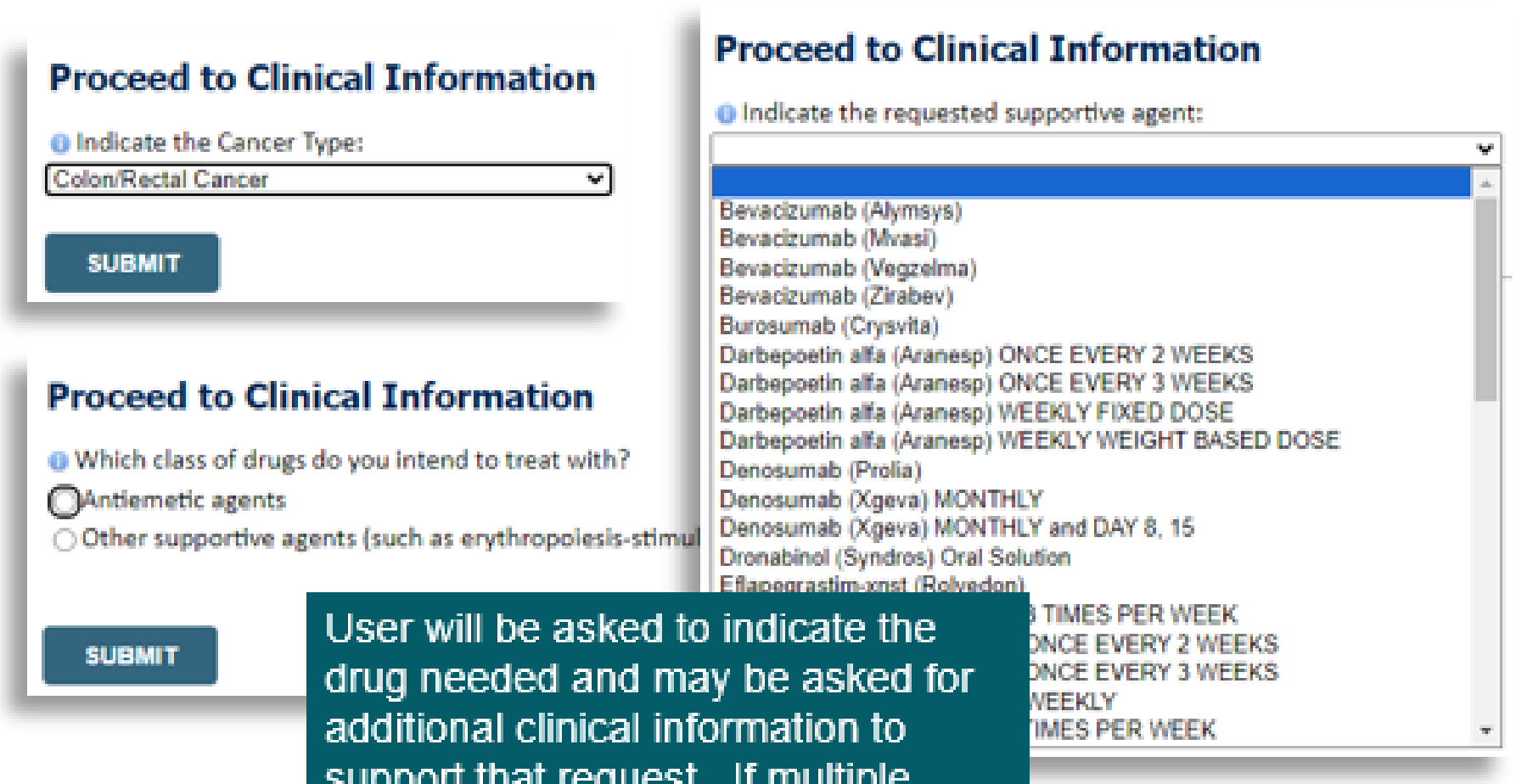
Provider Experience – Case Submission - Supportives



User will be asked to indicate the drug needed and may be asked for additional clinical information to support that request. If multiple supportive drugs are needed a separate request must be entered for each drug.

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+Post-Decision Options

My case has been denied. What's next?

+Reconsiderations:

- For **commercial members only**, additional clinical information can be provided without the need for a formal appeal.
- Must be requested within **14 calendar days** from the date of determination
  - Can be requested in writing or verbally via clinical consultation (P2P). It is possible to approve a case based on a P2P.
- If an appeal has already been filed, a reconsideration is not allowed

+Appeals:

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

Provider Resources

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'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**.

