

WEB PORTAL OVERVIEW

Registration & Web Portal Navigation Reference Guide



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Internal Information

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

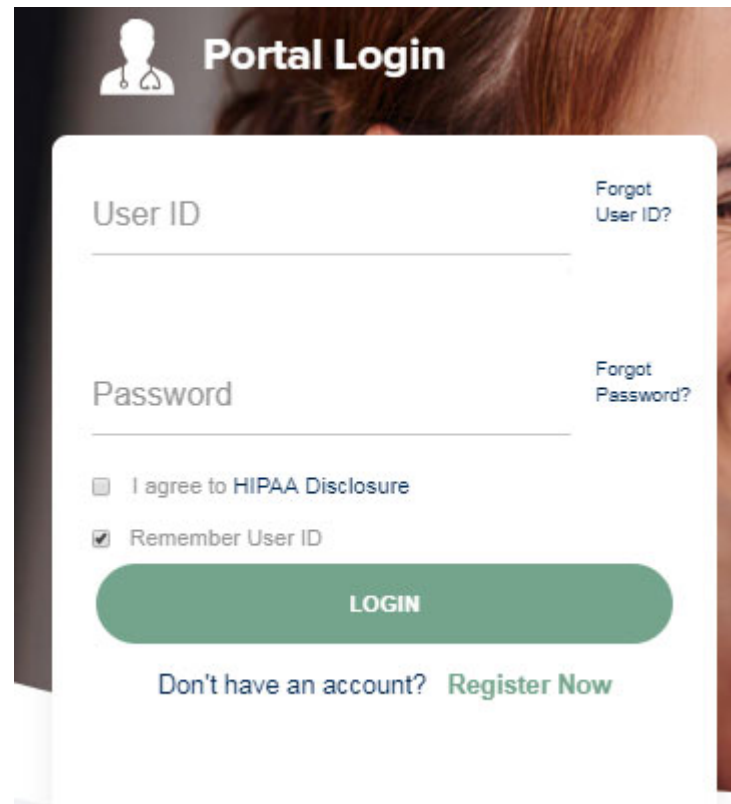
You may need to disable pop-up blockers to access the site. For information on how to disable pop-up blockers for any of these web browsers, please refer to our [Disabling Pop-Up Blockers guide](#).

eviCore healthcare website

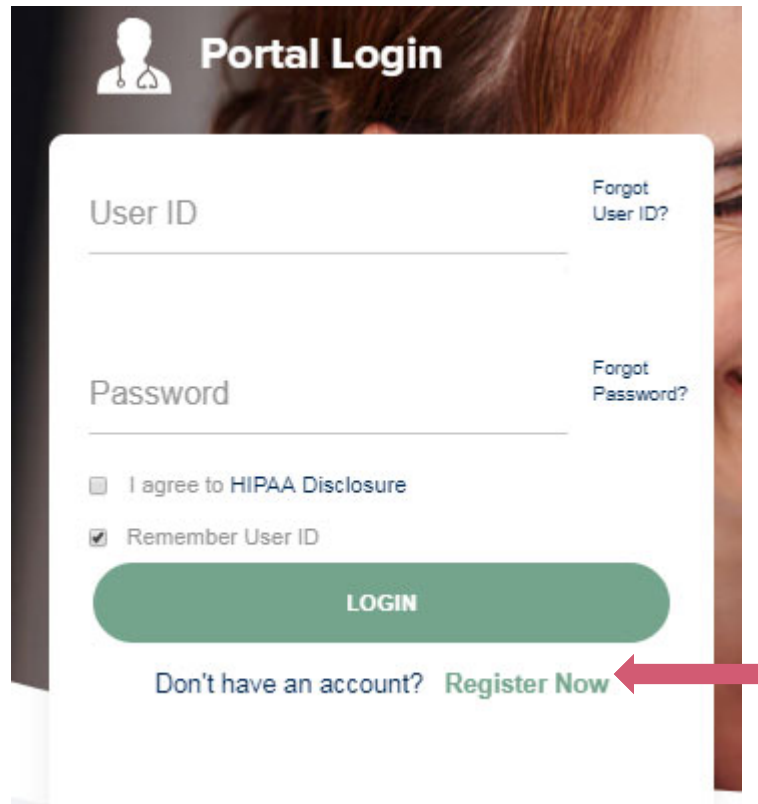
- Point web browser to evicore.com



- Login or Register



Creating An Account



To create a new account, click **Register**.



Creating An Account

eviCore healthcare

* Required Field

Web Portal Preference

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

Default Portal: [-Select-]
CareCore National
Medsolutions ←

User Information

All Pre-Authorization notifications will be sent to the fax number and email address provided below. Please make sure you provide valid information.

User Name*:	<input type="text"/>	Address*:	<input type="text"/>	Phone*:	<input type="text"/>
Email*:	<input type="text"/>		<input type="text"/>	Ext:	<input type="text"/>
Confirm Email*:	<input type="text"/>	City*:	<input type="text"/>	Fax*:	<input type="text"/>
First Name*:	<input type="text"/>	State*:	<input type="text"/>	Zip*:	<input type="text"/>
Last Name*:	<input type="text"/>	Office Name:	<input type="text"/>		

Next

➤ Select CareCore National 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:

User Registration

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



Internal Information

Review information provided, and click **“Submit Registration.”**

User Registration-Continued

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

Default Portal*: Medsolutions

User Registration

UserName: MYoder
Email: evicorejedi1234@gmail.com
Account Type: Physician
First Name: Mallory
Last Name: Yoder

Provider Information

Physician FirstName: TEST Physician Last Name: Yoder
State: TN Tax ID:

Please read below to sign up as an appropriate user.
Physician: An Individual Practitioner, A Medical Group Practice or an assistant
Facility: Diagnostic Imaging Center, In-Office Provider (IOP), Hospital or Facility

USER REGISTRATION

User Access Agreement *Required

eviCore
Provider/Customer Access Agreement for Web-Based Applications

This Provider/Customer Access Agreement for Web-Based Applications ("Access Agreement") contains the terms and conditions for use by Provider/Customers of the web-based applications provided by eviCore through its Web Site. This Access Agreement applies to Provider/Customer and all employees and/or agents that have access to eviCore's web-based applications by utilizing a User ID and Personal Identification Number ("PIN"), Security Password, or other security device provided by eviCore, hereinafter referred to as "Users."

