

# AllWays Health Partners of MA

## Prior Authorization of Expanded Cardiac Imaging and Ultrasound

Stress Echocardiograms, Diagnostic Heart Catheterizations and Ultrasounds

### Provider Orientation

*Updated January 1, 2019*



## Company Highlights

**4K employees**  
**including 1K clinicians**

**Headquartered in Bluffton, SC**  
**Offices across the US including:**

- Lexington, MA
- Colorado Springs, CO
- Franklin, TN
- Greenwich, CT
- Melbourne, FL
- Plainville, CT
- Sacramento, CA

**SHARING**  
**A VISION**  
**AT THE CORE OF CHANGE.**

**100M members**  
**managed nationwide**



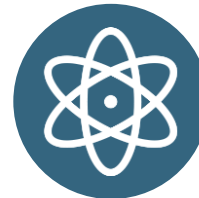
**12M claims**  
**processed annually**

# Integrated Solutions

LAB MANAGEMENT  
19M lives



MEDICAL ONCOLOGY  
14M lives



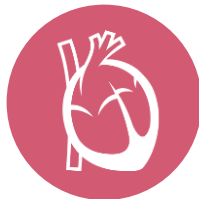
RADIATION THERAPY  
22M lives

SPECIALTY DRUG  
100k lives



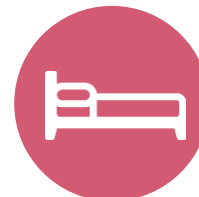
MUSCULOSKELETAL  
35M lives

RADIOLOGY  
65M lives



CARDIOLOGY  
46M lives

SLEEP  
13M lives



POST-ACUTE CARE  
320k lives

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# Our Clinical Approach

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# Clinical Platform

## Multi-Specialty Expertise

Family Medicine	Oncology/Hematology
Internal Medicine	Surgery
Pediatrics	<ul style="list-style-type: none"><li>• General</li></ul>
Sports Medicine	<ul style="list-style-type: none"><li>• Orthopedic</li></ul>
OB/GYN	<ul style="list-style-type: none"><li>• Thoracic</li></ul>
Cardiology	<ul style="list-style-type: none"><li>• Cardiac</li></ul>
Nuclear Medicine	<ul style="list-style-type: none"><li>• Neurological</li></ul>
Anesthesiology	<ul style="list-style-type: none"><li>• Otolaryngology</li></ul>
Radiation Oncology	<ul style="list-style-type: none"><li>• Spine</li></ul>
Sleep Medicine	Radiology
	<ul style="list-style-type: none"><li>• Nuclear Medicine</li><li>• Musculoskeletal</li><li>• Neuroradiology</li></ul>

- **190+ board-certified medical directors**
- **Diverse representation of medical specialties**
- **450 nurses with diverse specialties and experience**
- **Dedicated nursing and physician teams by specialty for Cardiology, Oncology, OB-GYN, Spine/Orthopedics, Neurology, and Medical/Surgical**

# Organic Evidence-Based Guidelines

The foundation of our solutions:



Dedicated  
pediatric  
guidelines



Contributions  
from a panel  
of community  
physicians



Experts  
associated  
with academic  
institutions



Current  
clinical  
literature

## Aligned with National Societies

- American College of Cardiology
- American Heart Association
- American Society of Nuclear Cardiology
- Heart Rhythm Society
- American College of Radiology
- American Academy of Neurology
- American College of Chest Physicians
- American College of Rheumatology
- American Academy of Sleep Medicine
- American Urological Association
- National Comprehensive Cancer Network

- American College of Therapeutic Radiology and Oncology
- American Society for Radiation Oncology
- American Society of Clinical Oncology
- American Society of Colon and Rectal Surgeons
- American Academy of Orthopedic Surgeons
- North American Spine Society
- American Association of Neurological Surgeons
- American College of Obstetricians and Gynecologists
- The Society of Maternal-Fetal Medicine

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# Service Model

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# Client Provider Operations

The Client Provider Operations team is responsible for high-level service delivery to our health plan clients as well as ordering and rendering providers nationwide

## Client Provider Representatives



Client Provider Representatives are cross-trained to investigate escalated provider and health plan issues.

