Provider Orientation for ILWU-PMA Welfare Plan

Post-Service Medical Necessity Determination Process (PSMND)

Methods to Submit Clinical Information

eviCore Provider Portal (preferred)

- **Saves time**: Quicker process than phone-initiated requests.

- **Available 24/7**: You can access the portal any time and any day.

- **Save your progress**: If you need to step away, you can save your progress and resume later.

- **Upload additional clinical information**: No need to fax in supporting clinical documentation. It can be uploaded on the portal when additional information is requested.

- **Dashboard**: View all recently submitted requests.

- **E-notification**: Opt-in to receive email notifications when there is a change in the request's status.

WEB
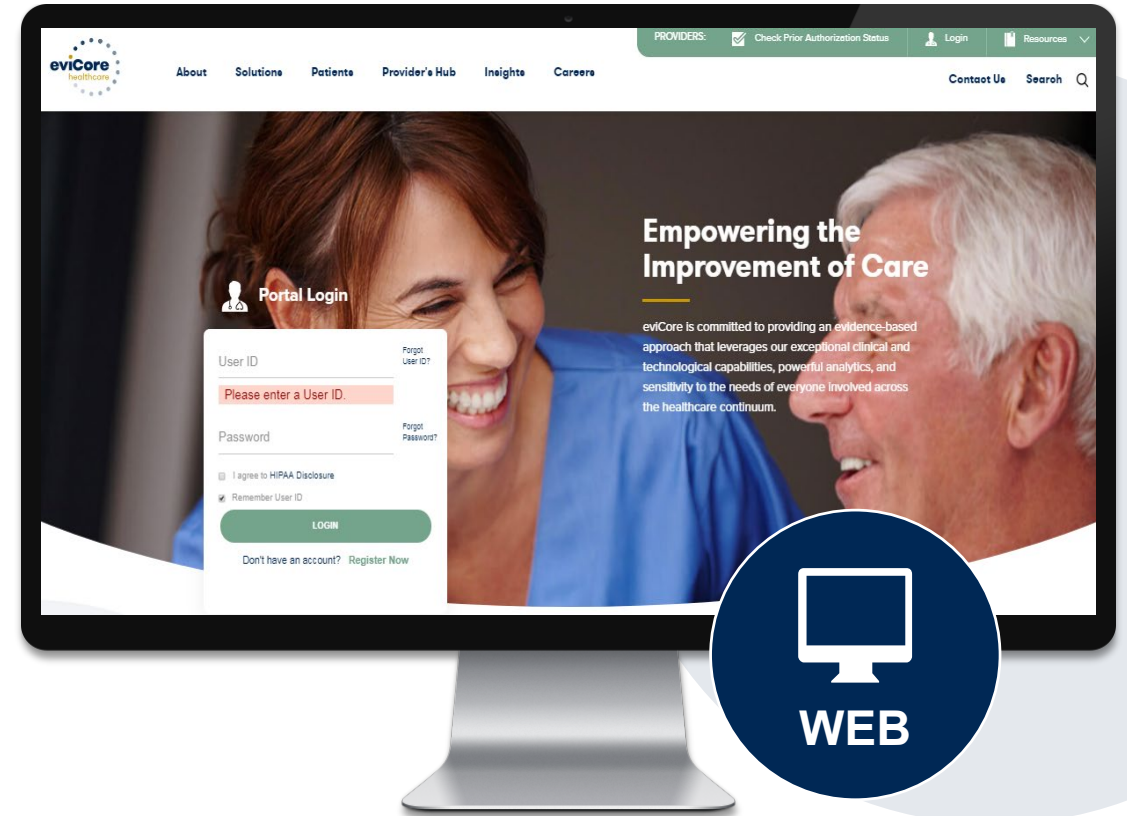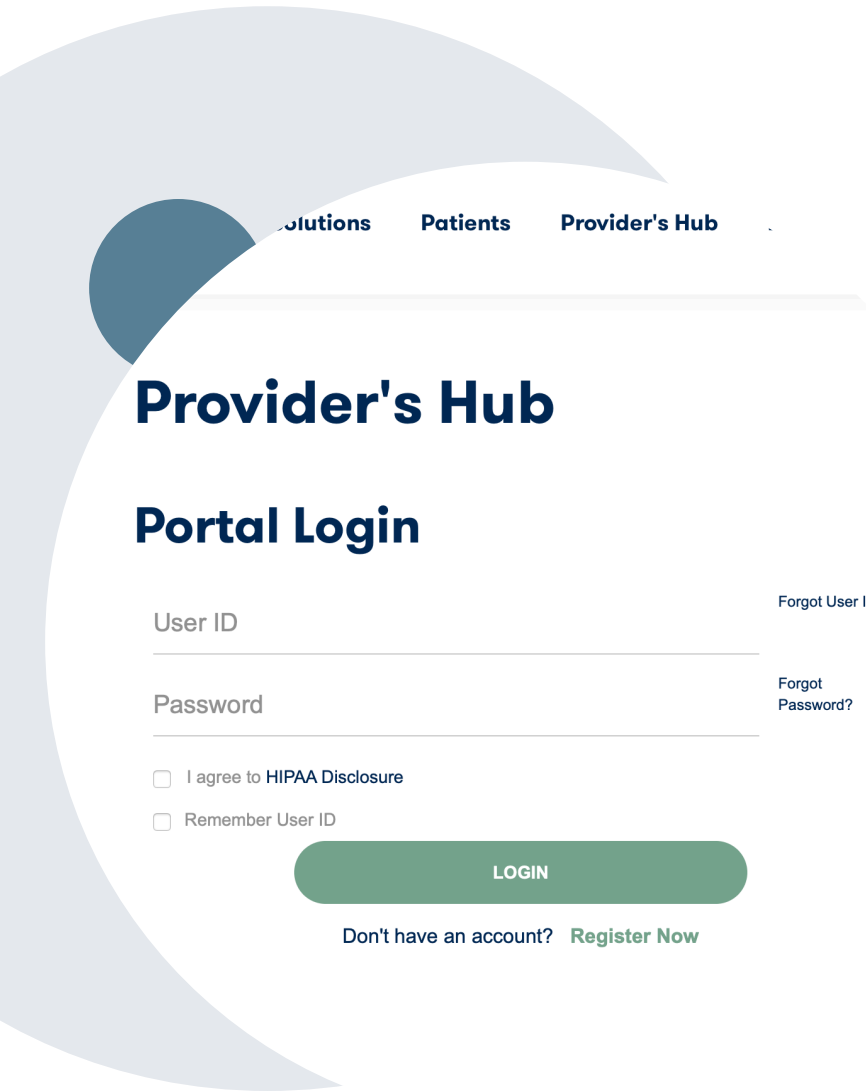
Fax Number:
855-774-1319
When needed, additional clinical can also be submitted via fax.