To obtain access to eviCore's Web Site applications, User must first read and agree to this Access Agreement. After reviewing these documents, User will be asked to accept the Access Agreement by checking the "Accept Terms and Conditions" check box. If User accepts, this will result in a binding contract between User and eviCore, just as if User had physically signed the Access Agreement.

Each and every time User accesses eviCore's web-based applications, User agrees to be bound by this Access Agreement, as it may be amended from time to time.

1. Limited License. Upon acceptance, eviCore grants Provider/Customer a revocable, nonexclusive, and nontransferable limited license to access electronically eviCore's web-based applications only so long as Provider/Customer is currently bound by a Provider/Customer Agreement (as used herein a "Provider/Customer Agreement" is an agreement to provide health care/medical services to members of health plans for which eviCore provides radiological services, whether it is with eviCore directly or said health plan(s)). This electronic agreement to accept eviCore's web-based applications is a binding contract between User and eviCore.

Accept Terms and Conditions

Submit Cancel



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



Internal Information

User Registration-Continued



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.



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., ! ? *)



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

Account Log-In

The screenshot shows a 'Portal Login' interface. At the top left is a white icon of a person with a stethoscope. To its right is the text 'Portal Login'. Below this is a white login card with a thin grey border. The card contains two input fields: 'User ID' and 'Password'. To the right of the 'User ID' field is a link 'Forgot User ID?'. To the right of the 'Password' field is a link 'Forgot Password?'. Below the input fields are two checkboxes: 'I agree to HIPAA Disclosure' (unchecked) and 'Remember User ID' (checked). At the bottom of the card is a large green rounded button with the text 'LOGIN'. Below the card, the text 'Don't have an account?' is followed by a green link 'Register Now'.



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



Internal Information

Web Portal Overview

Legacy CareCore National Portal



Welcome Screen



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
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Tuesday, January 21, 2020 9:24 AM

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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- Providers will need to be added to your account prior to case submission. Click the **“Manage Account”** tab to add provider 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 9:26 AM

Manage Your Account

Office Name: test
Address: 730 Cool Springs Blvd
Franklin, TN 37067
Primary Contact: Amy Oliphant
Email Address: amy.oliphant@evicore.com

[CHANGE PASSWORD](#) [EDIT ACCOUNT](#)

[ADD PROVIDER](#)

Click Column Headings to Sort

No providers on file

[CANCEL](#)

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Click the “Add Provider” button.



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
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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.



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**

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Select the matching record based upon your search criteria



Manage Your Account



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
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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

evicore healthcare

Home Certification Summary Authorization Lookup

Tuesday, January 21, 2020 9:39 AM

Log Off (AMYINTG)

Certification Summary

Search.. Q

Single Status

Show All

Filter By Multiple Statuses

Show All

Date

7 days

Submit Close

Authorization Number	Case Number	Member Last Name	Ordering Provider Last Name	Ordering Provider NPI	Status	Case Initiation Date	Procedure Code	Service Description	Site Name	Expiration Date	Correspondence	Upload Clinical

No records to display

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- 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



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
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Tuesday, January 21, 2020 9:41 AM

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



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
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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

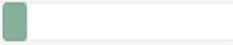


- Home
- Certification Summary
- Authorization Lookup
- Eligibility Lookup
- Clinical Certification
- Certification Requests In Progress
- MSM Practitioner Perf. Summary Portal
- Resources
- Manage Your Account
- Help / Contact Us

Tuesday, January 21, 2020 9:43 AM

[Log Off \(AMYINTG\)](#)

Requesting Provider Information



10% Complete

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:

SEARCH CLEAR SEARCH

Provider	
SELECT	12312312 - Provider Name

- BACK
- CONTINUE

[Click here for help](#)

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

Select Health Plan



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
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Tuesday, January 21, 2020 9:46 AM

[Log Off \(AMYINTG\)](#)

Choose Your Insurer

Requesting Provider: **GA, PA, OH, MI, NY, DC, DE, MD, VA**

Please select the insurer for this authorization request.

Please Select an Address

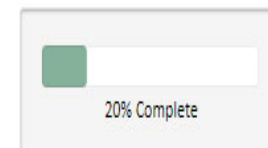
[Click here for help](#)

Urgent Request? You will be required to upload relevant clinical info at the end of this process. [Learn More](#).

Don't see the insurer you're looking for? Please call the number on the back of the member's card to determine if an authorization through eviCore is required.

