Radiology and Cardiology

Submitting Prior Authorization Requests With EviCore.

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Agenda

CareCore National Portal Overview (Authorization Request Walkthrough)

CareCore National Portal Features

Remember our Provider Resources

Questions

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P Public Information

CareCore National
Portal Overview

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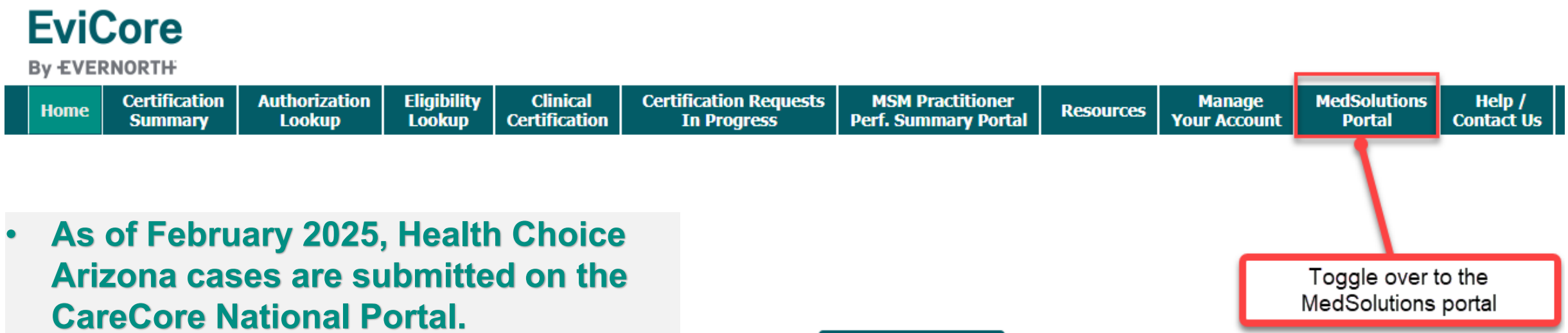
+Welcome Screen | CareCore National



- **As of February 2025, Health Choice Arizona cases are submitted on the CareCore National Portal.**
- You can still navigate between both CareCore and MedSolutions portal.
- Authorizations requested **prior to February 2025** can still be viewed on the MedSolutions portal.

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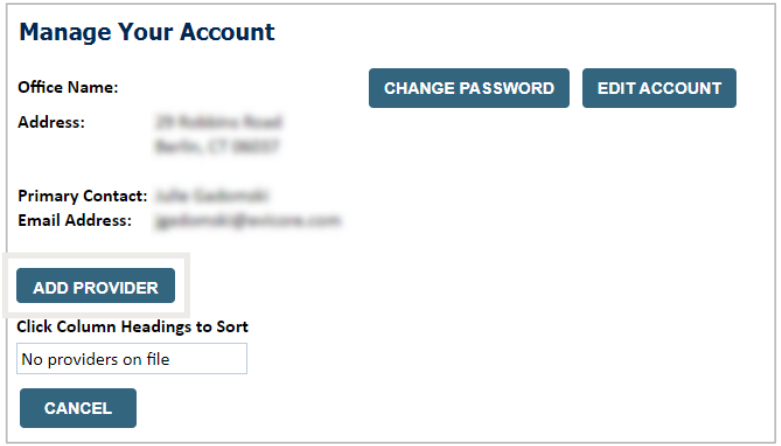
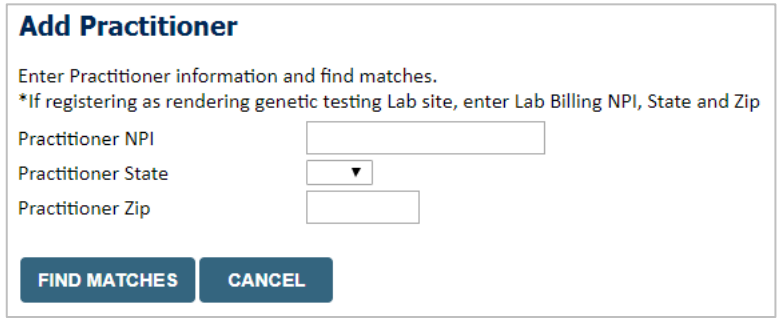
+EviCore Provider Portal | Add Providers

You can add providers to your account by:

- Click the **Manage Your Account** tab
- Select **Add Provider**
- Enter the NPI, state, and zip code to search for the provider
- Select the matching record based upon your search criteria and the provider will be added to your provider list in your account.
- Click **Add Provider** to add other providers to your account.
- You can access the **Manage Your Account** at any time to make any necessary updates or changes.





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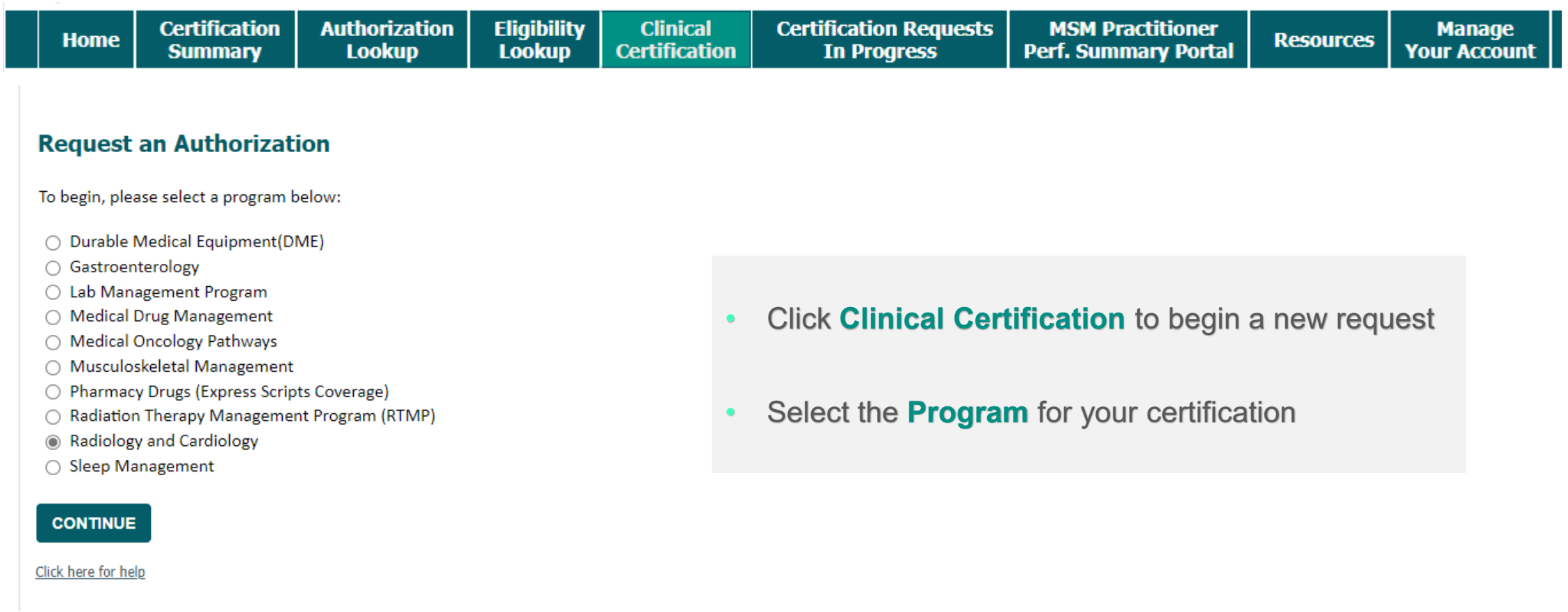
+Clinical Certification Request | Initiating a Case