## Client Service Managers



Client service managers lead resolution of complex service issues and coordinate with partners for continuous improvement.

## Regional Provider Engagement Managers



Regional provider engagement managers are on-the-ground resources who serve as the voice of eviCore to the provider community.



# Why Our Service Delivery Model Works



**One centralized intake point** allows for timely identification, tracking, trending, and reporting of all issues. It also enables eviCore to quickly identify and respond to systemic issues impacting multiple providers.



**Complex issues are escalated to resources** dedicated to specific providers who are the subject matter experts and can quickly coordinate with matrix partners to address issues at a root-cause level.



**Routine issues are handled by a team of representatives** who are cross trained to respond to a variety of issues. There is no reliance on a single individual to respond to your needs.



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# Prior Authorization program for AllWays Health Partners



## Program Overview

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eviCore will begin accepting requests on July 18, 2016 for dates of service August 1, 2016 and beyond

**Prior authorization applies to services that are:**

- Outpatient
- Elective/non-emergent
- Diagnostic

**Prior authorization does not apply to services that are performed in:**

- Emergency room
- Inpatient
- 23-hour observation

It is the responsibility of the ordering provider to request prior authorization approval for services.

# Applicable Membership

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Authorization is required for AllWays Health Partners members enrolled in the following programs:

- **Commercial**
- **PPO**
- **Medicaid**
- **CCHIP**



## Prior Authorization Required:

- ✓ CT, CTA (Computed Tomography, Computed Tomography Angiography)
- ✓ MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- ✓ PET (Positron Emission Tomography)
- ✓ NCM/MPI (Nuclear Cardiac Imaging)
- ✓ Stress Echocardiograms **8/1/2016**
- ✓ Diagnostic Heart Catherizations **8/1/2016**
- ✓ Ultrasounds\* **8/1/2016**  
\*Effective 6/1/2018, Non-OB Ultrasounds do not require preauthorization for Commercial members

To find a list of CPT  
(Current Procedural Terminology)  
codes that require prior authorization  
through eviCore, please visit:

<https://www.evicore.com/healthplan/allwayshealthpartners>

# Prior Authorization Requests

## How to request prior authorization:

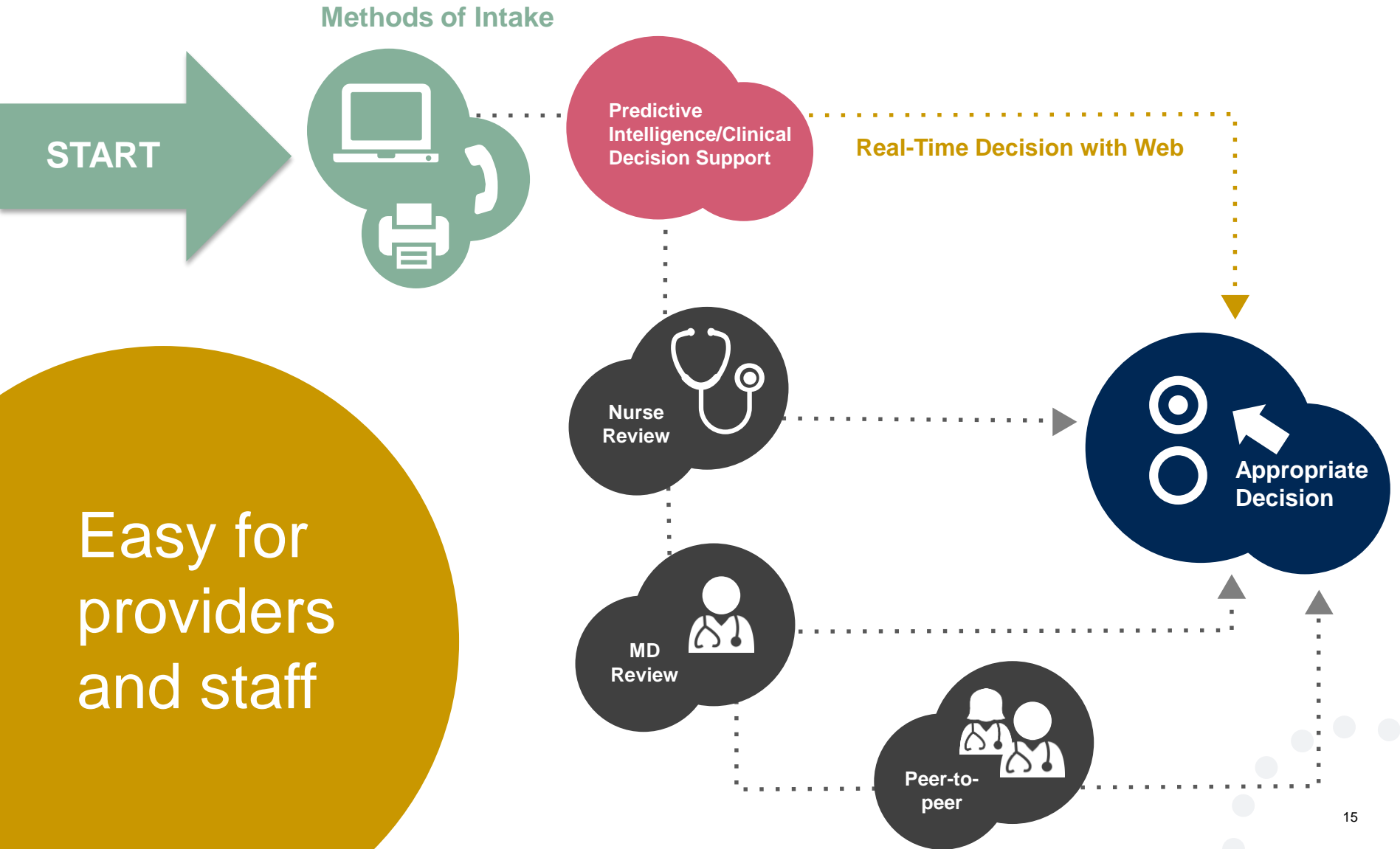


[www.evicore.com](http://www.evicore.com)

Available **24/7** and the **quickest** way to create prior authorizations and check existing case status

Or by phone:  
888.693.3211  
7:00 a.m. to 7:00  
p.m. (EST)  
Monday - Friday

# Clinical Review Process



# Needed Information

**Member**  
Member ID  
Member name  
Date of birth (DOB)



**Rendering Facility**

Facility name  
National provider identifier (NPI)  
Tax identification number (TIN)  
Street address



**Referring/Ordering Physician**  
Physician name  
National provider identifier (NPI)  
Tax identification number (TIN)  
Fax number



**Requests**

CPT code(s) for requested imaging



The appropriate diagnosis code for the working of differential diagnosis



## If clinical information is needed, please be able to supply:

- Prior tests, lab work, and/or imaging studies performed related to this diagnosis
- The notes from the patient's last visit related to the diagnosis
- Type and duration of treatment performed to date for the diagnosis



# Prior Authorization Outcomes

## ➤ Approved Requests:

- All requests are processed within 2 business days after receipt of all necessary clinical information.
- Authorizations are typically good for 90 days from the date of determination.

## ➤ Delivery:

- Faxed to ordering provider and rendering facility
- Mailed to the member
- Information can be printed on demand from the eviCore healthcare Web Portal

## ➤ Denied Requests:

- Communication of denial determination
- Communication of the rationale for the denial
- How to request a peer-to-peer discussion

## ➤ Delivery:

- Faxed to the rendering provider and rendering facility
- Mailed to the member

## Prior Authorization Outcomes

### ➤ Peer-to-Peer Review

- If a request is denied and requires further clinical discussion for approval, we welcome requests for clinical determination discussions from referring physicians. In certain instances, additional information provided during the consultation is sufficient to satisfy the medical necessity criteria for approval.
- **Peer-to-Peer reviews** can be scheduled at a time convenient to your physician.

