WEB PORTAL OVERVIEW

Registration & Web Portal Navigation
Reference Guide

eviCore healthcare
innovative solutions

Account Registration

Portal Compatibility

The eviCore.com website is compatible with the following web browsers:

- Google Chrome

- Mozilla Firefox
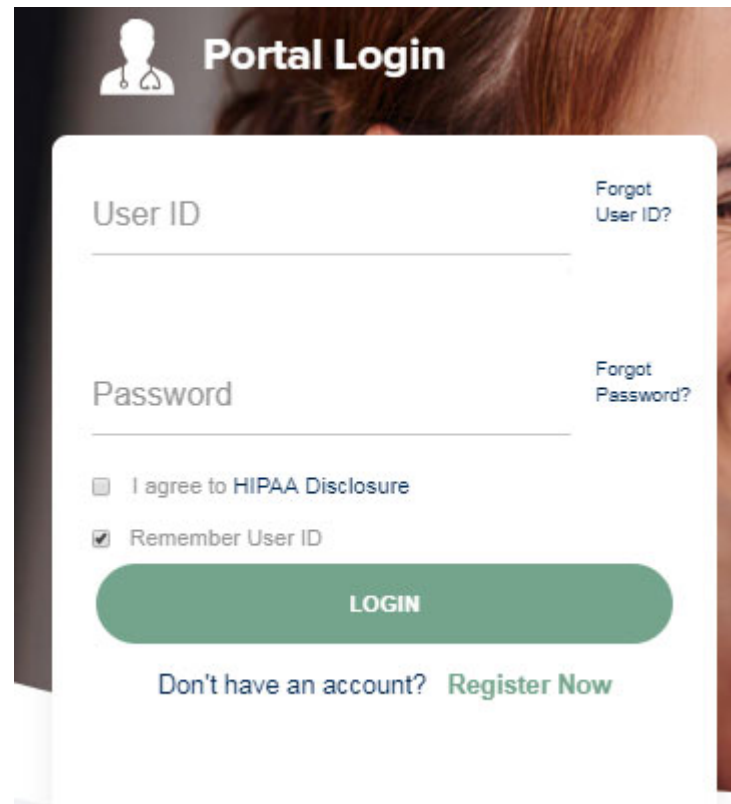
- Internet Explorer 9, 10, and 11

You may need to disable pop-up blockers to access the site. For information on how to disable pop-up blockers for any of these web browsers, please refer to our **Disabling Pop-Up Blockers guide**.

Internal Information

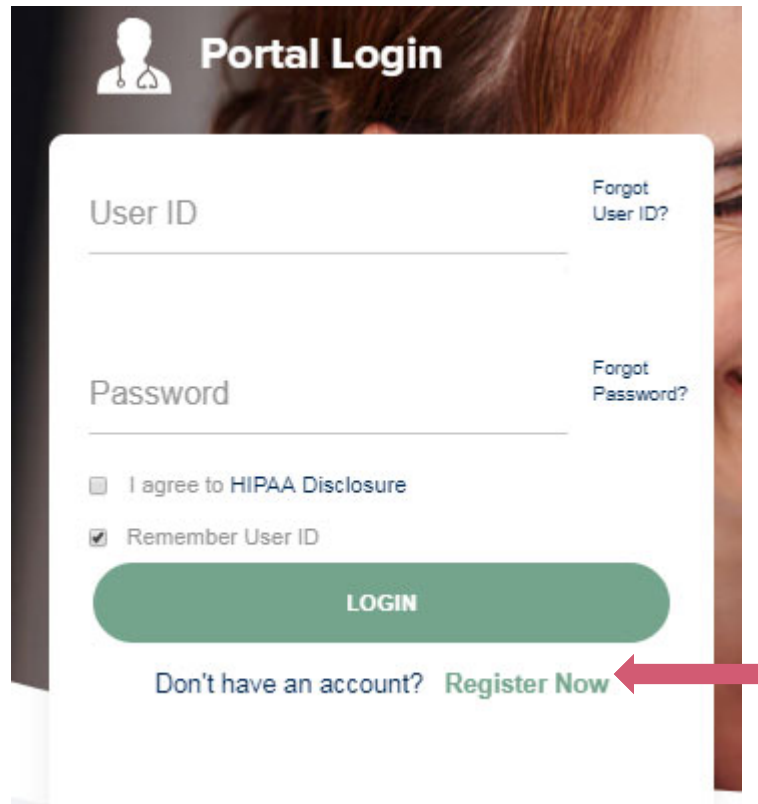## eviCore healthcare website

- Point web browser to evicore.com

- Login or Register

Creating An Account

To create a new account, click Register.