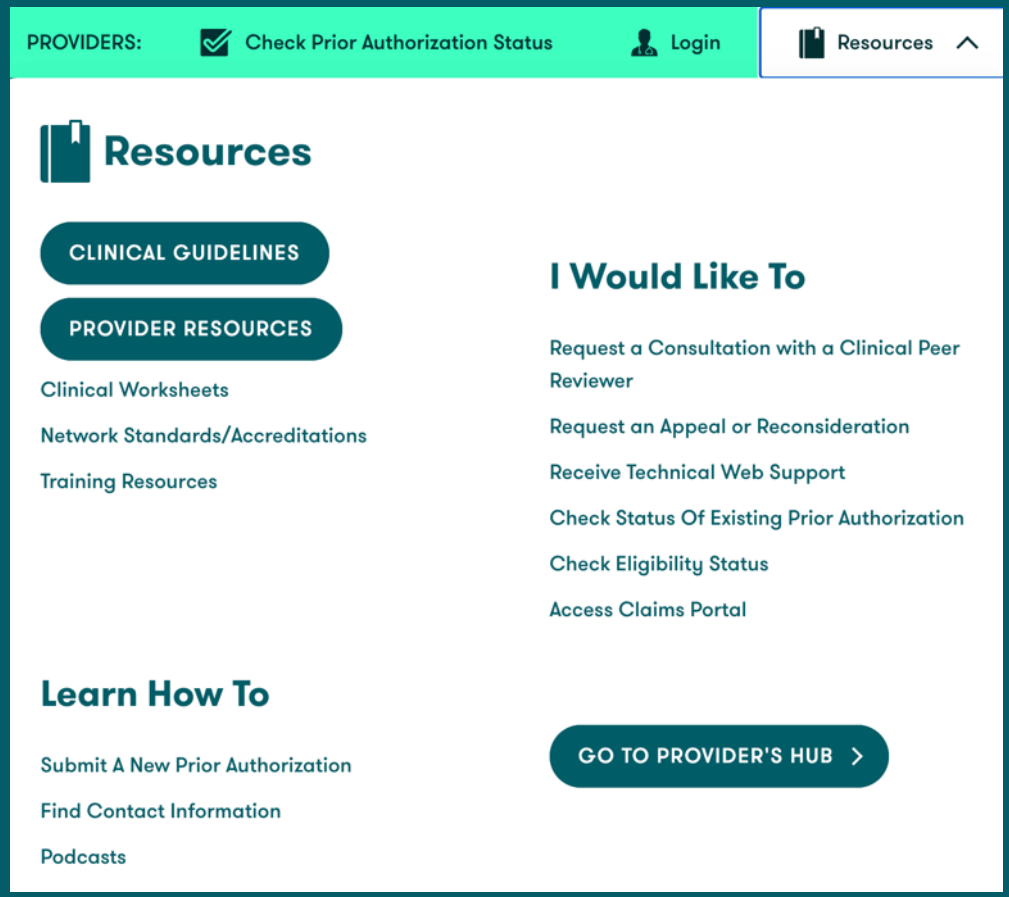
Additional Information about ECRM can be found on the **Providers' Hub**.

PROVIDER RESOURCES

EviCore Provider's Hub

Providers and staff can access important tools and resources at EviCore.com

1. Open the **Resources** menu in the top right of the browser
2. Select **GO TO PROVIDERS HUB** to access clinical guidelines, schedule consultations (P2P), and more



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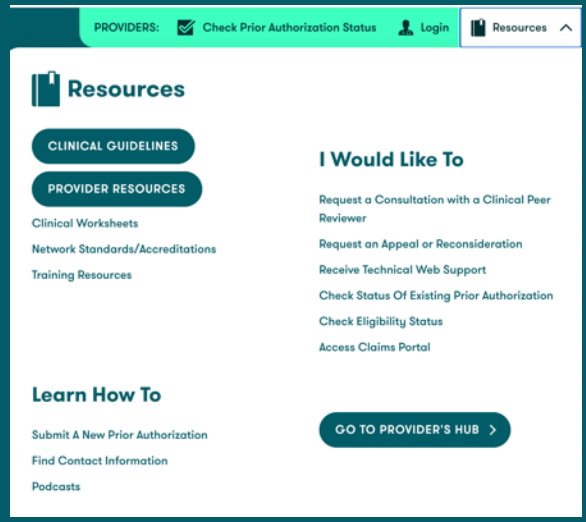
Clinical Guidelines

How do I access EviCore's clinical guidelines?