# Special Circumstances

## ➤ Appeals

- eviCore healthcare is **not** delegated for first level member and provider appeals.

## ➤ Retrospective Studies:

- Retro Requests must be submitted within 2 business days following the date of service. Requests submitted after 2 business days will be administratively denied.
- Retros are reviewed for medical necessity. Turn around time on retro requests is 14 calendar days.

## ➤ Outpatient Urgent Studies:

- Contact eviCore by phone to request an expedited prior authorization review and provide clinical information
- Urgent Cases will be reviewed within 24 hours of the request.

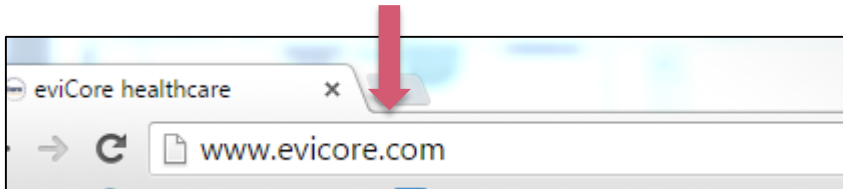
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# Web Portal Services

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# eviCore healthcare website

- Point web browser to evicore.com



- Click on the "Providers" link



- Login or Register

## Providers Delivering Medical Solutions That Benefit Everyone.

User ID

Password

Remember User ID

For log in problems: please try the email address that you registered with as your user name. If you do not remember your password, please click "Password?".

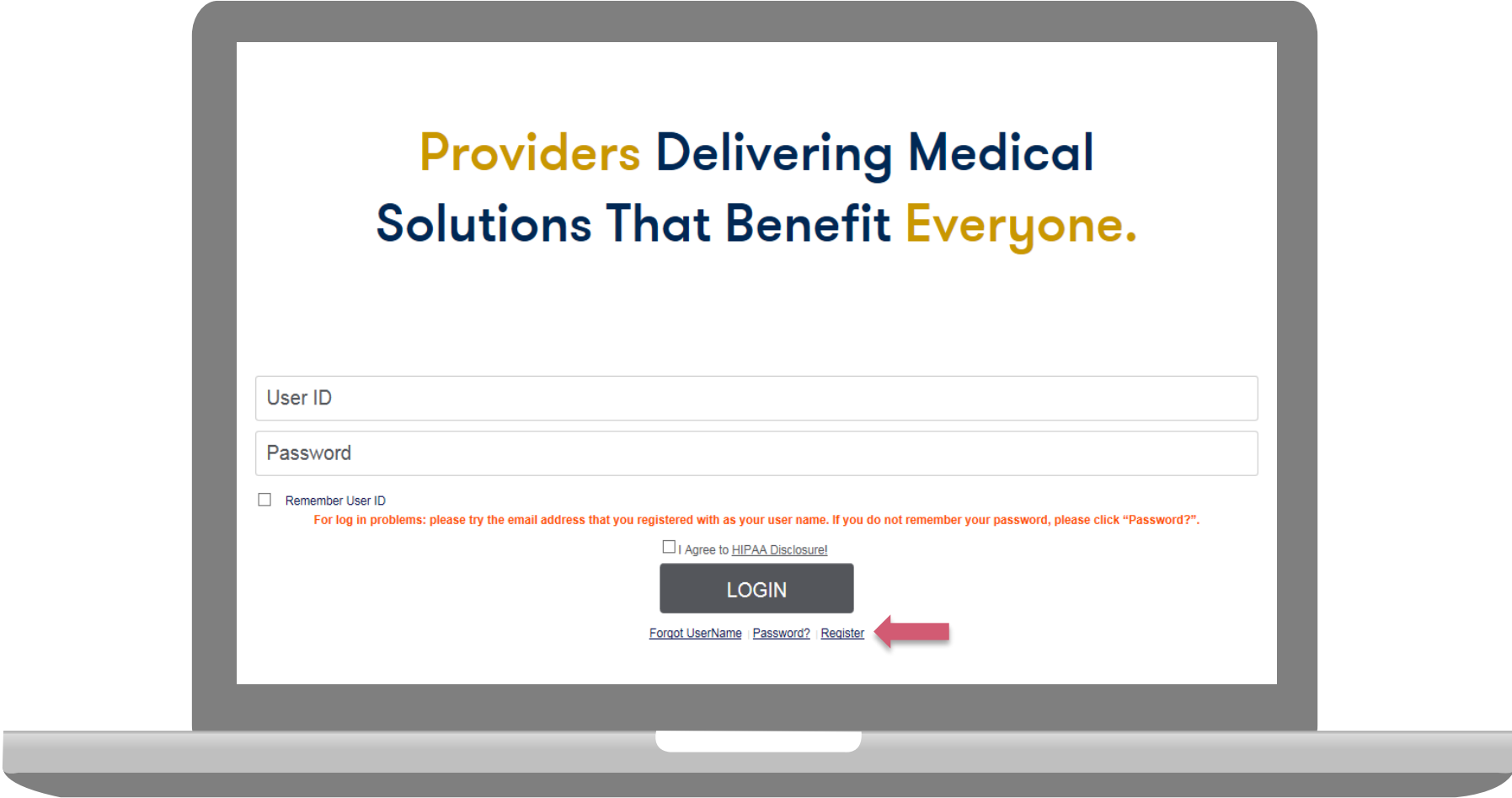
I Agree to [HIPAA Disclosure!](#)