Internal Information

Creating An Account

Select <u>**CareCore National**</u> and complete the user registration form.

Creating An Account

Web Portal Preference

Please select the Portal that is listed in your provider training material. This selection determines the primary portal that you will using to submit cases over the web.

Default Portal*: [Medsolutions ▼]

User Registration

UserName:	MYoder	**Address:**	731 Cool Springs Blvd	**Phone:**	800-575-4517
Email:	evicorejedi1234@gmail.com			**Ext:**	
		City:	Franklin		
Account Type:	Physician			**Fax:**	615-468-4408
		State:	TN **Zip:** 37067		
First Name:	Mallory				
		Office Name:	eviCore		
Last Name:	Yoder				

Provider Information

Physician FirstName:	TEST	**Physician LastName:**	DOCTOR	**Street Address:**	730 COOL SPRINGS BLVD
State:	TN	**Tax ID:**	*****6789	**NPI:**	7417417410

Please read below to sign up as an appropriate user.
Physician: An Individual Practitioner, A Medical Group Practice or an assistant of a Physician who would create and check status of a Pre-authorization.
Facility: Diagnostic Imaging Center, In-Office Provider (IOP), Hospital or Facility who would create and check status of a Pre-Authorization.
Billing Office: A billing Office who can check the status of Pre-Authorization, claims and payments. If you represent multiple Tax IDs, please register with your Primary Tax ID. You can tie additional preferred Tax Ids after your initial login.
Health Plan: A Health Plan representative who can check the status of Pre-Authorization and Claims.

[Back] [Submit Registration]

Review information provided, and click "Submit Registration."

User Registration-Continued

Accept the Terms and Conditions, and click "Submit."

Internal Information

User Registration-Continued

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Registration Successful

Your Registration has been accepted. An email has been sent to your registered email account allowing you to set your password. Please close the browser.

You will receive a message on the screen confirming your registration is successful. You will be sent an email to create your password.

I Internal Information

Create a Password

Your password must be at least (8) characters long and contain the following:

- ✓ Uppercase letters

- ✓ Lowercase letters

- ✓ Numbers

- ✓ Characters (e.g., ! ? *)

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Change Password

Please set up a new password for your account.

Note: The password must be at least 8 characters long and contain at least one Uppercase letters, Lowercase letters, Numbers and Special character

Old Password*

New Password*

Confirm New Password*

Continue   Cancel

I Internal Information

Account Log-In

To log-in to your account, enter your **User ID** and **Password**. Agree to the HIPAA Disclosure, and click "**Login**."

Web Portal Overview

Legacy CareCore National Portal

Welcome Screen

- Providers will need to be added to your account prior to case submission. Click the "**Manage Account**" tab to add provider information.

I Internal Information

Adding Providers

Click the "**Add Provider**" button.

Adding Providers

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

Tuesday, January 21, 2020 9:26 AM

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

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Enter the **Provider's NPI**, **State**, and **Zip Code** to search for the provider record to add to your account. You are able to add multiple Providers to your account.

Internal Information

Adding Providers

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

Tuesday, January 21, 2020 9:29 AM

Add Practitioner

This following practitioner record(s) were found to match the requested NPI. Is this the practitioner you would like to register?

Practitioner Name	NPI	Address	City	State	Zip	Phone	Fax
Last. First	12312312	1 MD Address	Franklin	TN	37067	(999)999-9999	(999)999-9999

ADD THIS PRACTITIONER   **CANCEL**

Select the matching record based upon your search criteria
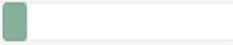
Manage Your Account

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

Tuesday, January 21, 2020 9:38 AM

Add Practitioner

Thank you for registering on the CareCore National website. If you wish to add an additional practitioner, click the "Add Another Practitioner" button. If you are finished, click the "Continue" button to complete the registration process.

[ADD ANOTHER PRACTITIONER] [CONTINUE]

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- Once you have selected a practitioner, your registration will be completed. You can then access the **"Manage Your Account"** tab to make any necessary updates or changes.

- You can also click **"Add Another Practitioner"** to add another provider to your account.

Certification Summary

- **CareCore National Portal now includes a Certification Summary tab, to better track your recently submitted cases.**
- **The work list can also be filtered - as seen above.**

Initiating A Case

Welcome to the CareCore National Web Portal. You are logged in as **AMYINTG**.

