

Radiology and Cardiology Portal Migration

Quick User Guide

eviCore maintains prior authorizations on two portals, MedSolutions and CareCore National. Radiology and Cardiology requests have been historically managed on the MedSolutions portal. **Effective February 1, 2025, Health Choice Arizona authorizations will be managed on the legacy CareCore National portal. Authorizations built prior to February 1, 2025 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. (Detailed information for each program can be found on the eviCore website <https://www.evicore.com/resources/healthplan/health-choice-arizona> Solution Resources > Select Program (Radiology, Cardiology).

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 Health Choice Arizona members as of February 1, 2025?

When logging into the eviCore website (www.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 login information is not needed.



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 only needs to be done 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.



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 Continue.

EviCore

By EVERNORTH

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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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'.

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:

Provider	
SELECT	
SELECT	

3. Select 'Health Choice Arizona' 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) (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. If OON facility is selected, you have the option to select an INN facility or an attestation reason to proceed with the OON facility.
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.

Requested Service + Diagnosis

This procedure has not been performed.

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)

Trouble selecting diagnosis code? [Please follow these steps](#)

Select a Secondary Diagnosis Code (Lookup by Code or Description)

Secondary diagnosis is optional for Radiology

For more detailed information on the Health Choice Arizona Programs:

Visit: <https://www.evicore.com/resources/healthplan/health-choice-arizona>

- Solution Resources (select program)
 - HCAZ Provider Orientation

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.