1. Open the **Resources** menu in the top right of the browser
2. Select **Clinical Guidelines**
3. Select the solution/program associated with the requested guidelines
4. Search by health plan name to view clinical guidelines
5. If you would like to view all guidelines, type in "EviCore healthcare" as your health plan



EviCore coverage policies include background and supporting information and citations for sources used to develop the policy. Some clinical policies may have a supplemental literature summary available which will provide additional commentary regarding clinical benefits and harms to the patient population being served. Additional literature summaries may be accessed by selecting 'Supplemental Information' and then entering "EviCore by Evernorth" in the search by health plan function.

Search by Health Plan ...

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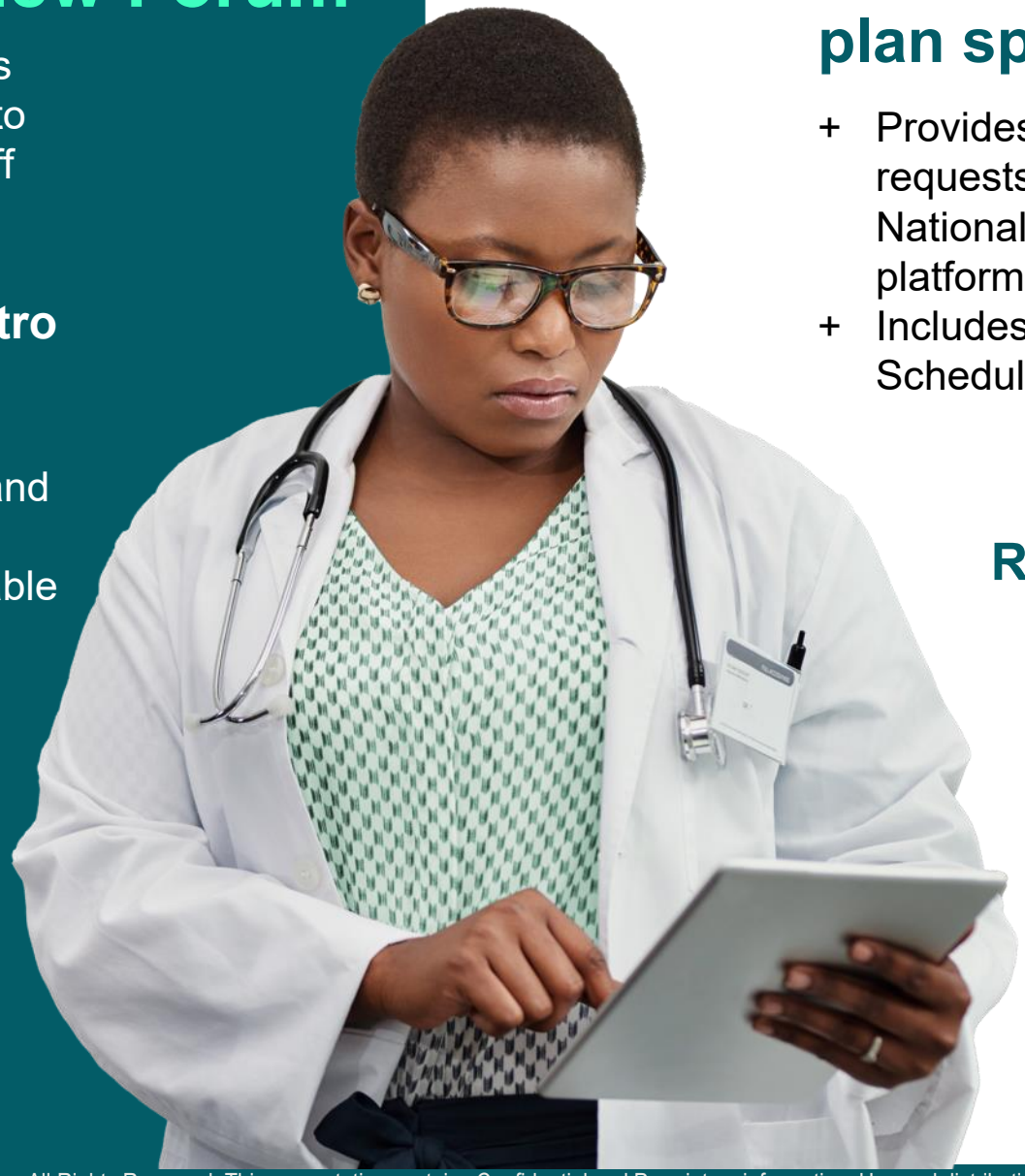
EviCore Online Provider Resources Review Forum

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

We invite you to attend an **Intro to EviCore Online Resources** to learn how to navigate EviCore's web site and understand all the non-health plan specific resources available on the Provider's Hub.