LOGIN

[Forgot UserName](#) [Password?](#) [Register](#)

This website is compatible with Internet Explorer 9, 10, 11, Mozilla Firefox and Google Chrome

# 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 using to submit cases over the web.

Default Portal\*:

### 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\*:  Address\*:  Phone\*:   
Email\*:  City\*:  Ext:   
Confirm Email\*:  State\*:  Zip\*:  Fax\*:   
First Name\*:  Office Name:   
Last Name\*:

### Provider Information

Account Type:

Please Select the Physician that you represent. A notification will be sent to the organization regarding this registration

Physician First Name:  Physician Last Name\*:   
Tax ID\*:  NPI:

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.

Select a **Default Portal**. Choose the **Account Type**, and complete the registration form. There are (4) account types: Facility, Physician, Billing Office, and Health Plan

# 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**

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

**Provider Information**

<b>Physician FirstName:</b>	TEST	<b>Physician LastName:</b>	DOCTOR	<b>Street Address:</b>	730 COOL SPRINGS BLVD
<b>State:</b>	TN	<b>Tax ID:</b>	****6789	<b>NPI:</b>	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

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  
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)).  
The electronic access to applications of eviCore's web-based applications is subject to the terms and conditions of the Provider/Customer Agreement.

Accept Terms and Conditions \*

Submit Cancel

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

# User Registration-Continued

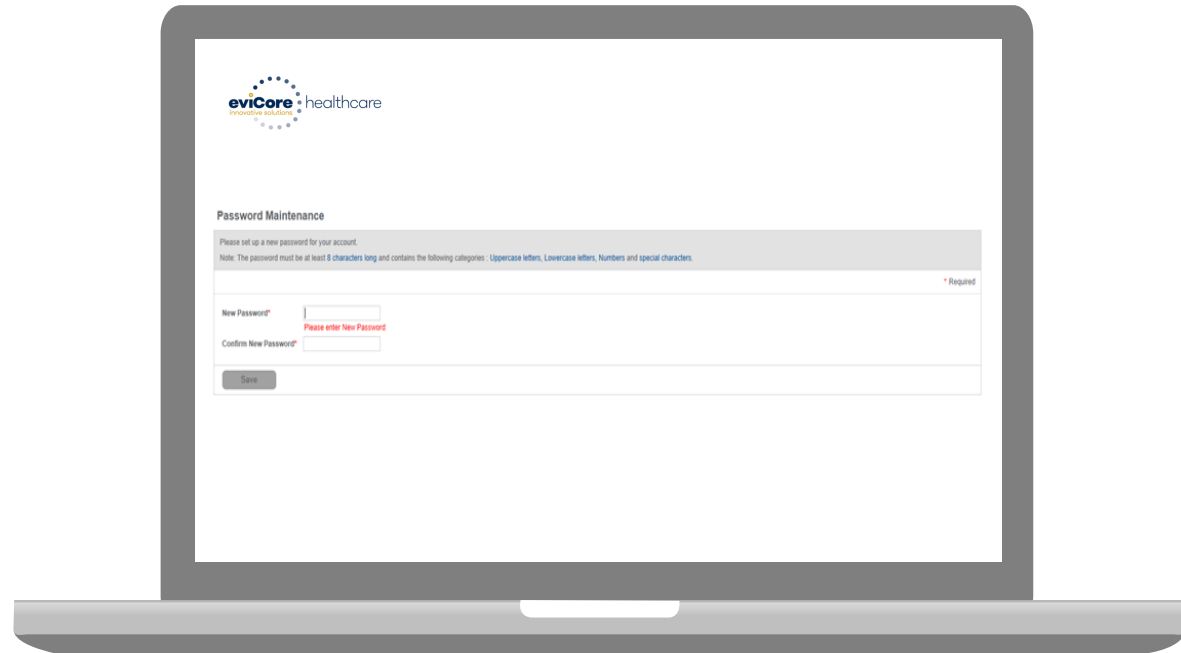


You will receive a message on the screen confirming your registration is successful. You will be sent an email to create your password.

# Create a Password

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

- ✓ Uppercase letters
- ✓ Lowercase letters
- ✓ Numbers
- ✓ Characters (e.g., ! ? \*)



# Account Log-In

**Providers** Delivering Medical  
Solutions That Benefit **Everyone.**

Mallory1897

••••••••

Remember User ID

For log in problems: please try the email address that you registered with as your user name. If you do not remember your password, please click "Password?".

I Agree to [HIPAA Disclosure!](#)