- Click **Clinical Certification** to begin a new request
- Select the **Program** for your certification

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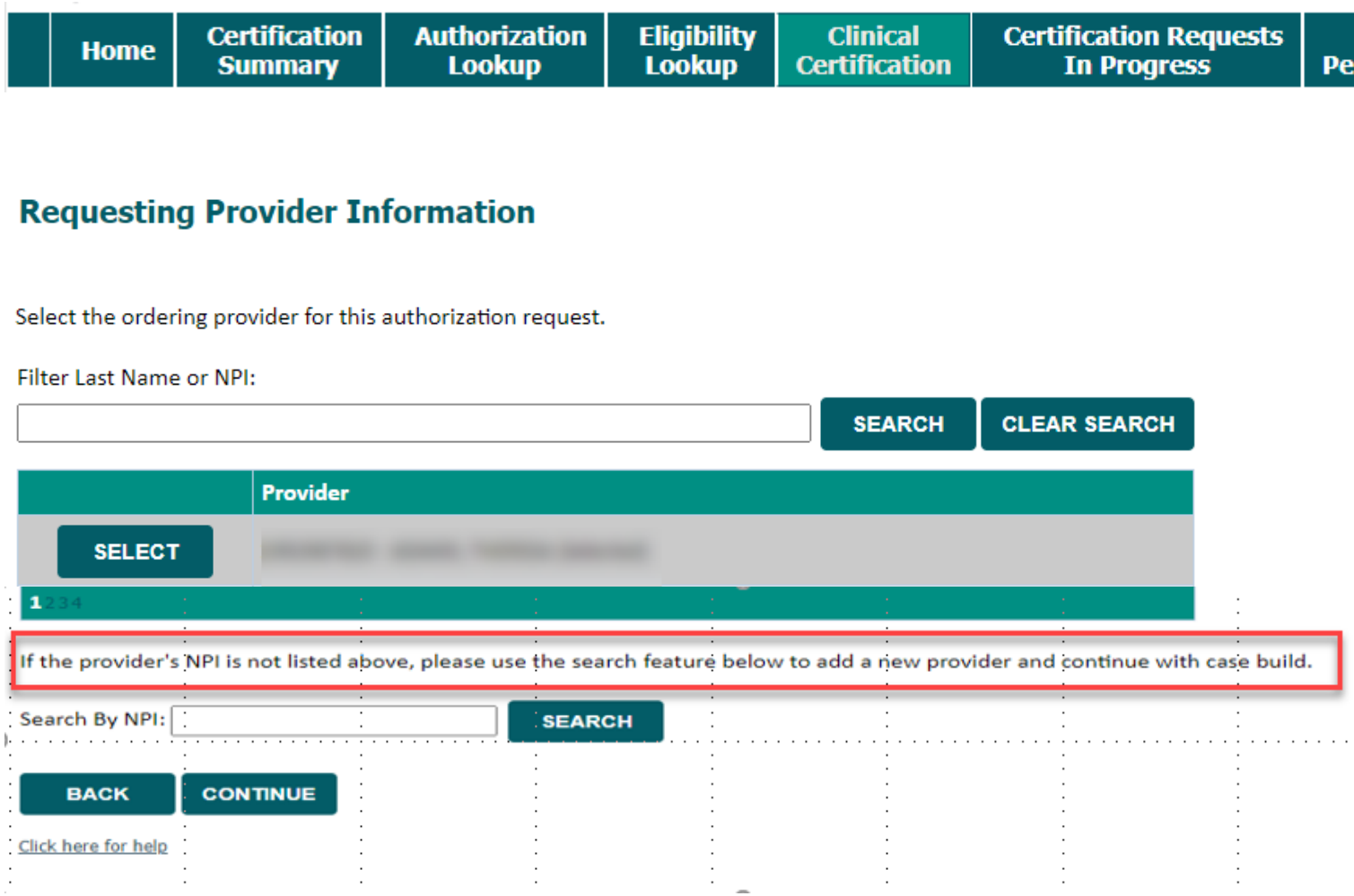
+Clinical Certification Request | Search for and Select Provider



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

If the **Practitioner/Group** is not on your list (of providers added to your account), you can now **Search by NPI**

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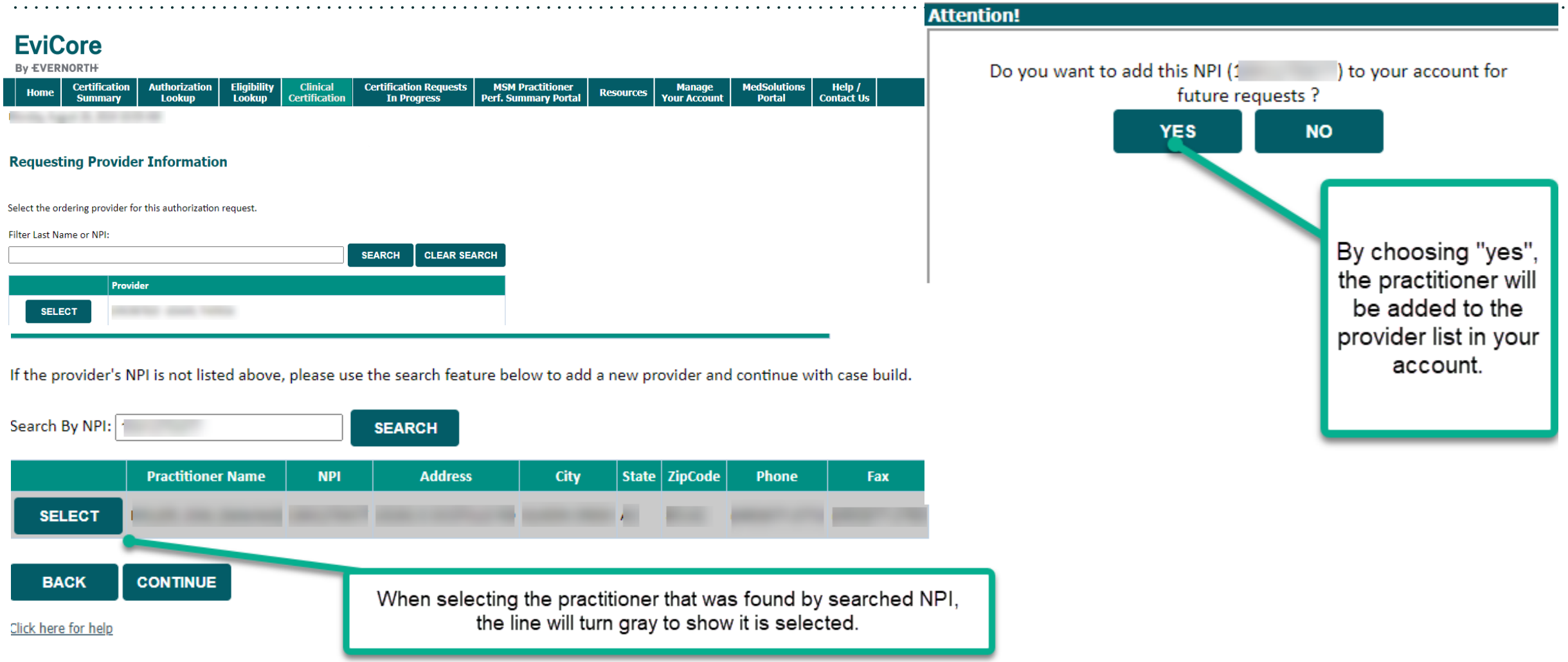
+Clinical Certification Request | Search for and Select Provider