Included is a broad overview of registering and using the EviCore portal. This is great for those new to EviCore.com and the prior authorization process.



Ongoing sessions for Web Portal Training (non health plan specific)

+ Provides step-by-step guidance on submitting requests through both the EviCore CareCore National platform and EviCore MedSolutions platform.
+ Includes Portal registration, Case lookup, and Scheduling Peer to Peer Consultations

Register for Provider sessions:

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

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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

Thank you!

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Appendix

Peer-to-Peer (P2P) Scheduling Tool

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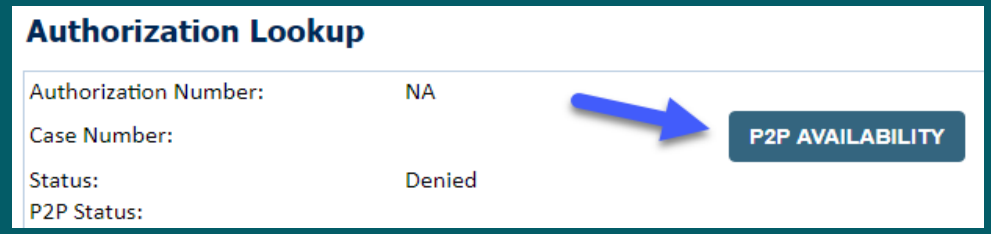
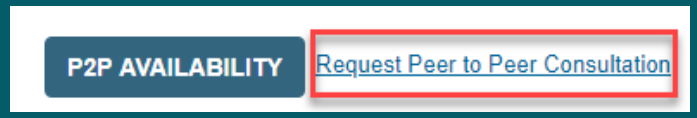
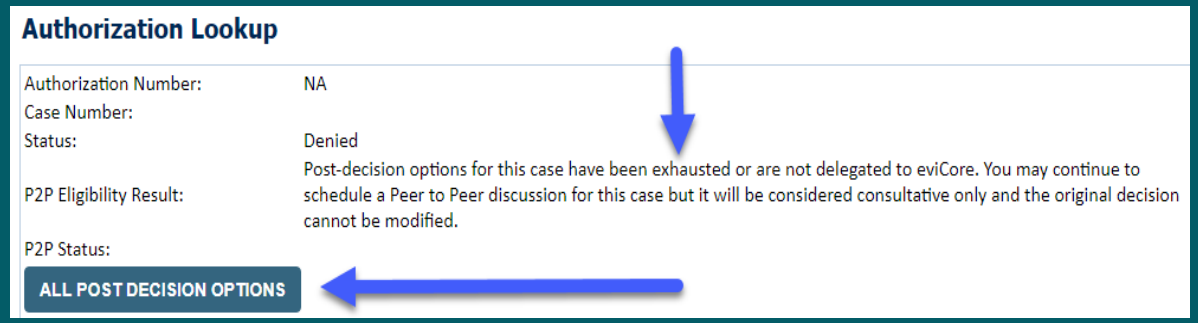
Schedule a P2P Request

If your case is eligible for a Peer-to-Peer (P2) consultation, a link will display, allowing you to proceed to scheduling without any additional messaging