Portal Compatibility

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

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

You may need to disable pop-up blockers to access the site.
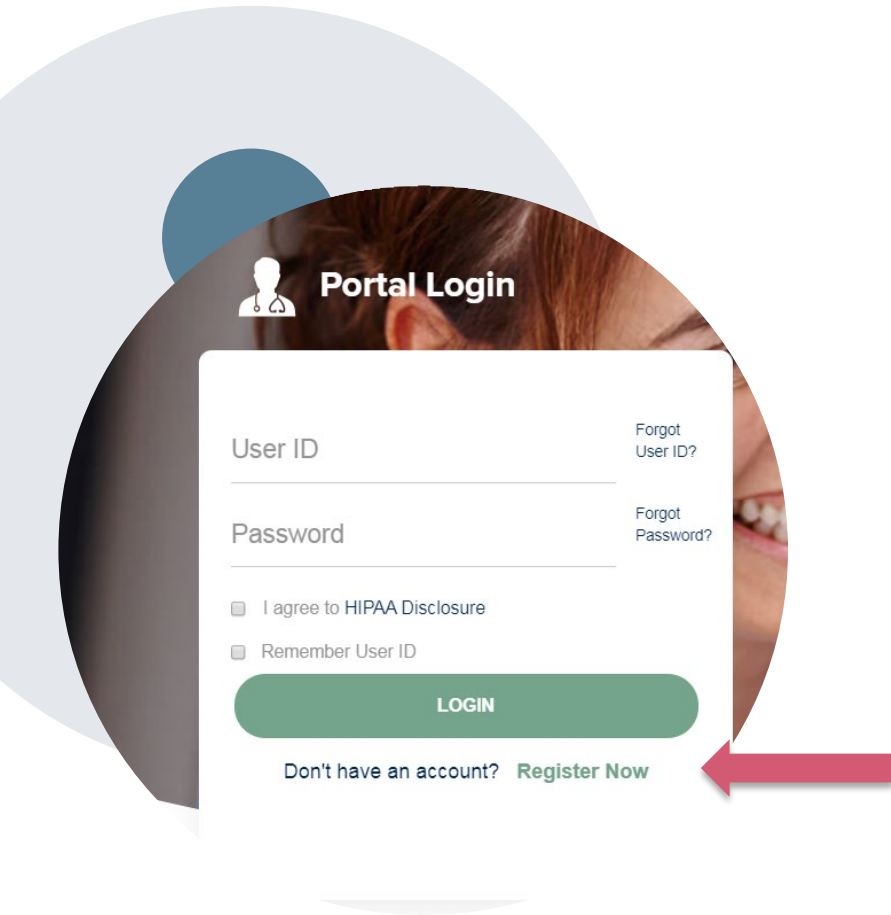
eviCore healthcare Website
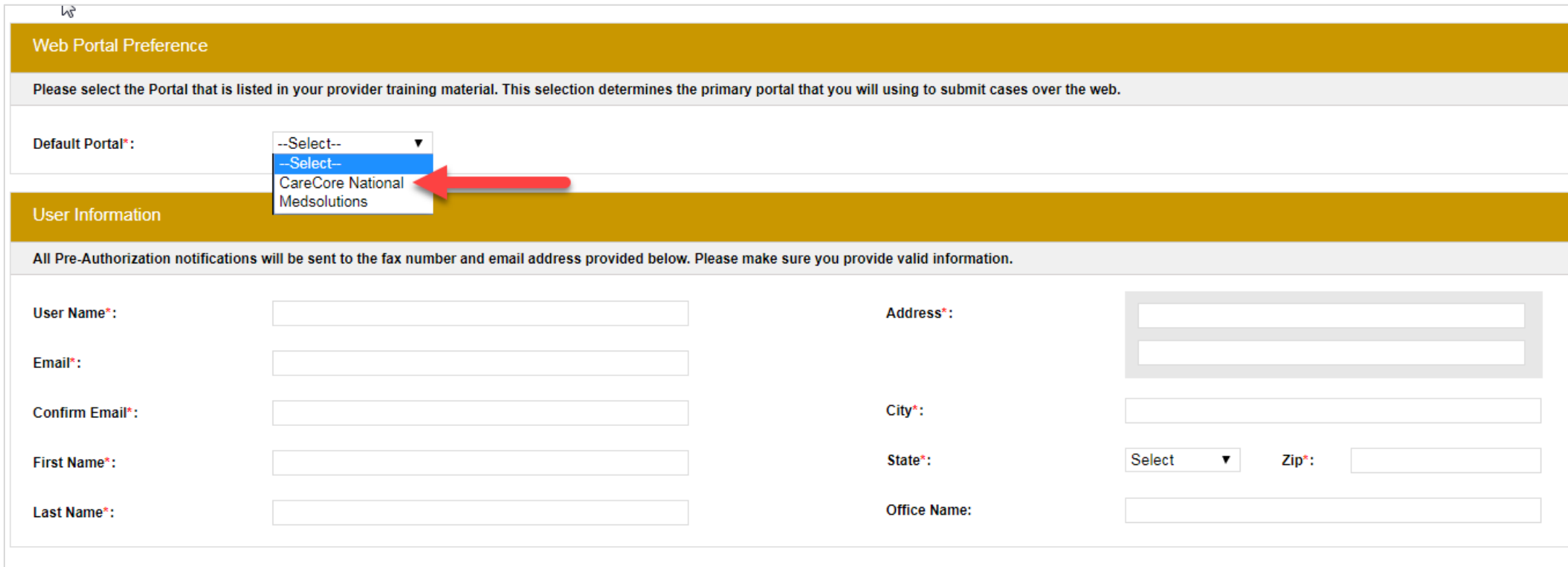
Visit www.evicore.com