REQUEST AN AUTH

RESUME IN-PROGRESS REQUEST

SUMMARY OF AUTH

AUTH LOOKUP

MEMBER ELIGIBILITY

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Choose **"request an auth"** to begin a new case request.

Select Program

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

Tuesday, January 21, 2020 9:42 AM

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

Click here for help

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Select the **Program** for your certification which is **Specialty Drugs**.

Select Provider

Select the **Practitioner/Group** for whom you want to build a case.

I Internal Information

Select Health Plan

Choose the appropriate Health Plan for the case request (UHA). If the health plan does not populate, please contact the plan at the number found on the member's identification card. Once the plan is chosen, please select the provider address in the next drop down box.

Launching OnePA
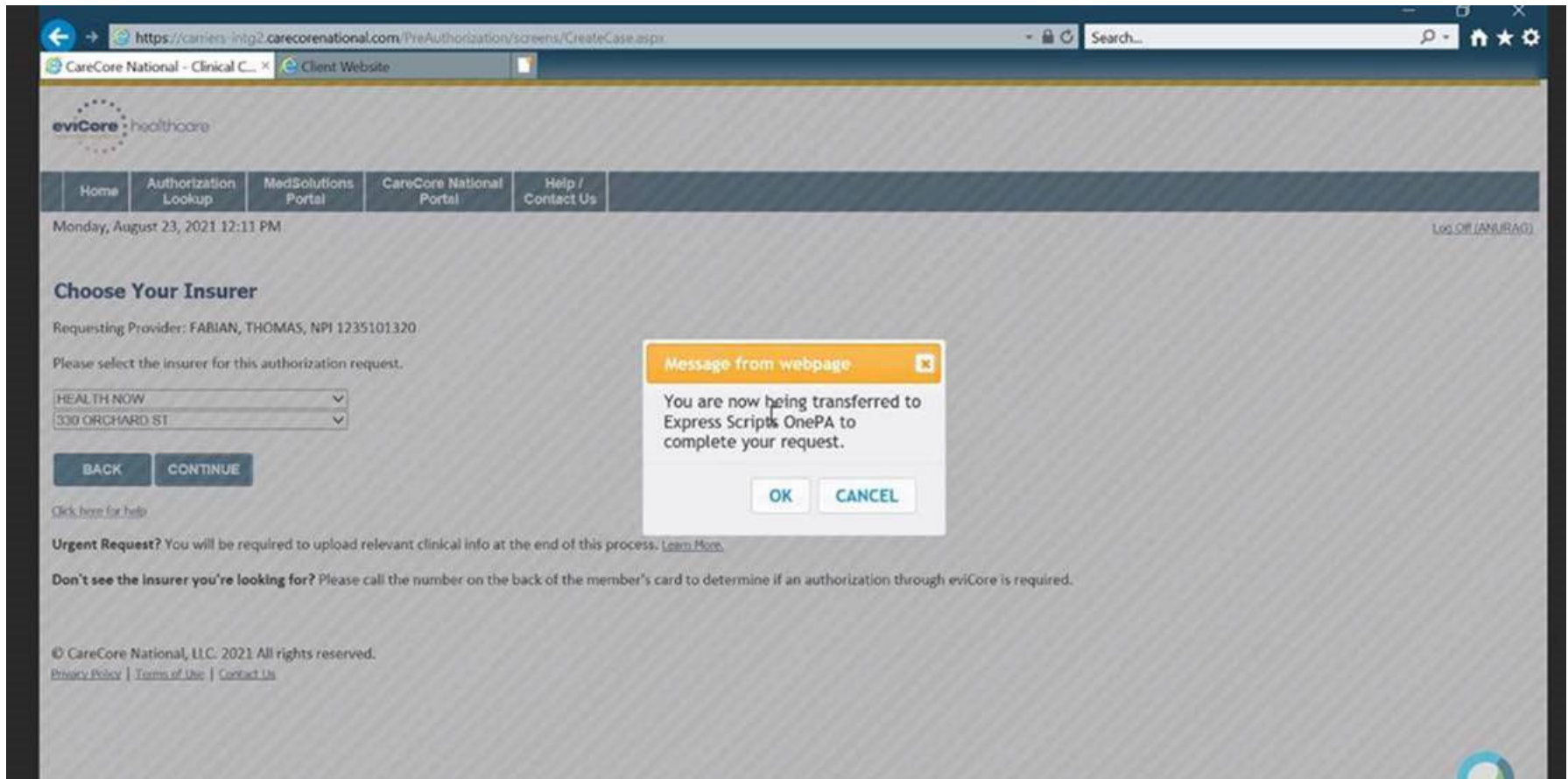
Verify you are requesting to start request and moving to OnePA.