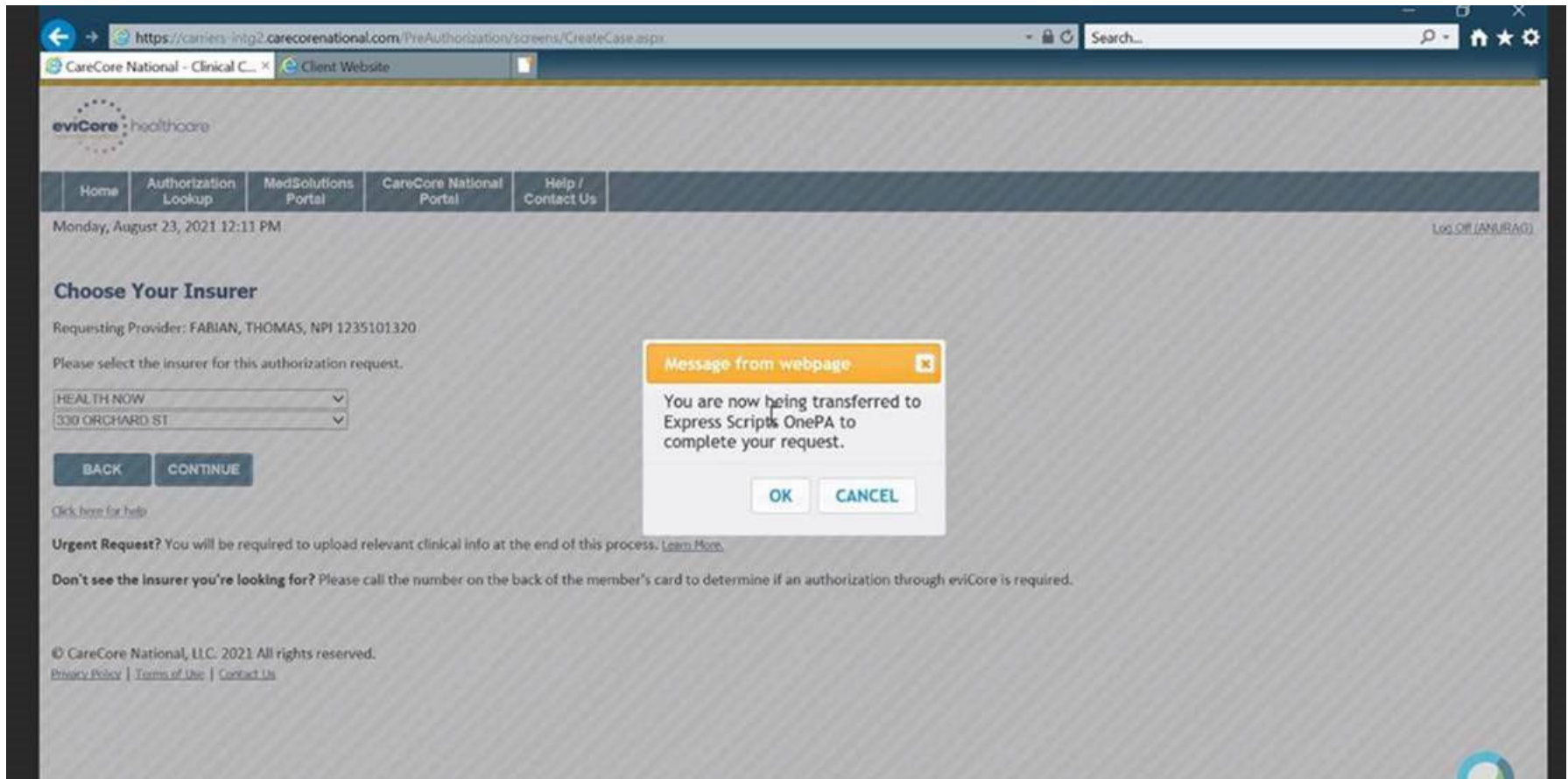
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Choose the appropriate **Health Plan** for the case request (**UHA**). If the health plan does not populate, please contact the plan at the number found on the member's identification card. Once the plan is chosen, please select the provider address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

Launching OnePA



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

One PA case create

Land in OnePA Case Create

The screenshot shows the OnePA Case Create interface. At the top, there is a blue header with the OnePA logo and 'EXPRESS SCRIPTS'. Below the header, the case ID 'OnePA (OPA-14270)' is displayed on the left, and an 'Actions' dropdown menu is on the right. The main content area is divided into two steps: '1 General Information' (active) and '2 Coverage Engine Decision'. The 'General Information' section contains three main sections: 'Contact Information', 'Member Information', and 'Date Of Service'. The 'Contact Information' section includes fields for 'Medium of Interaction' (ePA), 'First Name*' (vishwesh), 'Last Name*' (bhabal), 'Caller Phone No', 'Caller' (Doctors Office), and 'Comments' (This case is created with request from Evicore Portal). It also has 'Request Received*' (calendar icon), 'Misdirected Receipt' (checkbox), and 'Case Urgency*' (radio buttons for Urgent and Not Urgent). The 'Member Information' section has 'Member Search By' (Member ID dropdown) and 'Member ID*' (text input with a 'Search' button). The 'Date Of Service' section has 'Date of Service*' (text input with '3/31/2020' and a calendar icon). At the bottom left, there is a 'Live UI' icon, and at the bottom right, there is a 'Continue' button.

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

OnePA (OPA-88717) Log Off Actions

PATIENT CONTACT DETAILS*

Number not provided/verified

Date Of Service

Date of Service*
8/23/2021

Drug Information

Drug Search By: HCPCS

HCPCS: J1230 One Drug Per GCN Drug is Compound Ingredient Search

HCPCS	NDC	GCN	Drug Strength	Dosage form	Drug Type
J1230	17478038020	16390	10 MG/ML	VIAL	Generic

Drug Name: Methadone HCl

HCPCS Description: Injection, methadone HCl, up to 10 mg (Code Price is per 10 mg)

Continue

Patient Contact Details : Patient phone number if applicable. (Select number not provided if do not have)