Already a user?

If you already have access to eviCore's online portal, simply log-in with your User ID and Password and begin submitting requests in real-time.

Don't have an account?

Click "Register Now" and provide the necessary information to receive access today.

Creating An Account

- **Select CareCore National as the Default Portal, complete the User Information section in full, and Submit Registration.**
- **You will immediately be sent an email with a link to create a password. Once you have created a password, you will be redirected to the log-in page.**

Add Practitioners

- Select the **Manage Your Account** tab, then the **Add Provider**
- Enter the NPI, state, and zip code to search for the provider
- Select the matching record based upon your search criteria
- Once you have selected a practitioner, your registration will be complete
- You can also click **Add Another Practitioner** to add another provider to your account
- You can access the **Manage Your Account** at any time to make any necessary updates or changes

Authorization Lookup

When you receive the notice that additional clinical is required, you must first locate the associated case:

- Log into your account at eviCore.com.

- Click on either of the "Authorization Lookup" buttons pictured above.

Authorization Lookup

Search by Member Information

- Select the appropriate healthplan from the dropdown menu.

- Enter the provider NPI.

- Please enter corresponding ID number into Patient ID

    - **CIP members in WA/OR** enter the number from the members insurance card under Participant ID in the Patient ID field
    - **CIP members in CA** enter the number from the members insurance card under Participant ID, minus the WUE, in the Patient ID field
    - **Kaiser members in WA/OR/CA** enter the number from the members chiropractic insurance card under Member ID in the Patient ID Field
    - *NOTE: Do not add any prefix when inputting any plans' ID number*

- Enter Date of Birth.

- Click the "Search" button.

Authorization Lookup

Search by Claim Information

- You may now search for an authorization using the claim number

- Select ILWU in the health plan drop down

- Enter the Claim number in the Claim ID# box

- Click the "Submit" button.

Upload Clinical Information

- Once you have located your case, upload your clinical information by clicking on the "Upload Additional Clinical" button.

Upload Clinical Information

Clinical Document Upload

Browse for file to upload (max size 5MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

Choose File | No file chosen

Choose File | No file chosen

Choose File | No file chosen

Choose File | No file chosen

Choose File | No file chosen

UPLOAD

File Upload History

File Name	Submitted Date	Status
No files uploaded.		

CANCEL

- In order to upload your attachment, click the "Choose File" button.

- You can choose up to five files for upload.

- Once complete, click the "Upload" button.

Provider Resources

Web Support

Our dedicated Web Support team can assist providers in navigating the portal and addressing any web-related issues during the online clinical submission process.

- To speak with a Web Specialist, call 800.646.0418 (option 2) or email portal.support@evicore.com.
- Real-time chat is also available at eviCore.com.

Claim Inquiry

For additional questions regarding specifics of the claim, please contact Zenith at 800.955.7376.

Thank You!