I Internal Information

One PA case create

Land in OnePA Case Create

Enter Contact information, Member information and Date of Service
For member information: search by Member ID, Member Name and state or Member name and DOB.

OnePA Case Processing

Land in OnePA Case Create

   Patient Contact Details : Patient phone number if applicable. (Select number not provided if do not have)
   Enter Date of service for request
  Drug information can be searched by HCPC, NDC or Drug name
   Select Continue to proceed

OnePA Case Processing

Land in OnePA Case Create
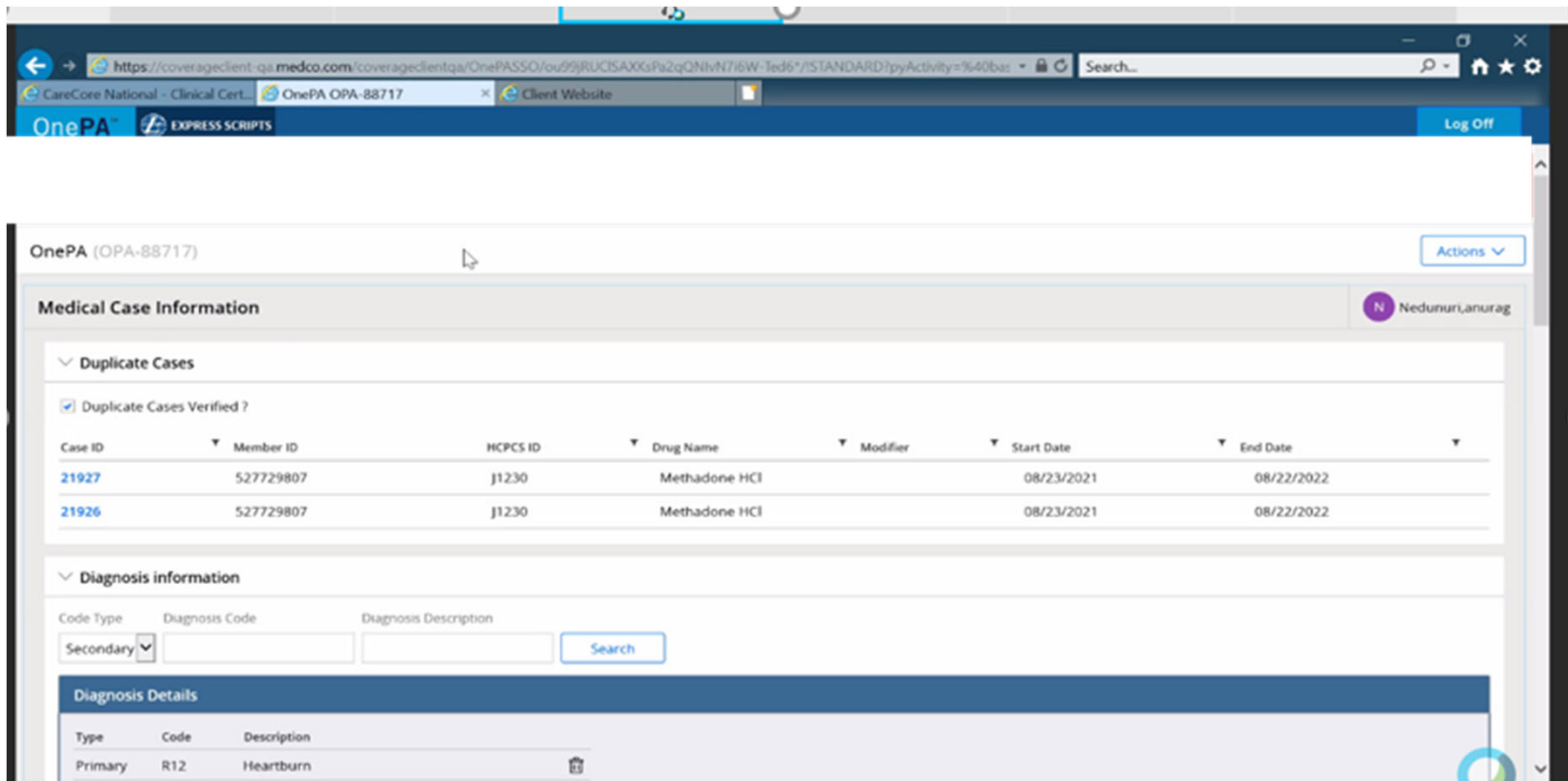
Review Duplicate case information if applicable
Enter Diagnosis information by code or diagnosis description
Must have primary can add up to 4 secondary codes if needed