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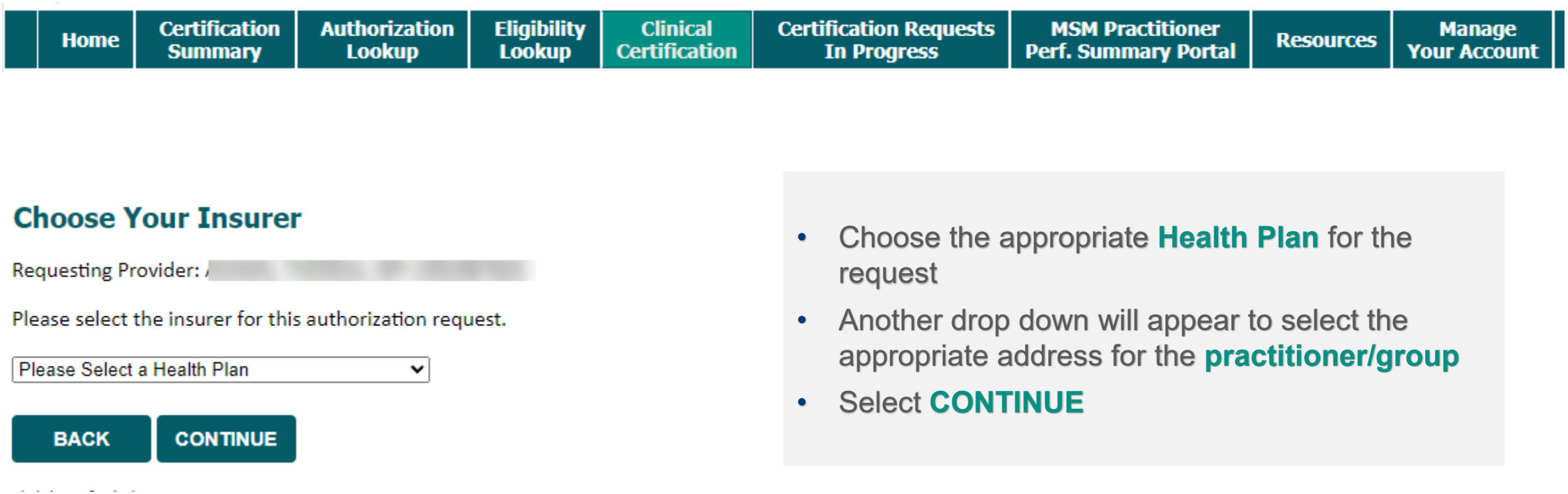
+Clinical Certification Request | Select Health Plan



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

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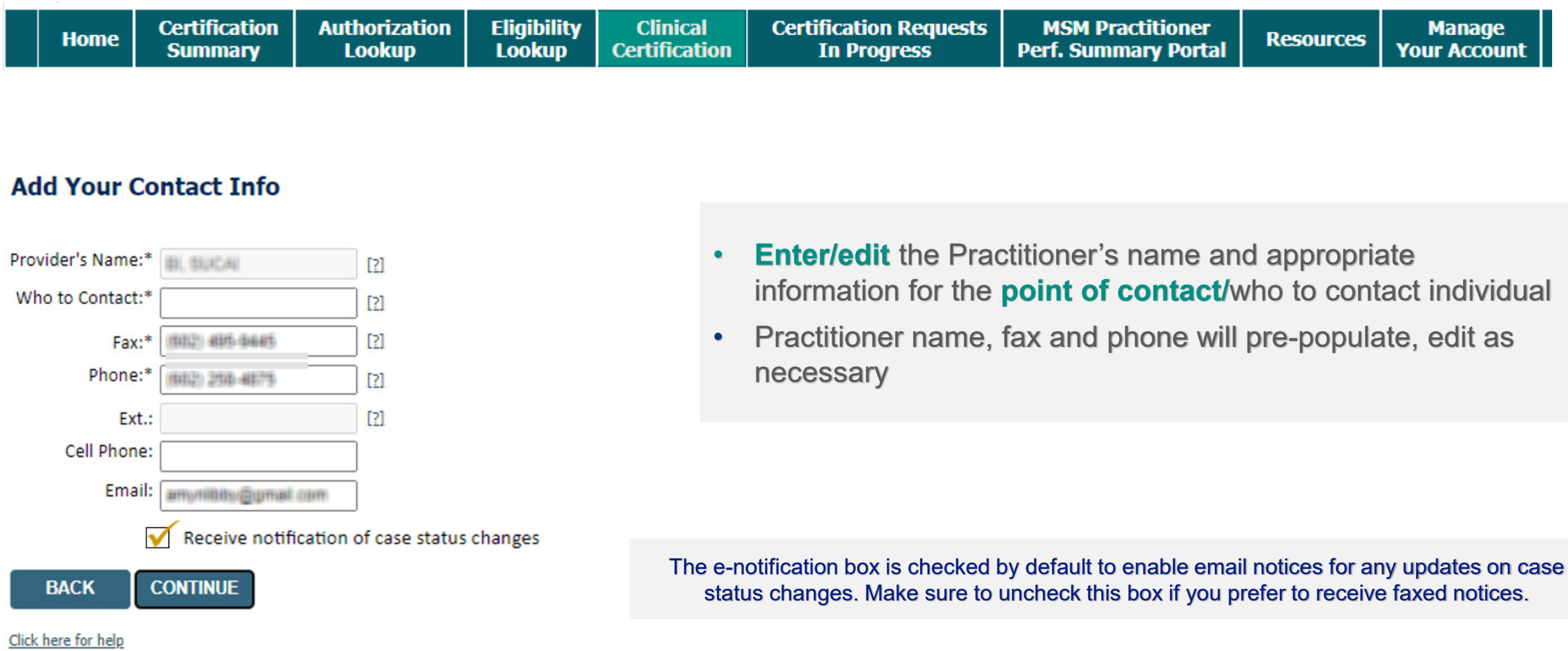
+Clinical Certification Request | Enter Contact Information



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

The e-notification box is checked by default to enable email notices for any updates on case status changes. Make sure to uncheck this box if you prefer to receive faxed notices.