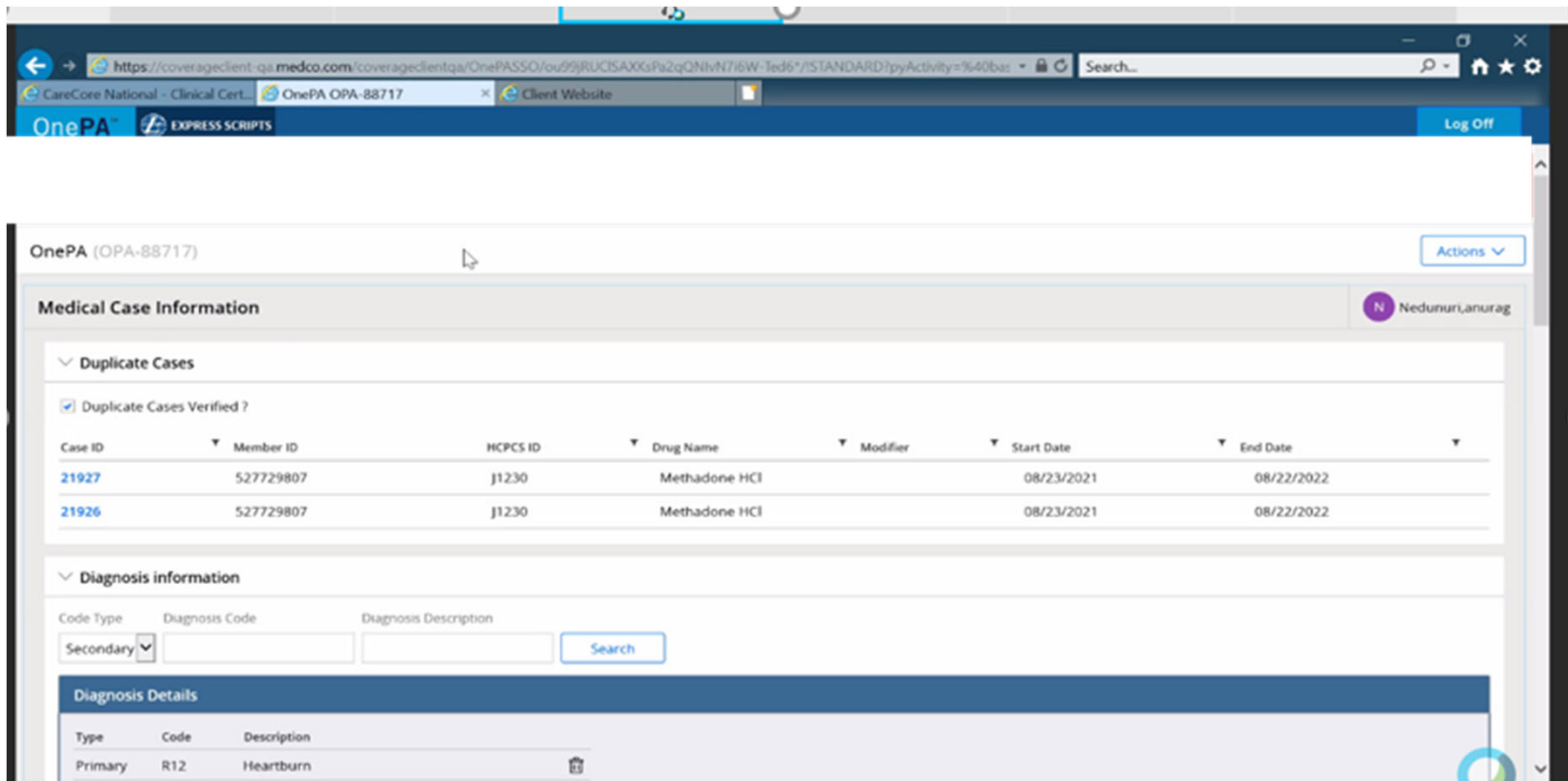
Enter Date of service for request

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

The screenshot shows the OnePA Case Create form. The browser address bar displays the URL: https://coverageclient-qa.medco.com/coverageclientqa/OnePASSO/ou99RUCISAXKSPa2qQNIvN7/6W-Ted6*/STANDARD?pyActivity=%40ba.... The page title is "OnePA EXPRESS SCRIPTS" and there is a "Log Off" button in the top right corner.

Order Information

The quantity cannot be determined. Please enter the quantity manually.

Start Date: 8/23/2021
End Date: 8/22/2022
Duration In Days: 365

Dosage*: 1.000
Frequency*: 1
Administrations*: 365
Unit: Milligrams
Frequency Unit: Day

NDC Quantity (in Units)*:
HCPCS Quantity (in Units)*:
HCPCS Modifier:
Route Description*: Injection
Review Type*: Select...

Direction*:
Weight(Lbs/Kg) In Oz: 0 Lbs/Oz
Height(Feet/cm) In Inches: 0 Feet/Inches

Drug Information

Drug Name	NDC	NDC Strength
Methadone HCl 10 MG/ML VIAL	17478038020	---
Strength Measure	Package Quantity	Package Description
10.000	1	VIAL
Volume Measure	HCPCS Description	
1.000 ML	Injection, methadone HCl, up to 10 mg (Code Price is per 10 mg)	

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

Search By NPI

NPI
Last + First + State
Last + First + Zip
Phone #

Provider Information

Provider and Prescriber are same Site Of Care* Physician Requestor* Prescriber Provider

Search By NPI

NPI

Build a Partial Case ?

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

OnePA Case Processing

Land in OnePA Case Create

The screenshot displays the 'Provider Information' section of the OnePA Case Create form. It includes a toggle for 'Provider and Prescriber are same', a 'Site Of Care' dropdown menu, and radio buttons for 'Physician Requestor' (Prescriber or Provider). A search section is visible with a dropdown menu for 'Search By' (NPI, Facility Name, Last + First + State, Last + First + Zip, Phone #) and a 'Search' button. A 'Build a Partial Case?' toggle is also present. At the bottom, there are 'Cancel', 'Back', 'Save', and 'Create' buttons.