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







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

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

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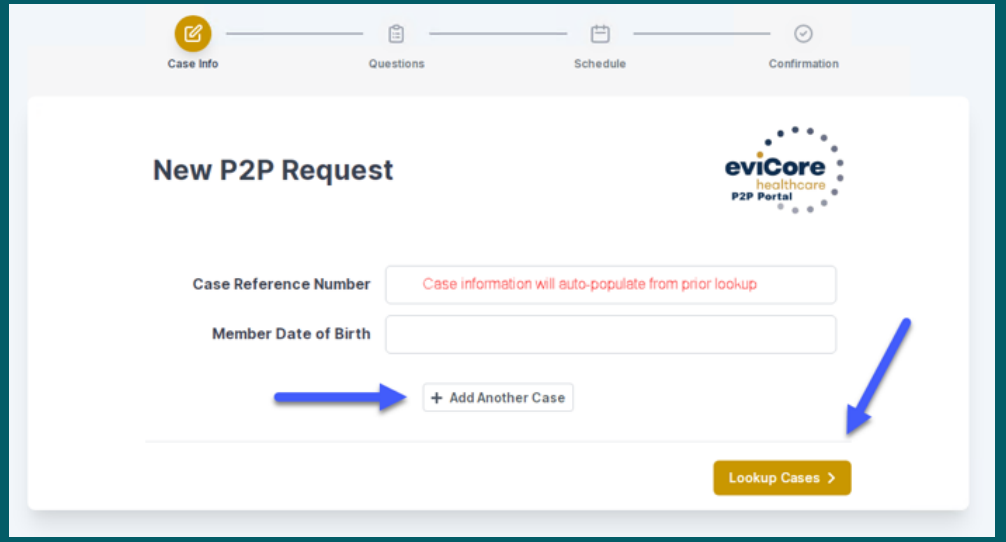
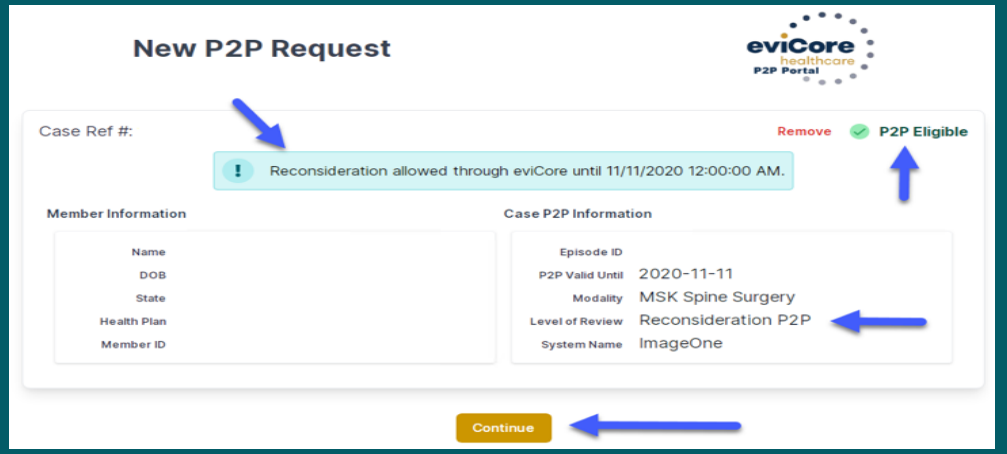
Schedule a P2P Request
(con't.)