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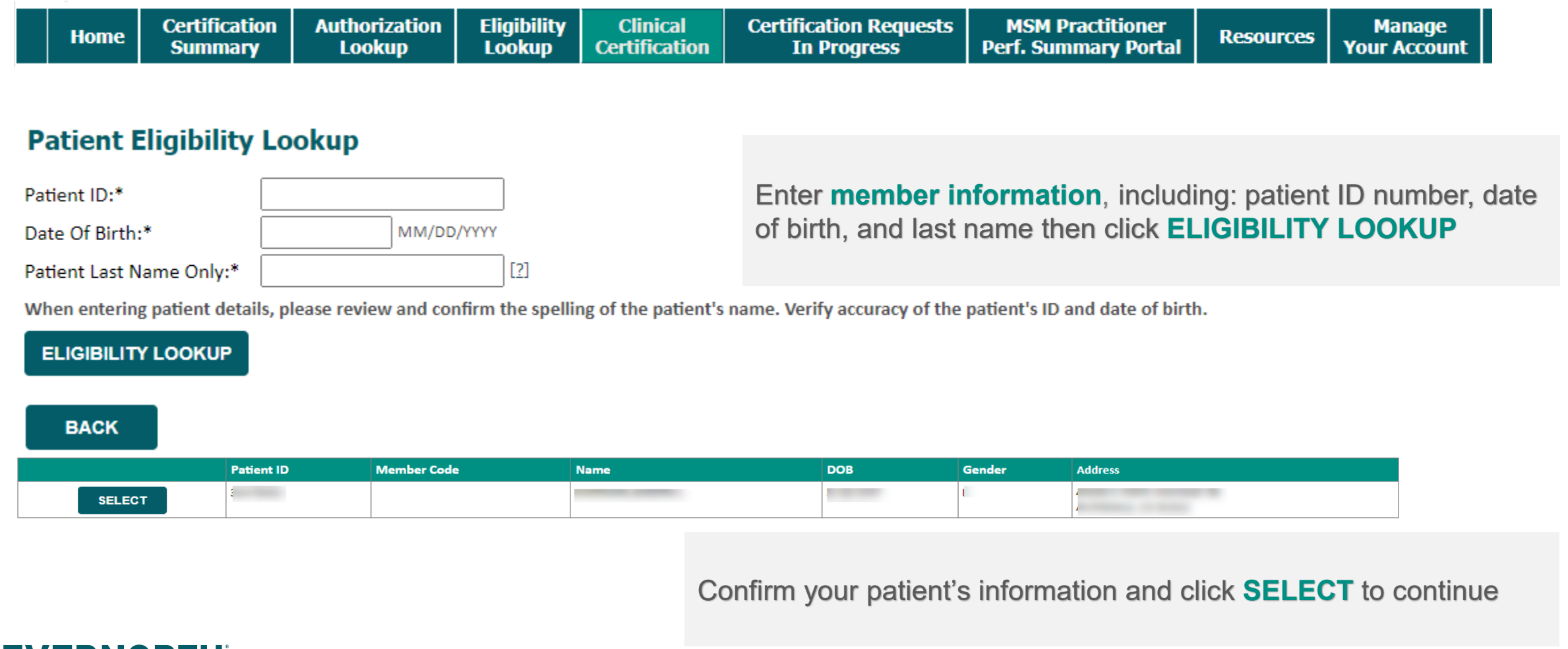
+Clinical Certification Request | Enter Member Information



Enter **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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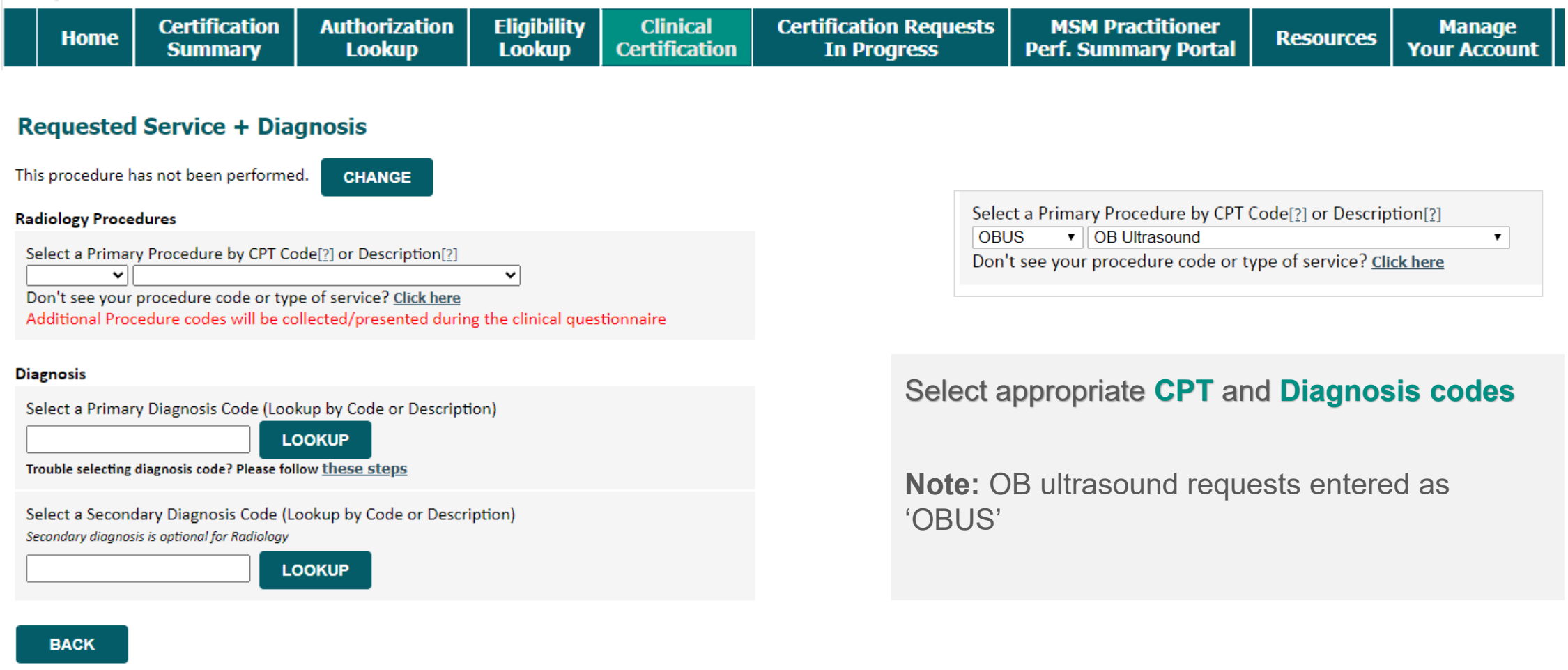
+Clinical Certification Request

Enter Requested Procedure and Diagnosis



Select appropriate **CPT** and **Diagnosis codes**

Note: OB ultrasound requests entered as 'OBUS'