**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.

OnePA Case Processing

Land in OnePA Case Create

Provider Information

Provider and Prescriber are same Site Of Care* Physician Requestor* Prescriber Provider

Provider Information

NPI
1528275724

Facility Name
ACCREDO HEALTH GROUP INC

First Name _____ Last Name _____ Suffix _____

Specialty _____ Network Status
UNKNOWN

Provider Address

Address	City Dsc	State Desc	Zipcode
PO BOX 954041	SAINT LOUIS	MO	63195

Phone Number _____ Fax Number _____
(901) 381-7141 (901) 261-6924

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

The screenshot shows the OnePA Case Create interface. At the top, there is a navigation bar with the OnePA logo and 'EXPRESS SCRIPTS' button. Below this is a 'Case Information' section with a table of details:

Member ID	Patient Name	Date Of Birth	Case Urgency	LOB	Drug Name and Strength	Prescriber Name	Provider Name
52772980739	LYNDSEY ZEAGLER	8/1/1931	Not Urgent	Medicare Part C	Methadone HCl	JOHN STRAUSBAUGH	THOMAS FABIAN

Below the table is a 'Complete Criteria' section with the instruction: 'Please answer the below criteria to finalize case.' A note states: 'PLEASE NOTE: This is a Medigap plan. No review required.' There are two radio button options: 'Yes' (selected) and 'No'. A 'Save Answers' button is located below the options. At the bottom right of the criteria section is a 'Submit' button. A progress bar at the bottom shows the current step as 'Coverage Criteria', followed by 'Decision', 'Authorization', and 'Finalize'. Below the progress bar are buttons for 'Add Documents', 'Update Case', and 'Informational Letters'.

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

The screenshot displays the OnePA web application interface. At the top, there is a navigation bar with the OnePA logo, 'EXPRESS SCRIPTS', and a 'Log Off' button. Below this, the page title reads 'Medical - Make Determination' followed by 'Case ID (21930) | Primary | SOC-Eligible (No)'. A 'Case Information' section contains a table with the following data:

Member ID	Patient Name	Date Of Birth	Case Urgency	LOB	Drug Name and Strength	Prescriber Name	Provider Name
52772980739	LYNDESE ZEAGLER	8/1/1931	Not Urgent	Medicare Part C	Methadone HCl	JOHN STRAUSBAUGH	THOMAS FABIAN

Below the table, a green message box states: 'Your request has been submitted. Please reference Case ID: 21930'. A subsequent message says: 'Thank you! The next step in this case has been routed to Make Determination Work Basket.' A progress bar shows the following steps: 'Coverage Criteria' (checked), 'Decision' (active), 'Authorization', and 'Finalize'. Below the progress bar are buttons for 'Add Documents' and 'Informational Letters'. The 'Case 360 View' section includes a 'Case Summary' tab and a table with the following data:

Case ID	Case Activity ID	Start Date	Last Updated
21930	27756	8/23/21 12:17 PM	8/23/21 12:23 PM

Activity Type	Status	Outcome	Case Urgency
Primary	Open	No Decision	Not Urgent

Request Received	Date of Service	Physician Requestor	Initial Caller
8/23/21 12:23 PM	8/23/21	Provider	Doctors Office

**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

The screenshot displays the 'Add Document' modal form overlaid on the 'Case 360 View' page. The modal form includes the following fields and controls:

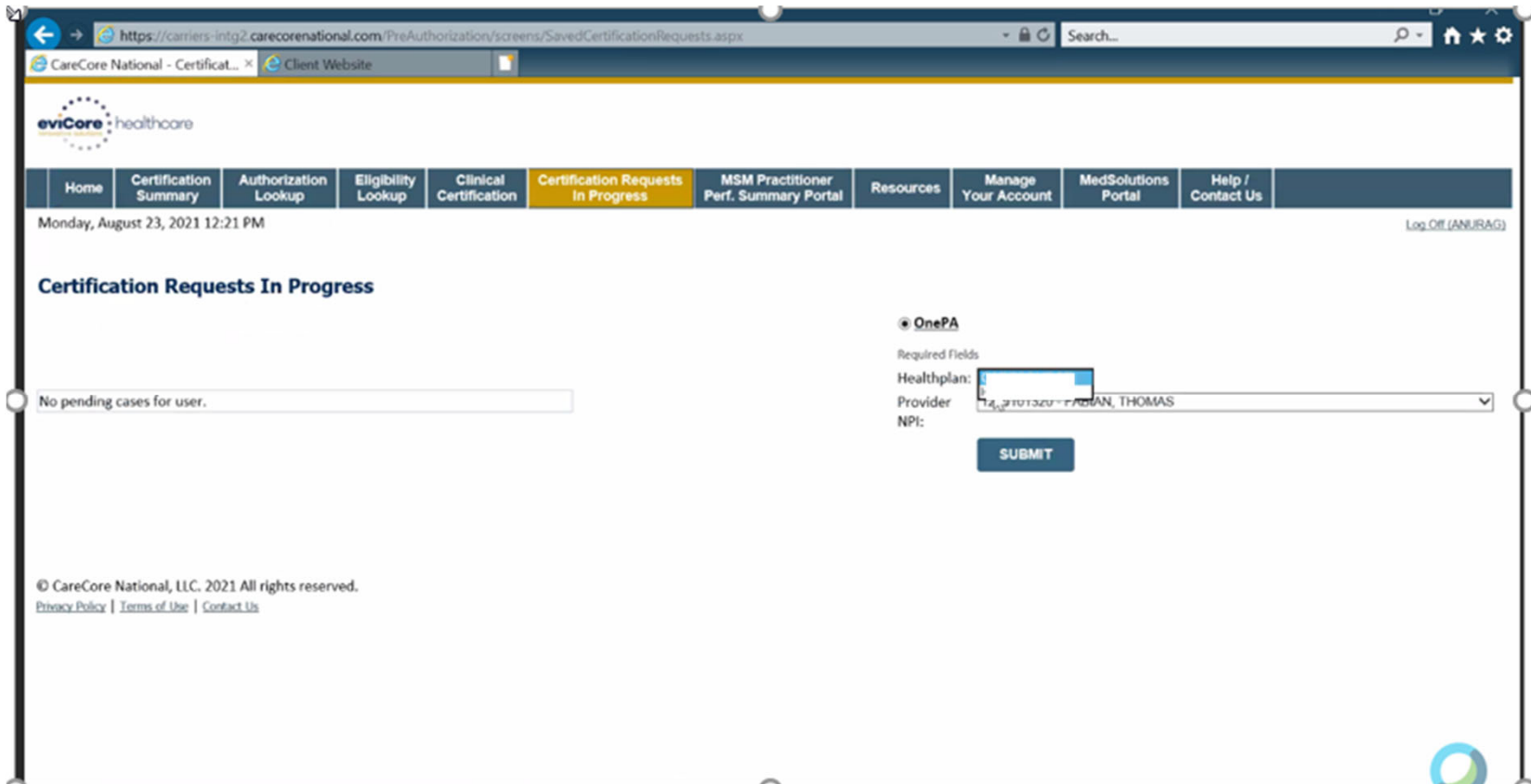
- Medium:** A dropdown menu with 'Select...' as the current selection.
- Direction:** A dropdown menu with '--Select--' as the current selection.
- Document Type*:** A dropdown menu with 'Select...' as the current selection.
- Source/Recipient*:** A dropdown menu with 'Select...' as the current selection.
- Attach File*:** A text input field with a 'Browse...' button next to it.
- Documentation Date/Time*:** A date and time input field showing '9/22/2021 6:54 AM' with a calendar icon.
- Comments:** A large text area for entering comments, with a 'Remaining: 2500 characters' indicator below it.
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom of the modal.