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





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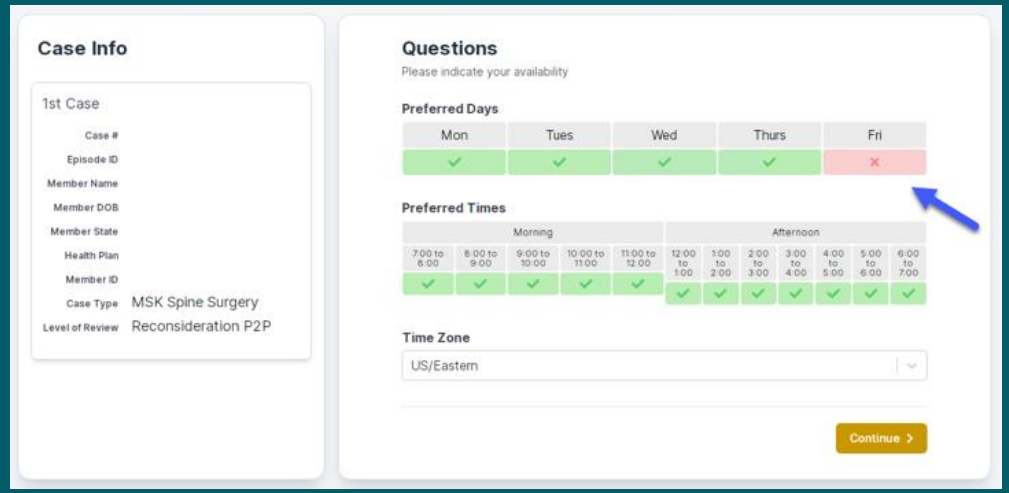
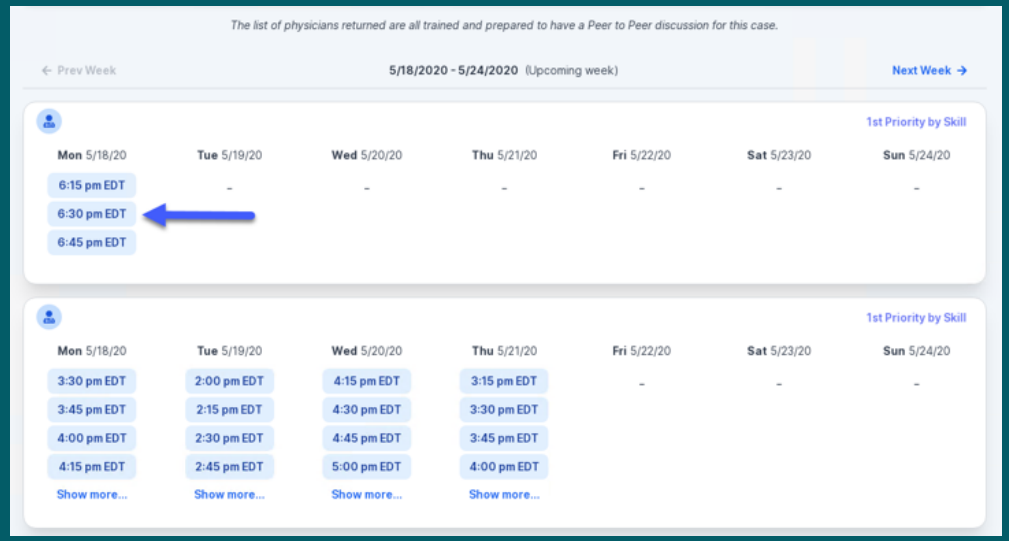
Schedule a P2P Request
(con't.)

1. You will be prompted with a list of EviCore Physicians / Reviewers and appointment options
2. Select any of the listed appointment times to continue
3. You will be prompted to identify your preferred days and times for a Peer-to-Peer consultation (all opportunities will be automatically presented)
4. Click on any **green checkmark** to **deselect** that option and then click **Continue**





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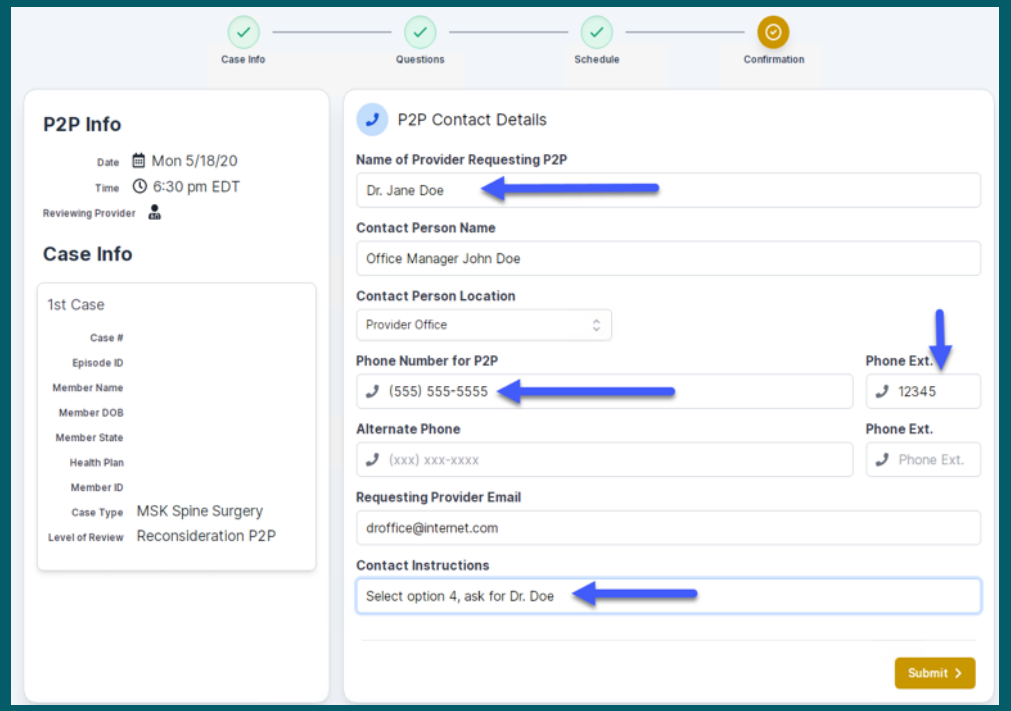
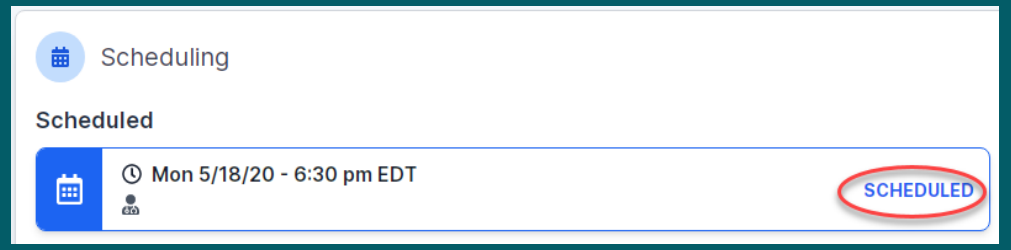
Schedule a P2P Request
(con't.)