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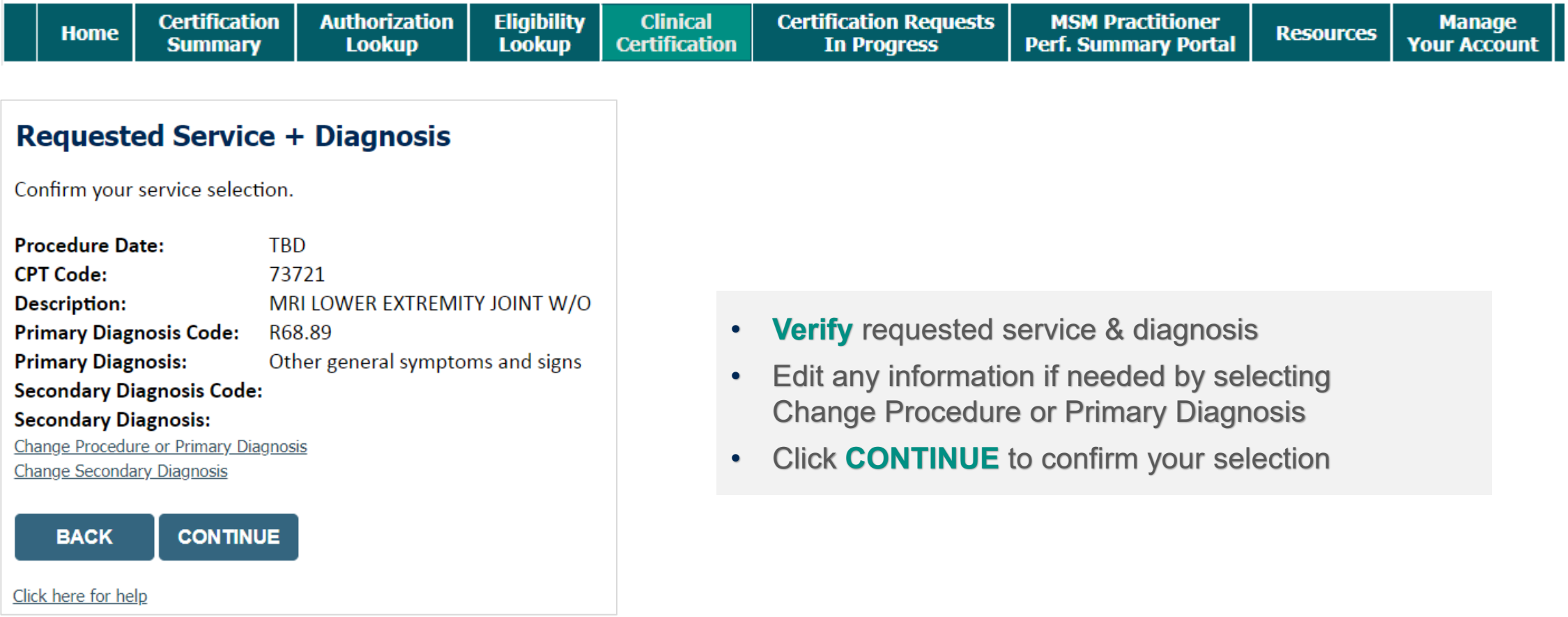
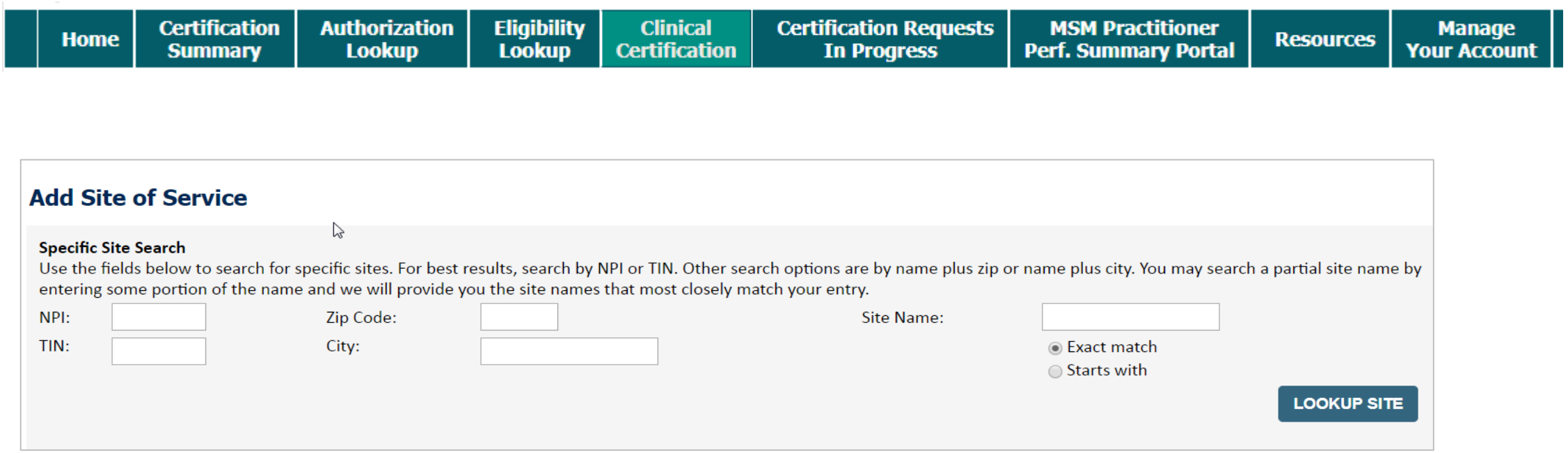
+Clinical Certification Request | Verify Service Selection



- **Verify** requested service & diagnosis
- Edit any information if needed by selecting Change Procedure or Primary Diagnosis
- Click **CONTINUE** to confirm your selection

+Clinical Certification Request | 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 intelliPath®

Real-time decision

Request is complete

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+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**