The background interface shows the 'Case 360 View' for Case ID 15111, with tabs for 'Case Summary', 'Activity Timers', and 'Case Criteria'. The 'Case Summary' tab is active, showing details like 'Activity Type: Primary' and 'TAT Expiration: 10/7/2021 6:20 AM'. Navigation buttons like 'Exit Case', 'Add Documents', 'Add Note', and 'Add Log' are visible at the top.

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

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 Refresh list

Case ID	Patient's Name	Patient's DOB	Prescriber NPI	Prescriber Name	Provider NPI	Provider Name
21930	LYNDESE ZEAGLER	19310801	1821086240	JOHN STRAUSBAUGH	1235101320	THOMAS FABIAN
17095	LYNDESE ZEAGLER	19310801	1235100041	JOSEPH ANAIN SR	1235101320	THOMAS FABIAN
16634	ANJA DEBEAUMONT	19670701	1235100041	JOSEPH ANAIN SR	1235101320	THOMAS FABIAN
15945	LYNDESE ZEAGLER	19310801	1043404270	FRANK CASARELLA	1235101320	THOMAS FABIAN
15881	LYNDESE ZEAGLER	19310801	1043404270	FRANK CASARELLA	1235101320	THOMAS FABIAN
14383	KENZIE LARABEE	19631001	1003235466	MARY KRUSZKA	1235101320	THOMAS FABIAN
14357	KENZIE LARABEE	19631001	1235101320	THOMAS FABIAN	1326003682	ROBERT BRASS
14331	RAHIM TEST	19650201	1235101320	THOMAS FABIAN	1235101320	THOMAS FABIAN
14312	AIDAN LARABEE	19630501	1003235466	MARY KRUSZKA	1235101320	THOMAS FABIAN
14305	ROSEMARY LACROSSE	20110101	1235101320	THOMAS FABIAN	1235101320	THOMAS FABIAN

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

OnePA

One PA work in progress

The screenshot shows a web browser window with the URL https://coverageclient-qa.medco.com/coverageclientqa/OnePASSO/ou99jRUCISAXKsPa2qQNivN7i6W-Ted6*/ISTANDARD7pyActivity=%40bas. The page title is "OnePA EXPRESS SCRIPTS" and there is a "Log Off" button in the top right corner.

Case Information

Member ID	Patient Name	Date Of Birth	Case Urgency	LOB	Drug Name and Strength	Prescriber Name	Provider Name
52772980739	LYNDESE ZEAGLER	8/1/1931	Not Urgent	Medicare Part C	Methadone HCl	JOHN STRAUSBAUGH	THOMAS FABIAN

Complete Criteria

Please answer the below criteria to finalize case.