1. Update the following fields to ensure the correct person is contacted for the Peer-to-Peer appointment:
   - Name of Provider Requesting P2P
   - Phone Number for P2P
   - Contact Instructions
2. Click **Submit** to schedule the appointment
3. You will be presented with a summary page containing the details of your scheduled appointment
4. Confirm contact details





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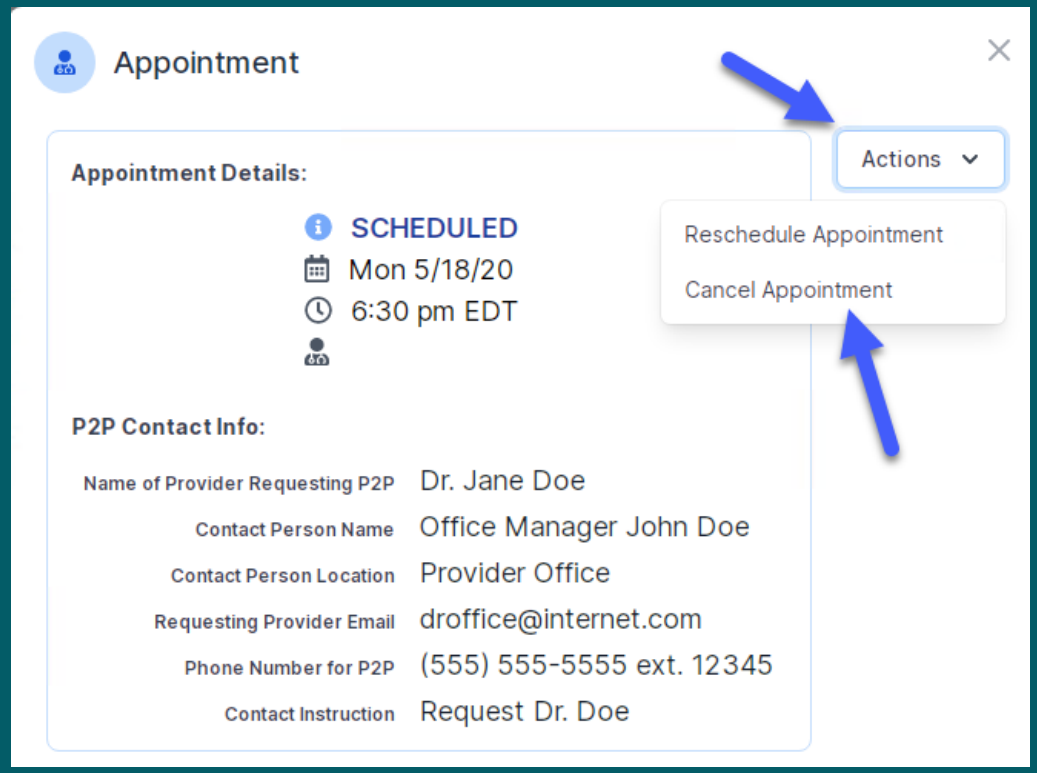
Cancel or Reschedule a P2P Appointment

To cancel or reschedule an appointment:

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



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