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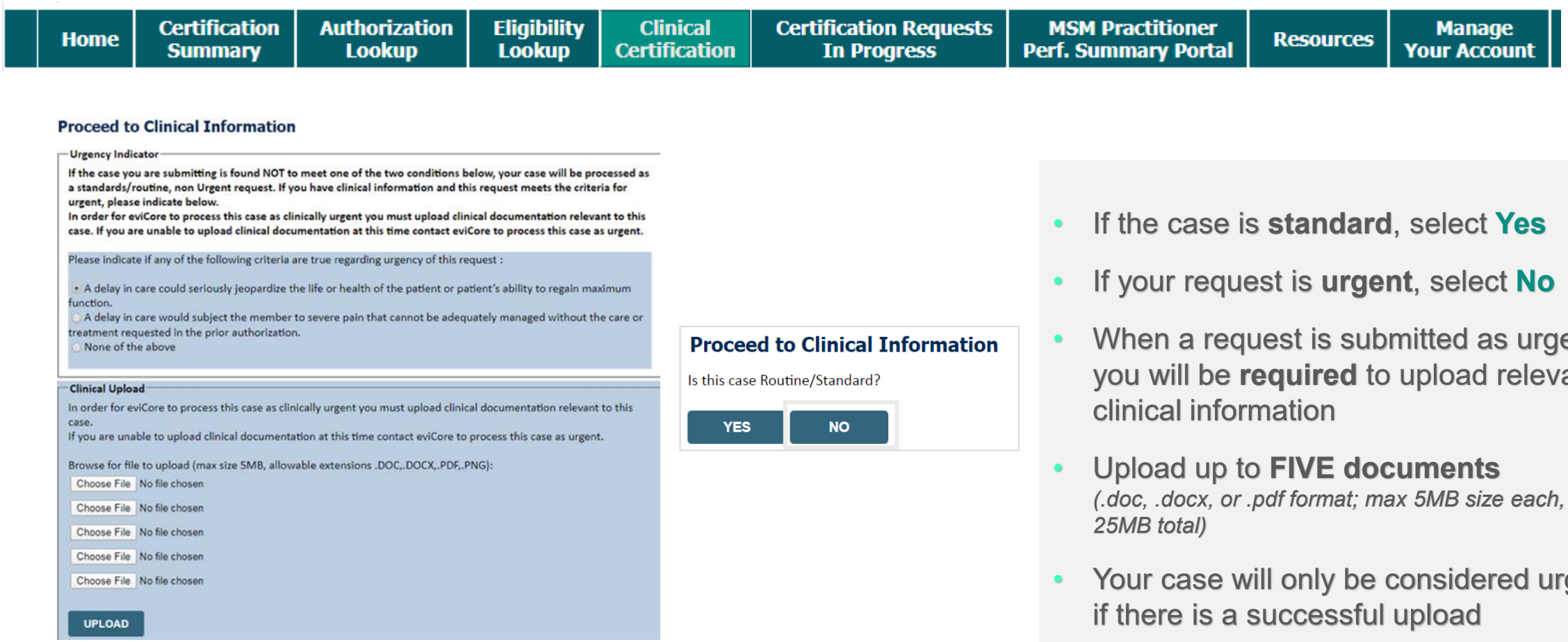
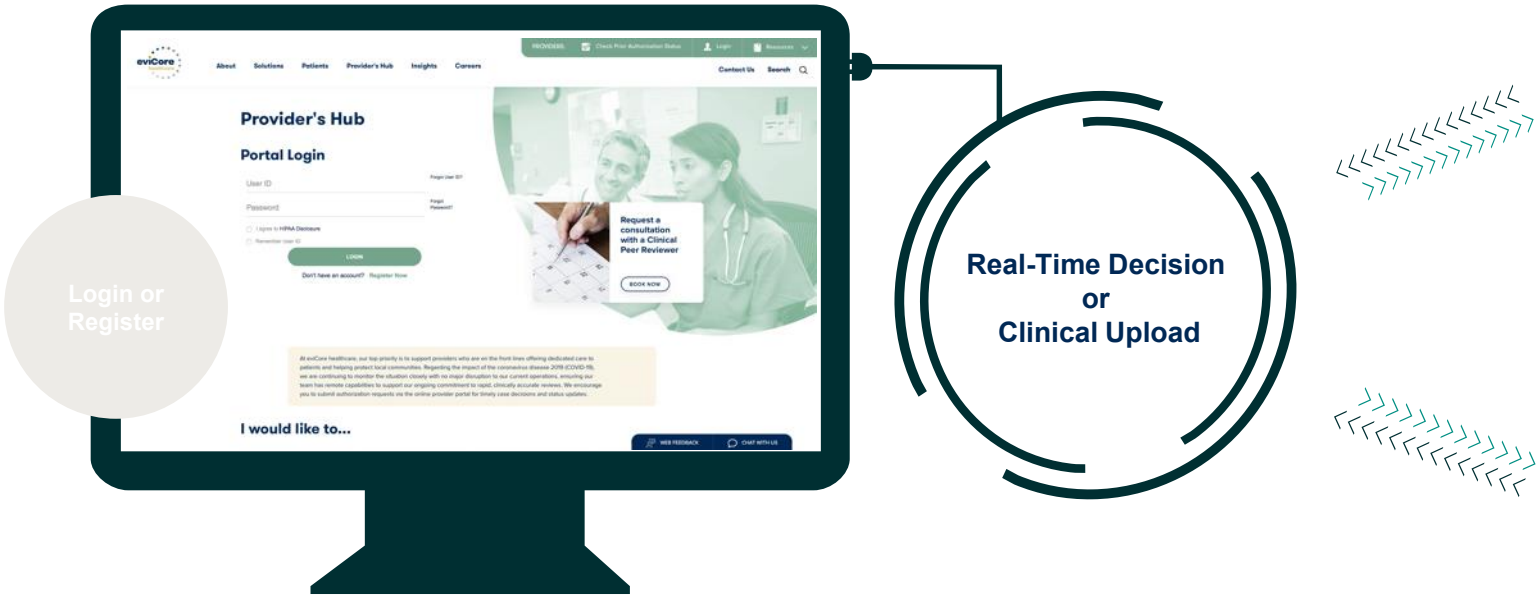
+Clinical Certification Request | Standard or Urgent Request?

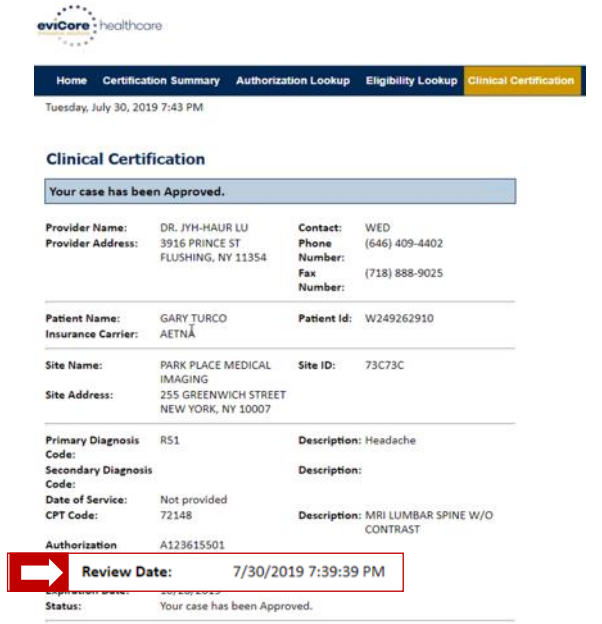


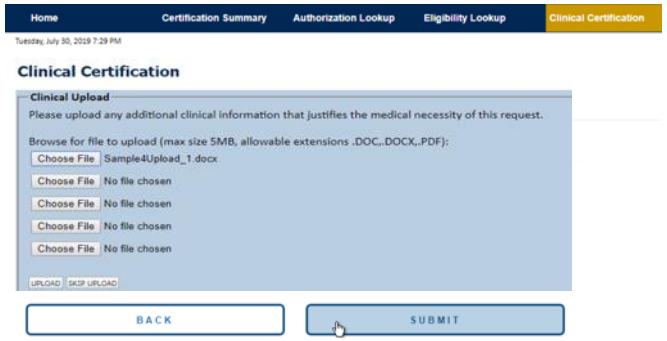
- If the case is **standard**, select **Yes**
- If your request is **urgent**, select **No**
- When a request is submitted as urgent, you will be **required** to upload relevant clinical information
- Upload up to **FIVE documents**
  (.doc, .docx, or .pdf format; max 5MB size each, up to 25MB total)
- Your case will only be considered urgent if there is a successful upload

Improved Provider Experience |

Real-Time Decision or Clinical Documentation Upload







You'll be asked to complete a short series of clinical questions which may result in an immediate approval. If an immediate approval does not occur, you'll be prompted to upload clinical information.