PLEASE NOTE: This is a Medigap plan. No review required

Yes No

Save Answers

Submit

Coverage Criteria Decision Authorization Finalize

Add Documents Update Case Informational Letters

User lands in One PA for completion of criteria

EVICORE Portal

Search for Authorization by OnePA case ID

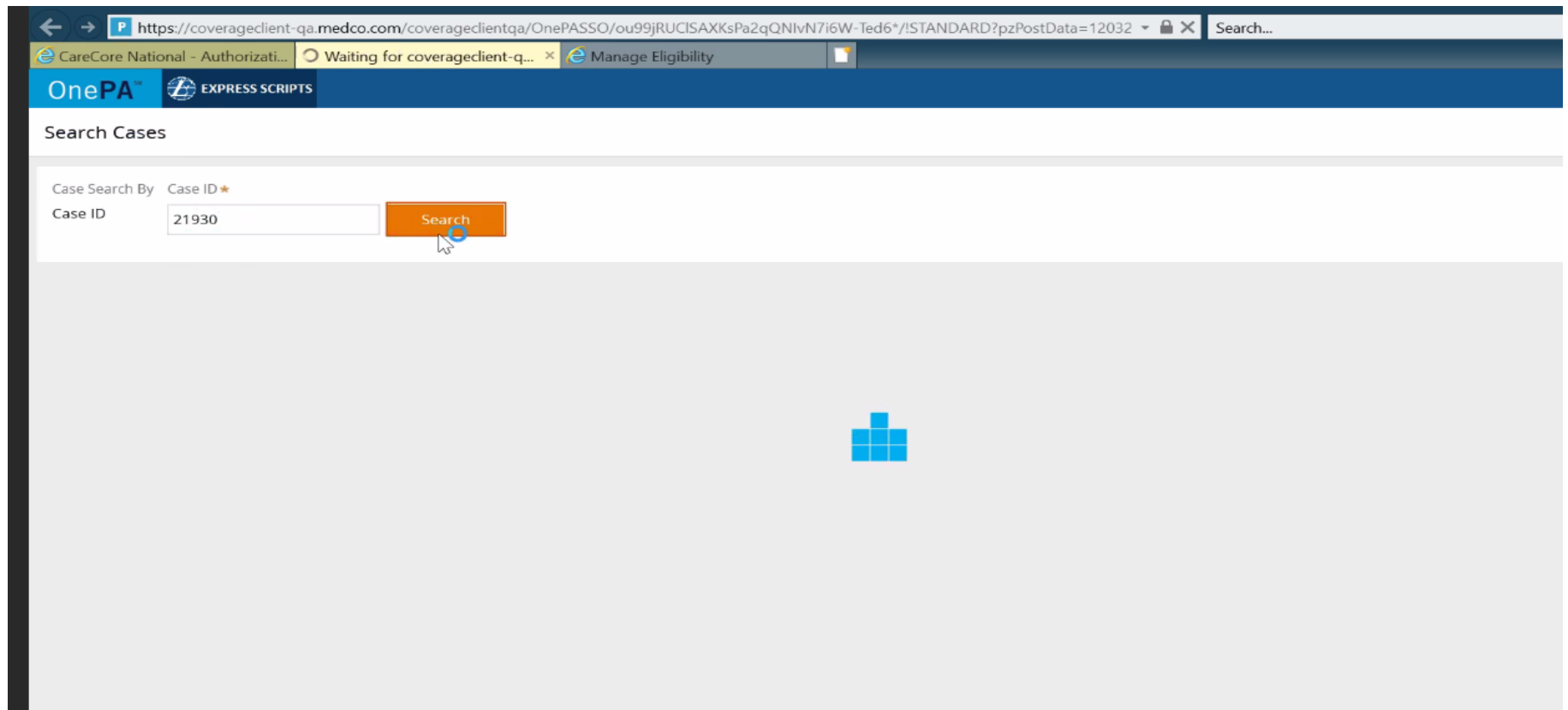
The screenshot shows a web browser window with the URL <https://carriers-intg2.carecorenational.com/PreAuthorization/screens/authorizationlookup.aspx>. The page header includes the CareCore National logo and a navigation menu with items: Home, Certification Summary, Authorization Lookup (highlighted), Eligibility Lookup, Clinical Certification, Certification Requests In Progress, MSM Practitioner Perf. Summary Portal, Resources, Manage Your Account, MedSolutions Portal, and Help / Contact Us. The date and time are displayed as Monday, August 23, 2021 12:47 PM. The main content area is titled "Authorization Lookup" and features three radio button options: "Search by Member Information" (selected), "Search by Authorization Number/ NPI", and "OnePA: Prior Authorization Portal for Pro". Below the radio buttons, there is a "Required Fields" section with a "Healthplan:" label and a dropdown menu. A "PRINT" button is located below the form. At the bottom of the page, there is a copyright notice: "© CareCore National, LLC. 2021 All rights reserved." with links for "Privacy Policy", "Terms of Use", and "Contact Us".

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**

OnePA

One PA work in progress

The screenshot shows a web browser window with the URL https://coverageclient-qa.medco.com/coverageclientqa/OnePASSO/ou99jRUCISAXKsPa2qQNivN7i6W-Ted6*/ISTANDARD7pyActivity=%40bas. The page title is "OnePA EXPRESS SCRIPTS" and there is a "Log Off" button in the top right corner.

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Complete Criteria

Please answer the below criteria to finalize case.