OnePA Case Processing

Land in OnePA Case Create

Order Information: Enter Start Date, End Date, Dosage, Frequency, Administrations, NDC/ HCPC QTY units, HCPC Modifier (if applicable), Route Description, Review Type (Prospective, retrospective, concurrent) and Directions

Enter height and weight especially for drugs that are weight based dosing

OnePA Case Processing

Land in OnePA Case Create

Prescriber information: Must match prescriber information registered via Evicore portal during the case request. Search by NPI, Name and state or zip or phone number to locate

Internal Information

OnePA Case Processing

Land in OnePA Case Create

Provider Information: If same as prescriber select radio button.
If not the same search by NPI, Facility Name, Name and State or Zip or phone.

Selection of requestor is required when Provider and prescriber are NOT the same.

Internal Information

OnePA Case Processing

Land in OnePA Case Create

 Site of Care Selection: Home Health, Hospital Outpatient Facility and Providers Office/Ambulatory Center is required.
Fields with * are required and system will alert if information is needed

Select Create to proceed

OnePA Case Processing

Land in OnePA Case Create

Case is created and displays criteria for completion
Please answer criteria questions to completion and Submit

If criteria cannot be completed click on Save Answers. **User can come back at later time to complete**

OnePA case Processing

Land in OnePA Case Create

**Criteria completion: Request is submitted and Case ID referenced
Documentation can be added or Log Off if completed**

OnePA case Processing

Land in OnePA Case Create

 Select Add Document if application. Fill out required fields ***** and browse desktop
to attach file. Enter comments it application and **Submit**
Click the Log off button once complete

I Internal Information

EVICORE Portal

View work in Progress
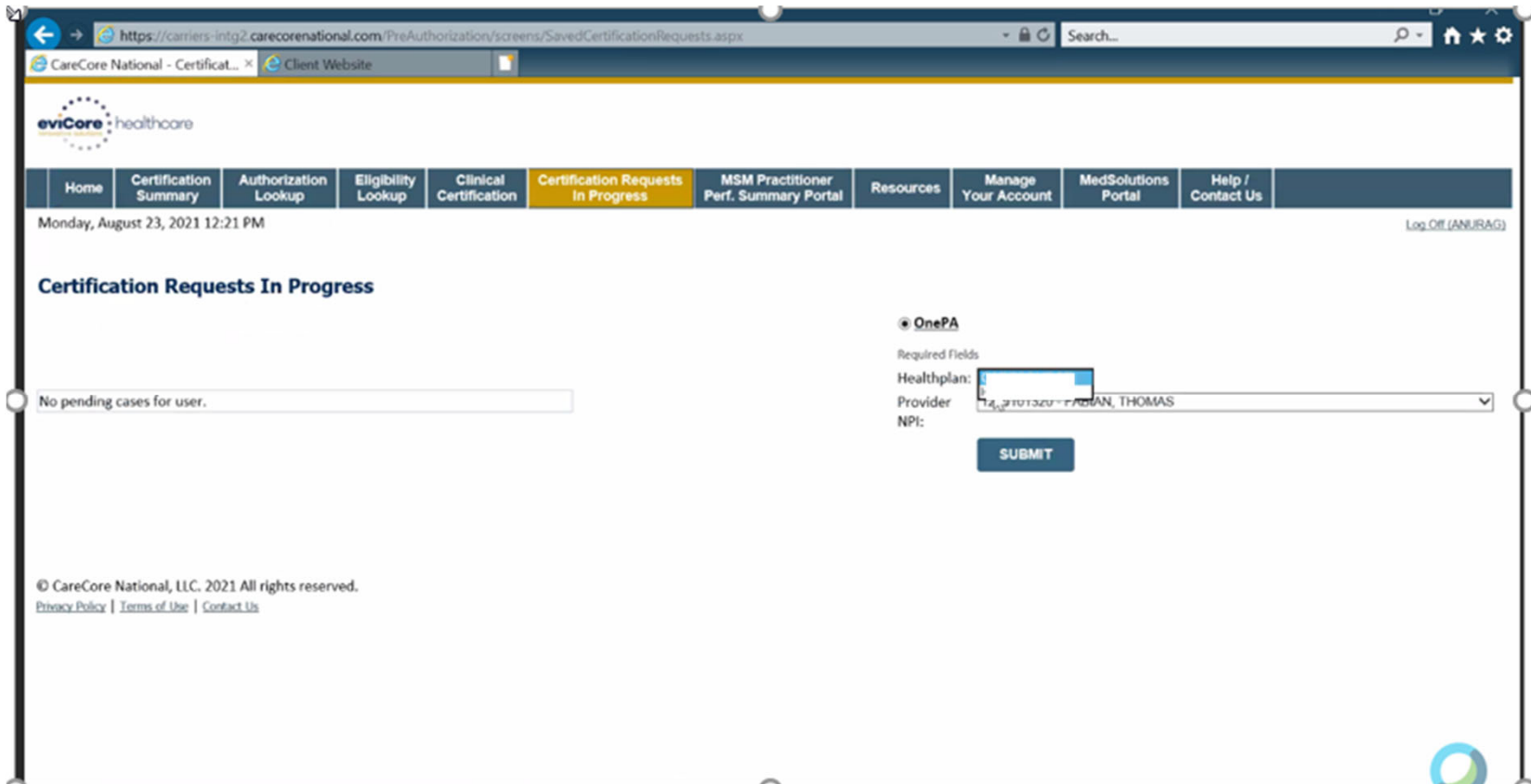
Select **Certification Requests in Progress.** **Under OnePA select HealthPlan which will be** **UHA** **. Click Submit**