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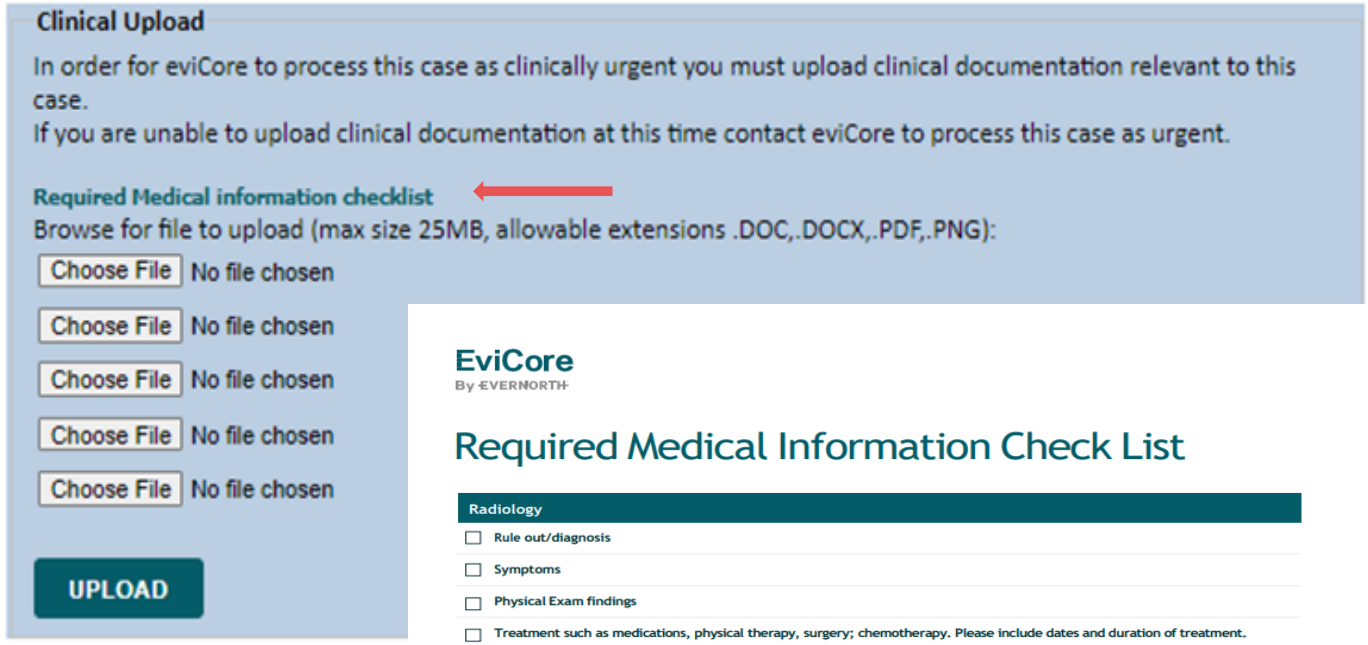
Clinical Certification Request | Request for Clinical Upload

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



If **additional information** is required, you will have the option to upload more clinical information. Review the list of *required medical information* EviCore requires in order for the prior authorization to meet medical necessity.

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 # and indicates 'Your case has been sent to clinical review

- Direct link to document: [Required Medical Information Check List.pdf (evicore.com)]

+Clinical Certification Request | Criteria Met

Summary of Your Request

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

Your case has been Approved.

Provider Name:	[redacted]	**Contact:**	[redacted]
Provider Address:	[redacted]	**Phone Number:**	[redacted]
		Fax Number:	[redacted]
Patient Name:	[redacted]	**Patient Id:**	[redacted]
Insurance Carrier:	[redacted]		
Site Name:	[redacted]	**Site ID:**	[redacted]
Site Address:	[redacted]		
Primary Diagnosis Code:	R68.89	**Description:**	Other general symptoms and signs
Secondary Diagnosis Code:		**Description:**	
Date of Service:	Not provided		
CPT Code:	73721	**Description:**	MRI LOWER EXTREMITY JOINT W/O
Authorization Number:	[redacted]		
Review Date:	5/13/2020 1:52:08 PM		
Expiration Date:	6/27/2020		
Status:	Your case has been Approved.		

CANCEL PRINT CONTINUE

If your request is authorized during the initial submission, you can **PRINT the summary of the request** for your records.

+Provider Portal Demo | Radiology

Click on the screen to view a video (2 min)

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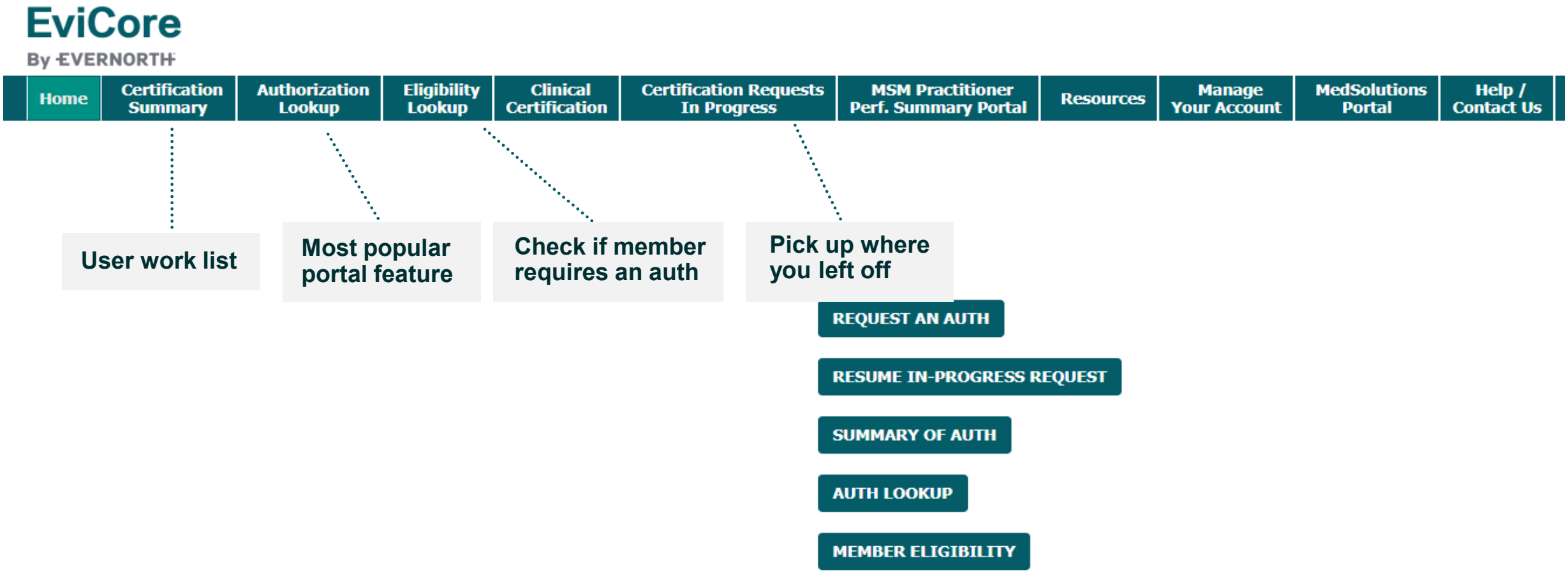
+Provider Portal | Feature Access