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Yes No

Save Answers

Submit

Coverage Criteria Decision Authorization Finalize

Add Documents Update Case Informational Letters

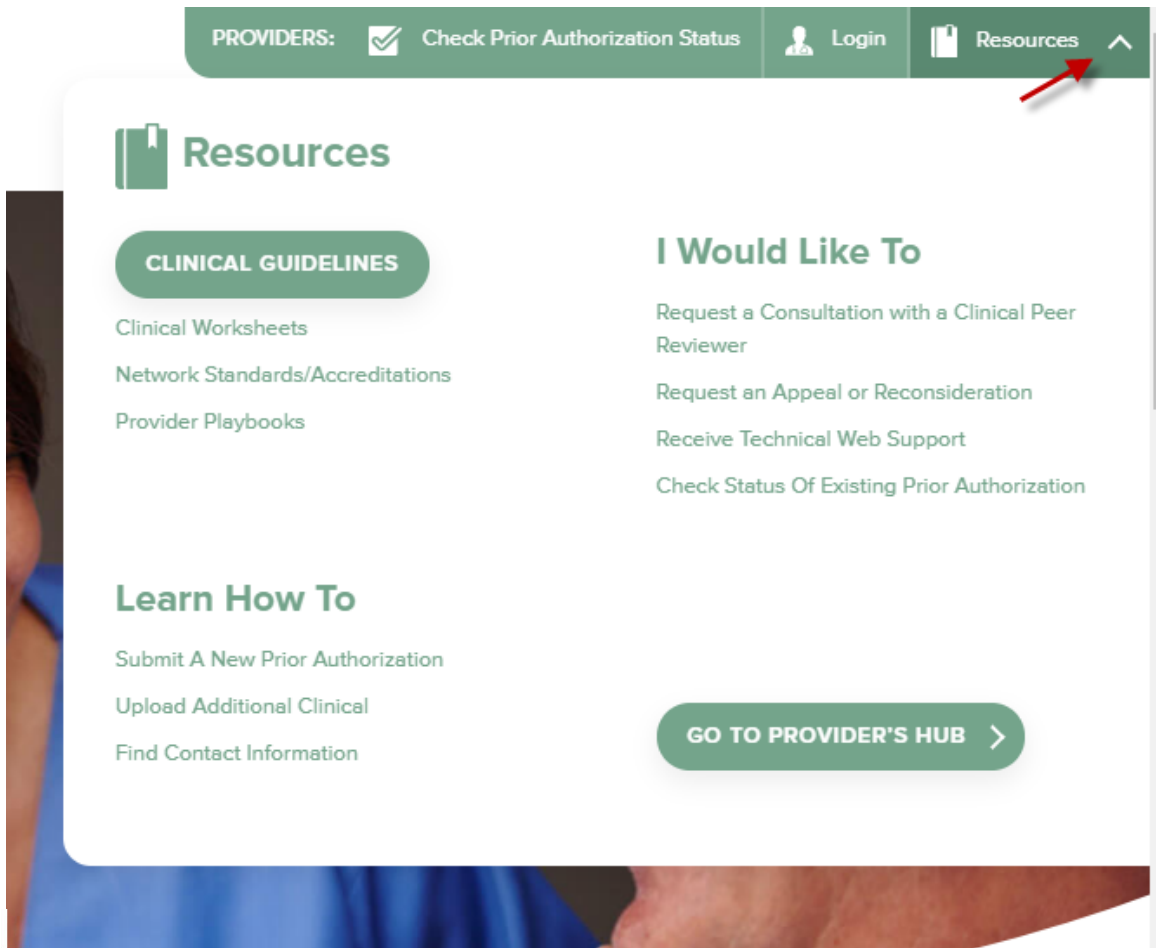
User lands in One PA for completion of criteria

Provider Resources

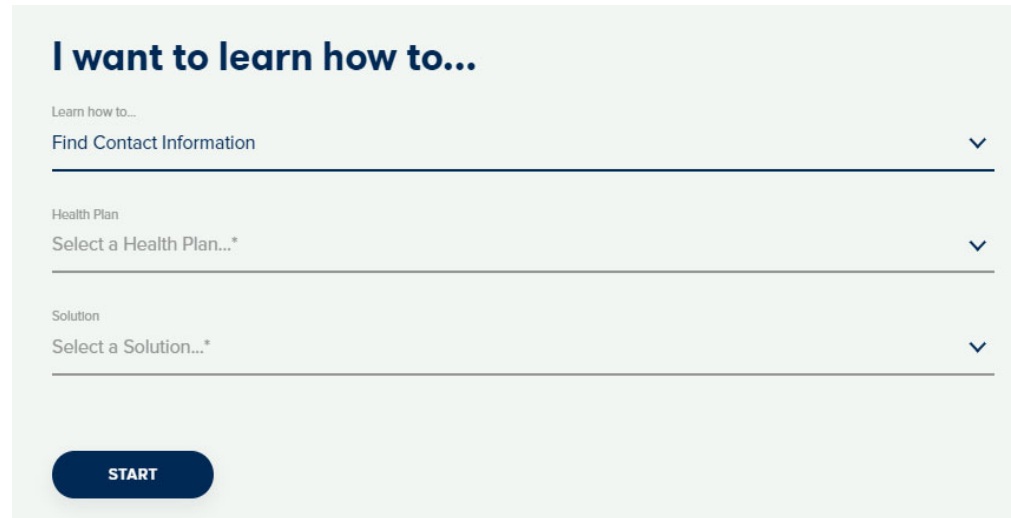
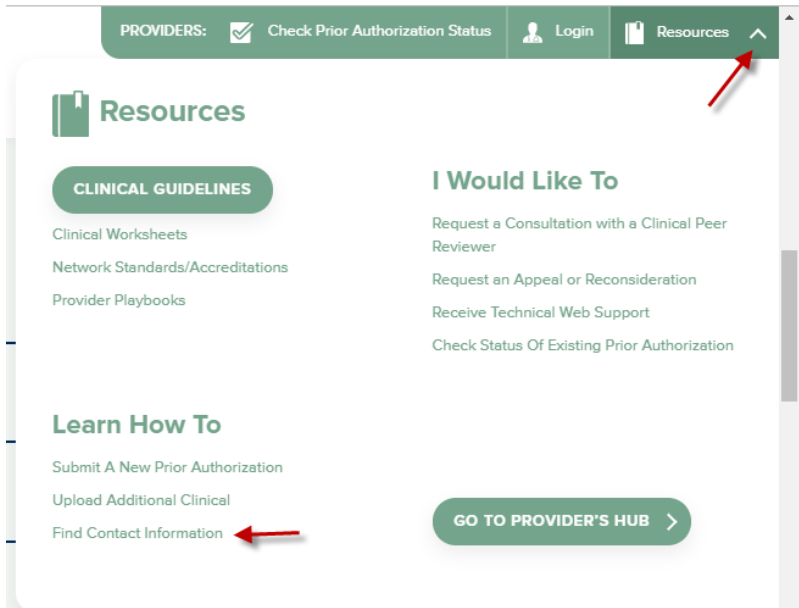


Online Resources

- You can access important tools and resources at www.evicore.com.
- Select the **Resources** to view **FAQs**, **Clinical Guidelines**, **Online Forms**, and more.



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



Internal Information

Thank You!