OnePA

One PA work in progress

Work List of cases unique to Prescriber will display. Click applicable row for selection

OnePA

One PA work in progress

User lands in One PA for completion of criteria

Internal Information

EVICORE Portal

Search for Authorization by OnePA case ID

Select **Authorization Lookup** to search authorization by OnePA case ID.
Select OnePA Prior Authorization Portal for Plan

OnePA

One PA search by Case ID
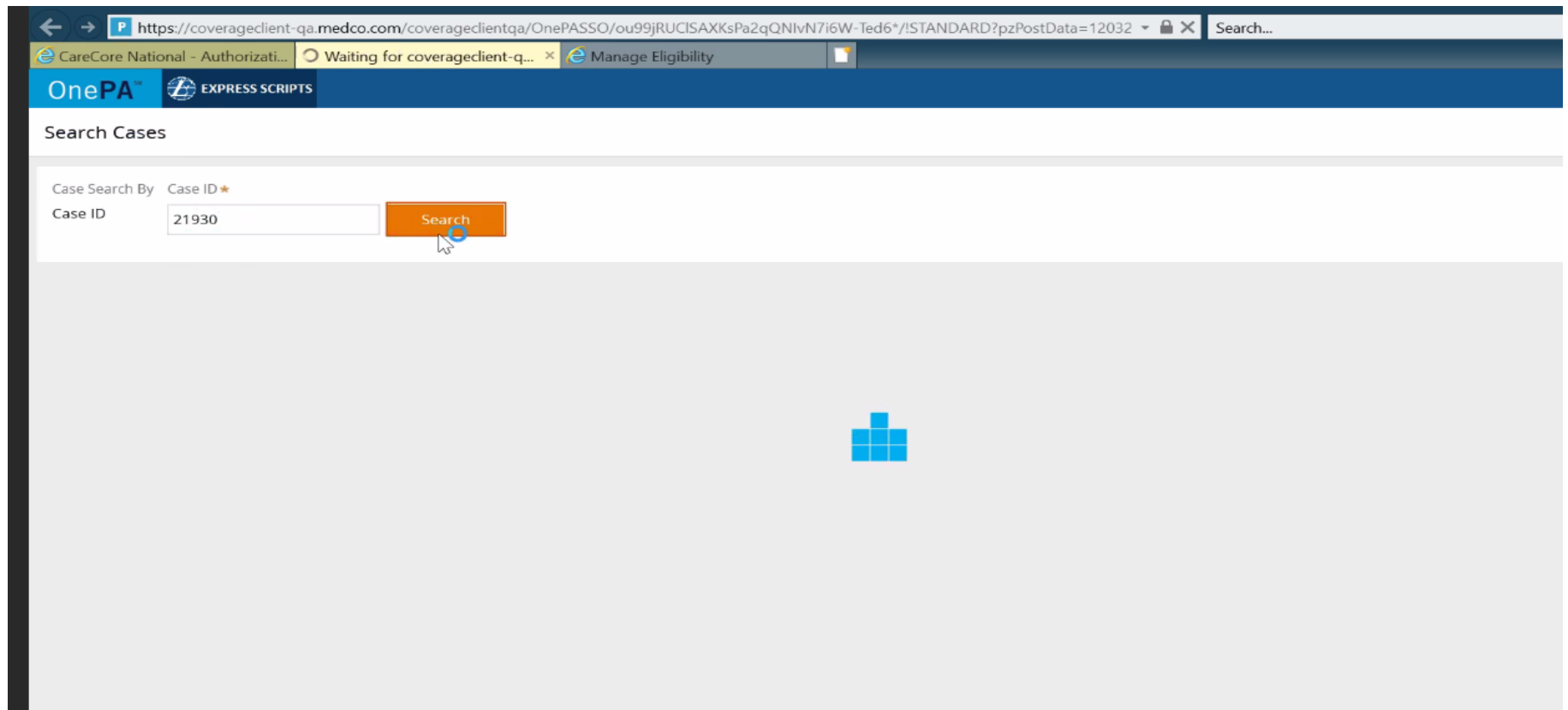
Case Search by Case ID: Enter OnePA case ID and click Search