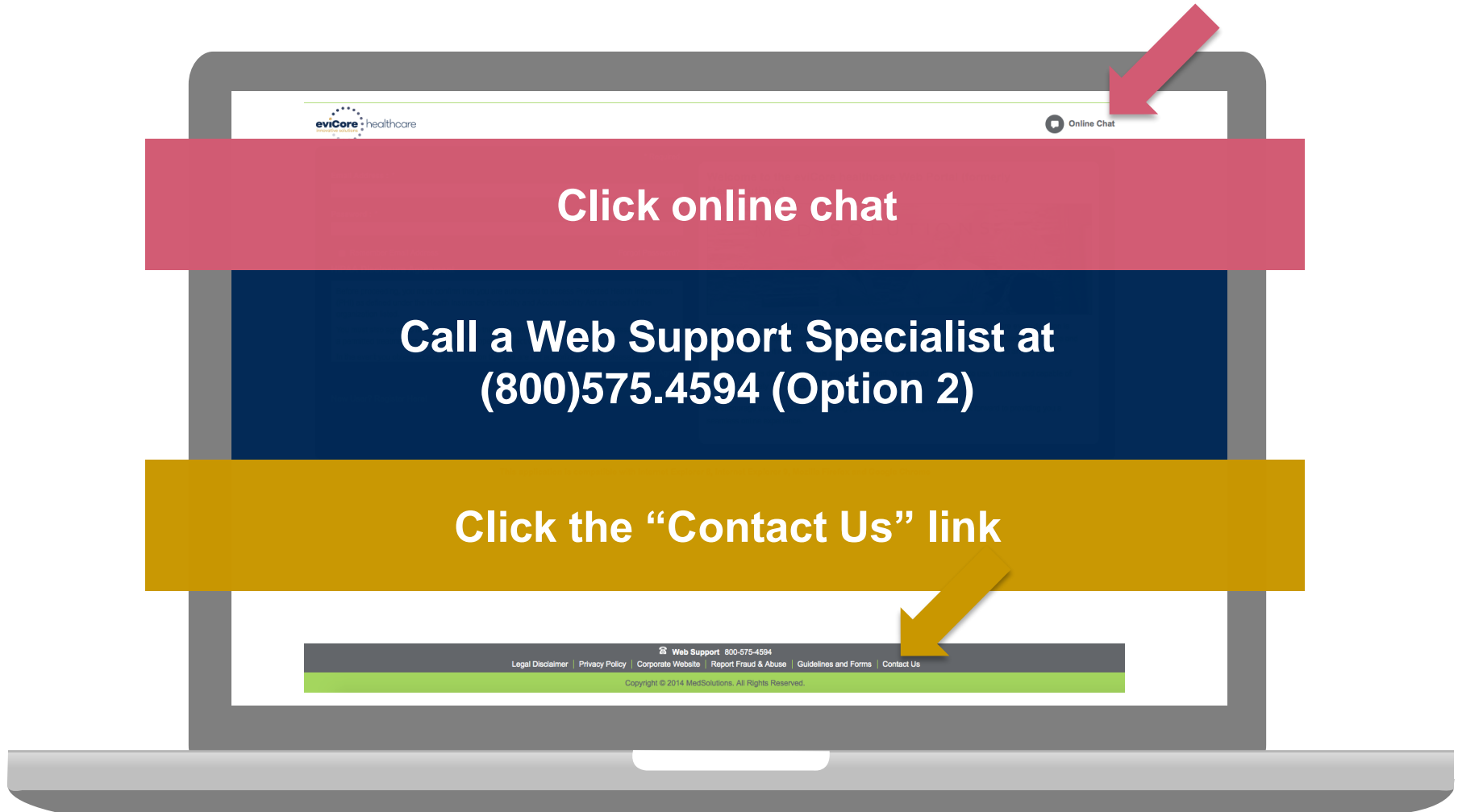
LOGIN

[Forgot UserName](#) | [Password?](#) | [Register](#)



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

# Web Portal Services-Assistance



Web Portal Services-Available 24/7

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# Provider Resources



# Provider Resources: Pre-Certification Call Center



Pre-Certification  
Call Center



Web-Based  
Services



Client Services  
Department:



Documents

**7:00 AM - 7:00 PM EST: (888) 693-3211**

- Obtain pre-certification or check the status of an existing case
- Discuss questions regarding authorizations and case decisions
- Change facility or CPT Code(s) on an existing case

eviCore fax number: (888) 693-3210

# Provider Resources: Web-Based Services



Pre-Certification  
Call Center



Web-Based  
Services



Client Services  
Department:



Documents

[www.evicore.com](http://www.evicore.com)

*To speak with a Web Specialist, call (800) 575-4594*

- Request authorizations and check case status online
- Print case summary reports
- Attach clinical documents during and after case creation
- Auto save – no data lost
- Export and print work lists
- View cases by individual user and office



# Provider Resources: Client Services Department



Pre-Certification  
Call Center



Web-Based  
Services



Client Services  
Department:



Documents

[clientservices@evicore.com](mailto:clientservices@evicore.com)

- Eligibility issues (member, rendering facility, and/or ordering physician)
- Questions regarding facility assessment, accreditation, and/or credentialing
- Issues experienced during case creation
- Request for an authorization to be resent to the health plan

# Provider Resources: Implementation Document

Provider Enrollment Questions Contact AllWays Health Partners at 800-462-5449



Pre-Certification  
Call Center



Web-Based  
Services



Client Services  
Department:



Documents

AllWays Health Partners Resource site - includes all implementation documents:

<https://www.evicore.com/healthplan/allwayshealthpartners>

- CPT code list of the procedures that require prior authorization
- Neighborhood Health Plan quick reference guide
- eviCore clinical guidelines
- QRG documents and announcement letters

To obtain a copy of this presentation, please contact the Client Services department at [clientservices@evicore.com](mailto:clientservices@evicore.com)

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# Thank You!

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