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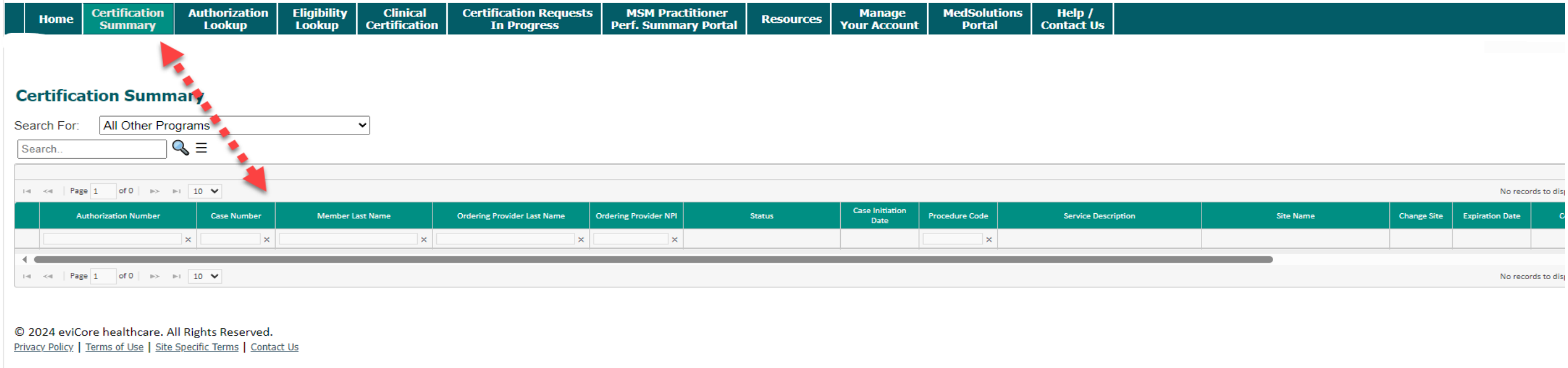
Certification Summary | User Worklist



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

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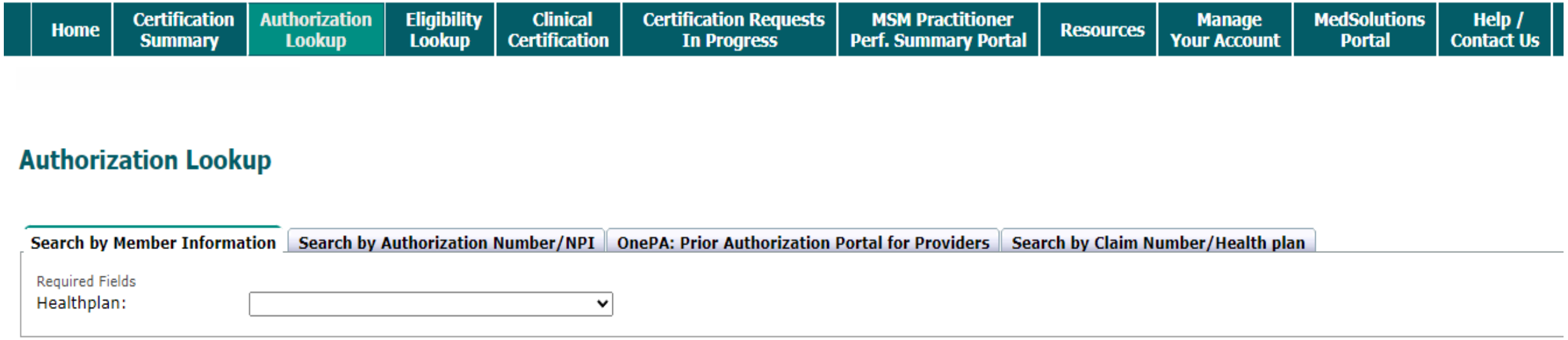
Authorization Lookup | Popular Tool



- You can lookup an authorization case status on the portal
- Search by member information OR
- Search by authorization number with ordering NPI
- Initiate Appeals and/or Schedule Peer to Peers
- View and print any correspondence

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Remember our Provider Resources

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Contact EviCore's Dedicated Teams

EviCore Call Center (representatives are available from 7 a.m. to 7 p.m.)	EviCore Client and Provider Operations Team	EviCore Authorization Portal Team	EviCore Provider Engagement Contact (Katie Potter)
• Phone: **800-421-7592** • Initiating an authorization request • Status checks • Questions about your auth request or case decisions • Speak to a clinical reviewer • Schedule a Peer-to-Peer	• ECRM: https://ecrm.evernorth.com/ecrm, Register and Submit a Support Ticket • Phone: **(800) 646-0418** (option 4) • Credentialing inquires • Eligibility questions • Assist with any issues/inquires encountered during case build	• ECRM: https://ecrm.evernorth.com/ecrm, Register and Submit a Support Ticket • Phone: **800-646-0418** (option 2) • Live Chat • Assist with any issues/inquires you might have, navigating the Portal or with your Portal account.	• Email: Kathryn.Potter@Evicore.com • Phone: **800.918.8924 x26211** • Regional team that works directly with the provider community.

BCBSAZ Health Choice Arizona

Hours of Operation: Monday - Friday, 8:00am – 5:00pm (except holidays)
Phone: 1-800-322-8670 or (480) 968-6866
Email: HCHComments@azblue.com

AHCCCS Provider Services Call Center:

Hours: Monday - Friday, 7:30 AM - 5:00 PM
Phone: (602) 417-7670
Toll-free: (800) 794-6862

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Provider Resource Website

EviCore's Client and Provider Services team 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
- CPT code list

To access these helpful resources, visit
https://www.evicore.com/resources/healthplan/health-choice-arizona

Contact our Client and Provider Services team via ECRM https://ecrm.evernorth.com/ecrm or by phone at **1-800-646-0418 (option 4)**

Live Training Sessions

EviCore offers interactive training sessions to engage providers and practices to enhance patient care. We invite providers and staff to attend these virtual training sessions to help maximize your experience with the EviCore Web Portal and tools.

+ **All Provider Forums and Trainings are free of charge and require advance registration. They are presented virtually through WebEx and last about one hour. Please see descriptions below, as well as registration links to the right.**

Intro to EviCore Online Resources

Overview of EviCore Provider Hub tools, including registration, portal navigation, and prior authorization submission. *Not health plan specific. Recommended for new users.*

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Intro to Web Portal Training

A brief overview of the EviCore Web Portal, covering basic navigation and commonly used tools across the CareCore National and MedSolutions platforms. *Not health plan specific.*

Post-Acute Care Portal Training

Overview of portal navigation, request submission, case status review, and support resources for post-acute care.

Therapy Provider Training

Step-by-step guidance on EviCore's Medical Necessity Management process and web portal navigation for therapy providers, with practical tips and resources.

Training Session Registration Links:

+ Intro to Web Portal Training– Offered **twice per week**
+ Intro to EviCore Online Resources– Offered **twice per month**
+ Therapy Provider Training *(for therapy providers)* – Offered **twice per quarter**
+ Post-Acute Care Portal Training *(for hospitals and post-acute care providers)* – Offered **once per week**

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EviCore's Provider Newsletter

Stay up-to-date with our free provider newsletter

+To subscribe:

- Visit **https://www.EviCore.com**
- Scroll down to the section titled **Stay Updated With Our Provider Newsletter**
- Enter a valid email address

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Thank You

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