Internal Information

OnePA

One PA work in progress

User lands in One PA for completion of criteria
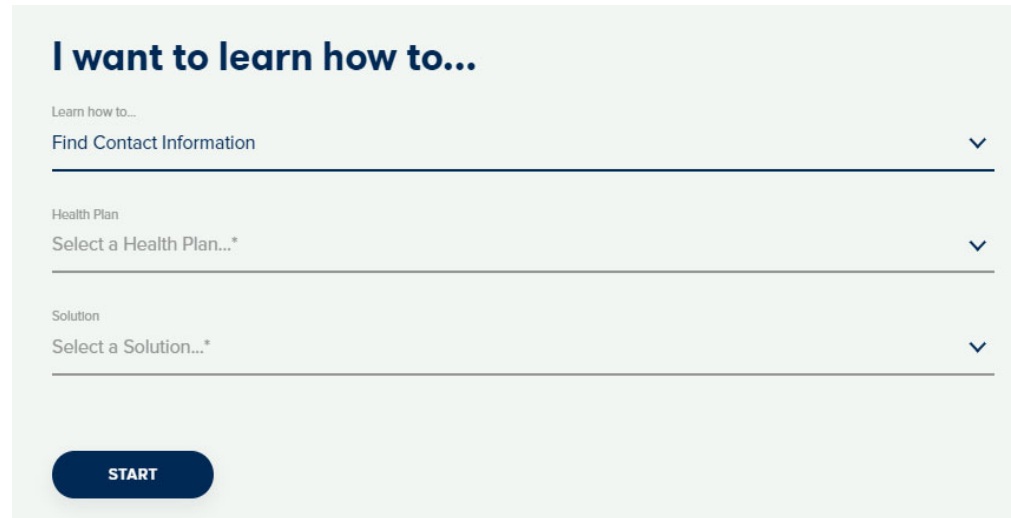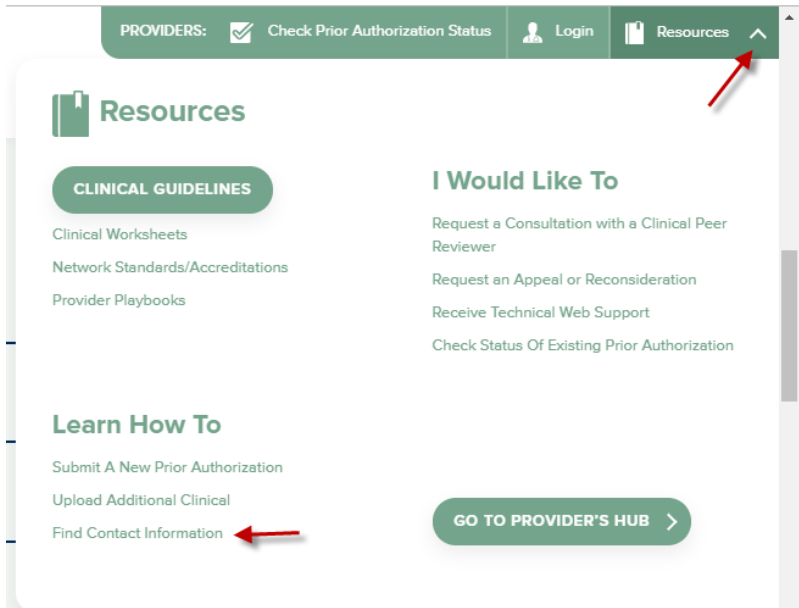
Internal Information

Provider Resources

Online Resources

- You can access important tools and resources at **www.evicore.com**.

