Pain Management and Sleep Platform Migration
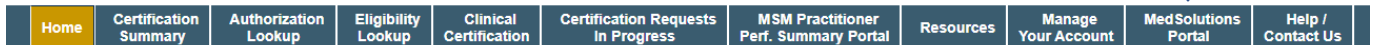## Quick User Guide

eviCore healthcare (eviCore) maintains prior authorizations on two platforms, MedSolutions and CareCore National. Aetna Pain Management and Sleep requests have been historically managed on the MedSolutions platform. **To create consistency, effective 5/27/2022 all Aetna Pain Management and Sleep authorizations will be managed on the CareCore National portal. Any authorizations built prior to 5/27/2022 on the MedSolutions portal will remain there for reference**. 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, CPT code selection, 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 Aetna members as of 5/27/2022?

When logging into the eviCore website (**eviCore.com**), a new username and ID are **not** needed. Log-in as normal, and select the '**CareCore National Portal**' from the top menu bar. From there, the MedSolutions portal can be accessed at any time by clicking that option in the top menu bar. Additional log-in information is not needed.

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I am in the CareCore National Portal, what's next?

If you have never built a case in the CareCore National Portal, the **first** thing you need to do is add providers to your account prior to case submission, so that requests can be built for them. This process only needs to be done once. To add a provider, click the 'Manage Your Account' tab, then click 'Add Provider' to fill in the necessary information. NPI, State, and zip code are all required. 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 appropriate program from the list and then click Continue.

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

3. Select '**Aetna**' as the Insurer, 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). If needed, additional CPT codes can be added during clinical collection.
8. Choose from a list of sites, or search for the facility where the procedure 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** as on the MedSolutions portal. Cases may be immediately approved, survey questions may be presented, or you may be prompted to upload clinical.

For more detailed information on the Aetna Pain Management and Sleep Programs:
Visit**: https://www.evicore.com/resources/healthplan/aetna-resources**
   ➔ **Solution Resources (choose Musculoskeletal or Sleep)**

To register for training on how to use the CareCore National Portal: Visit http://eviCore.webex.com/
➔Click on the "hamburger" menu on the far left hand side and then choose **"Webex Training."**
➔On the **Live Sessions** screen, click the **"Upcoming"** tab. In the search box above the tabs, type '**eviCore Portal Training.**'
➔Choose the date and time for the session you would like to attend, and click the **"Register"** link beside it.