- Select the **Resources** to view **FAQs**, **Clinical Guidelines**, **Online Forms**, and more.

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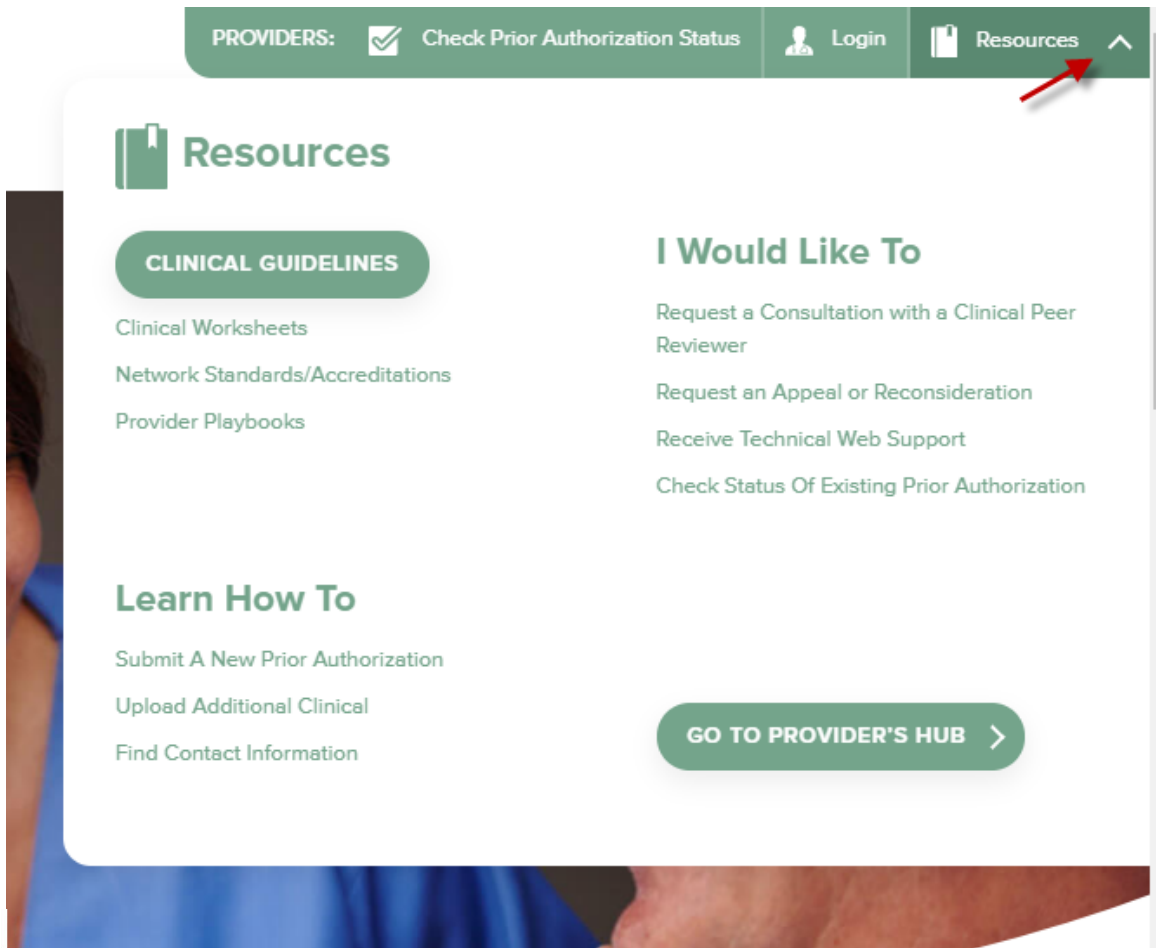
Quick Reference Tool

Access health plan specific contact information at www.evicore.com by clicking the resources tab then select Find Contact Information, under the Learn How to section. Simply select Health Plan and Solution to populate the contact phone and fax numbers as well as the appropriate legacy portal to utilize for case requests.

Web Portal Services-Assistance

Email **portal.support@evicore.com**

Call a Web Support Specialist at (800)646-0418 (Option 2)

Connect with us via Live Chat

Web Portal Services-Available 24/7

Thank You!