

Provider Orientation for ILWU-PMA Welfare Plan

Post-Service Medical Necessity Determination Process (PSMND)



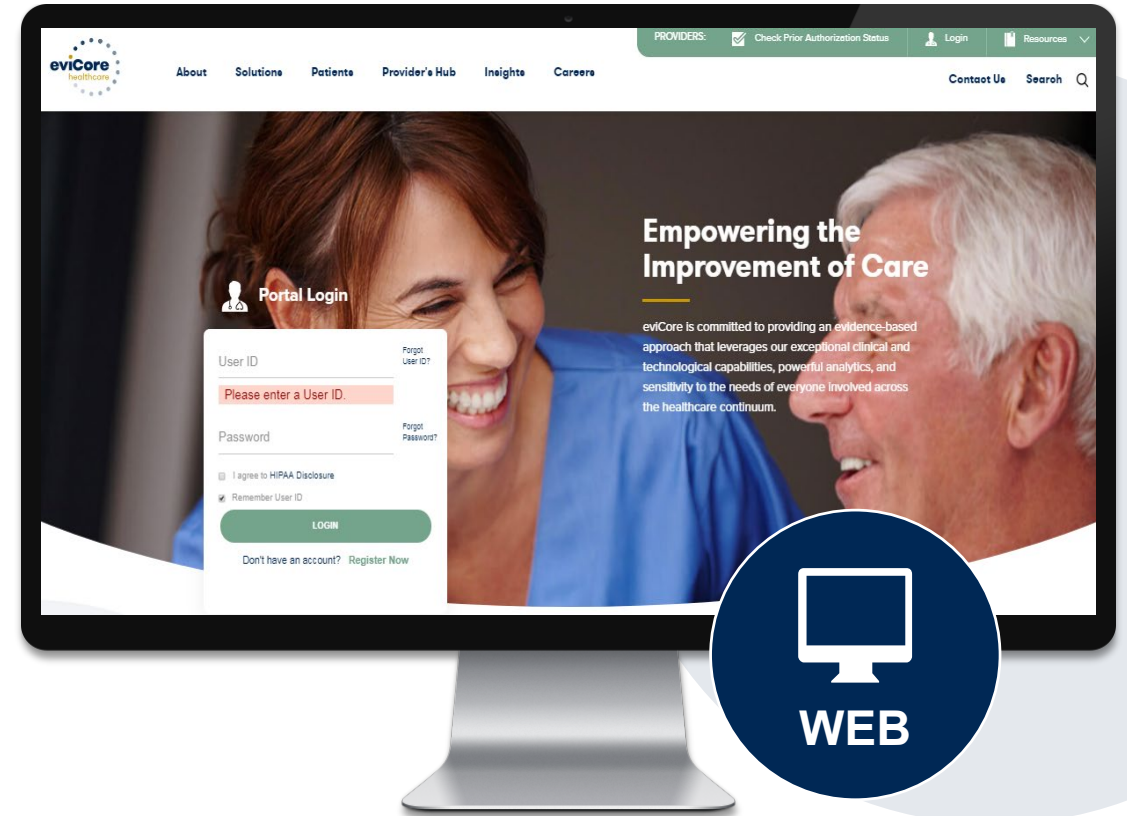
ILWU-PMA BENEFIT PLANS



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.



Fax Number:

855-774-1319

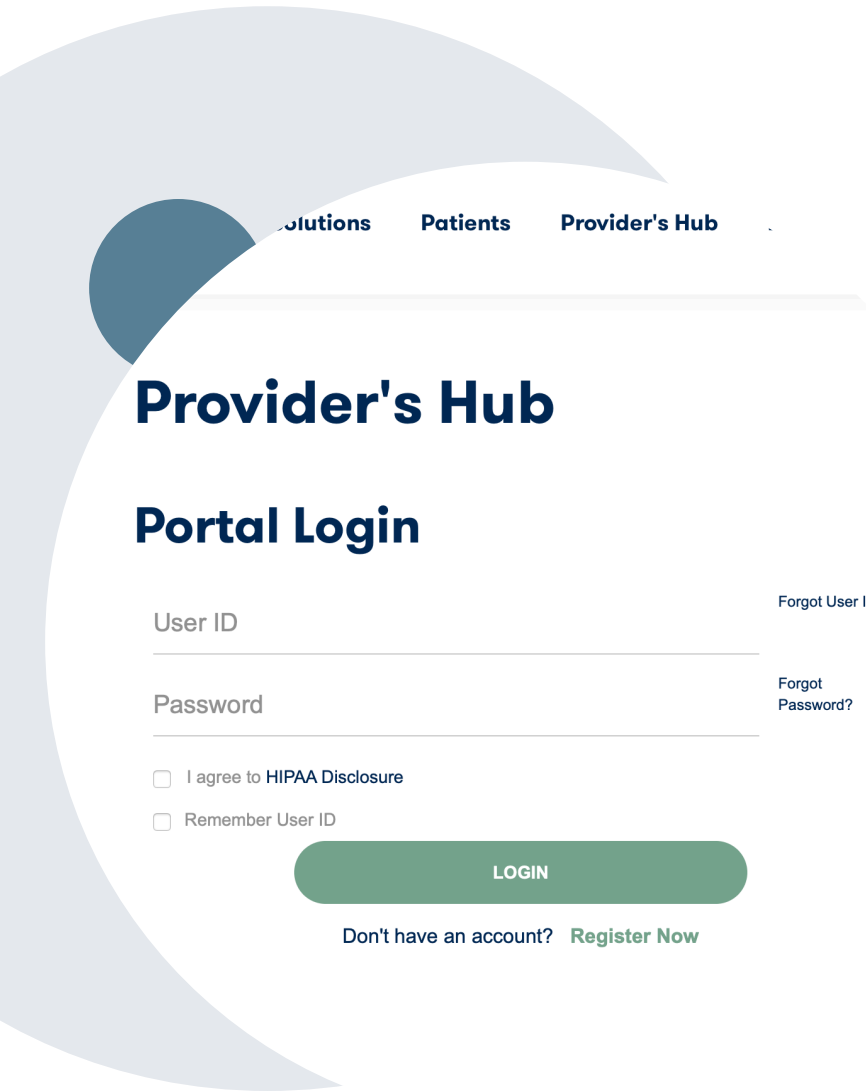
When needed, additional clinical can also be submitted via fax.

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

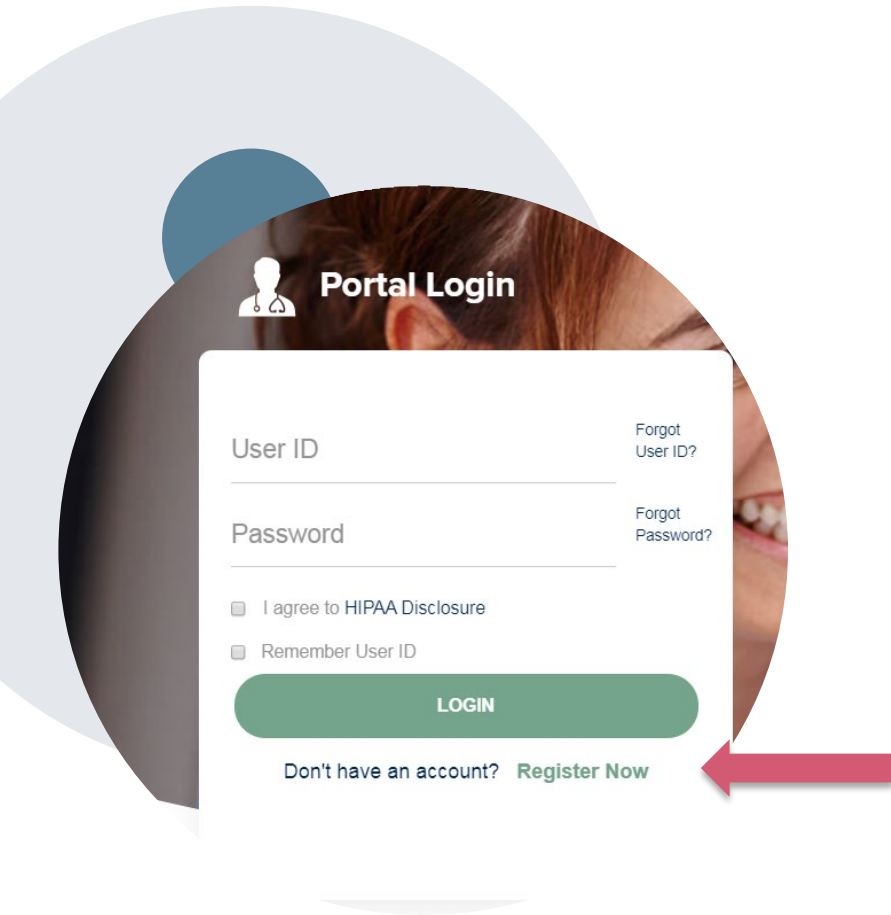
Visit www.evicore.com

Already a user?

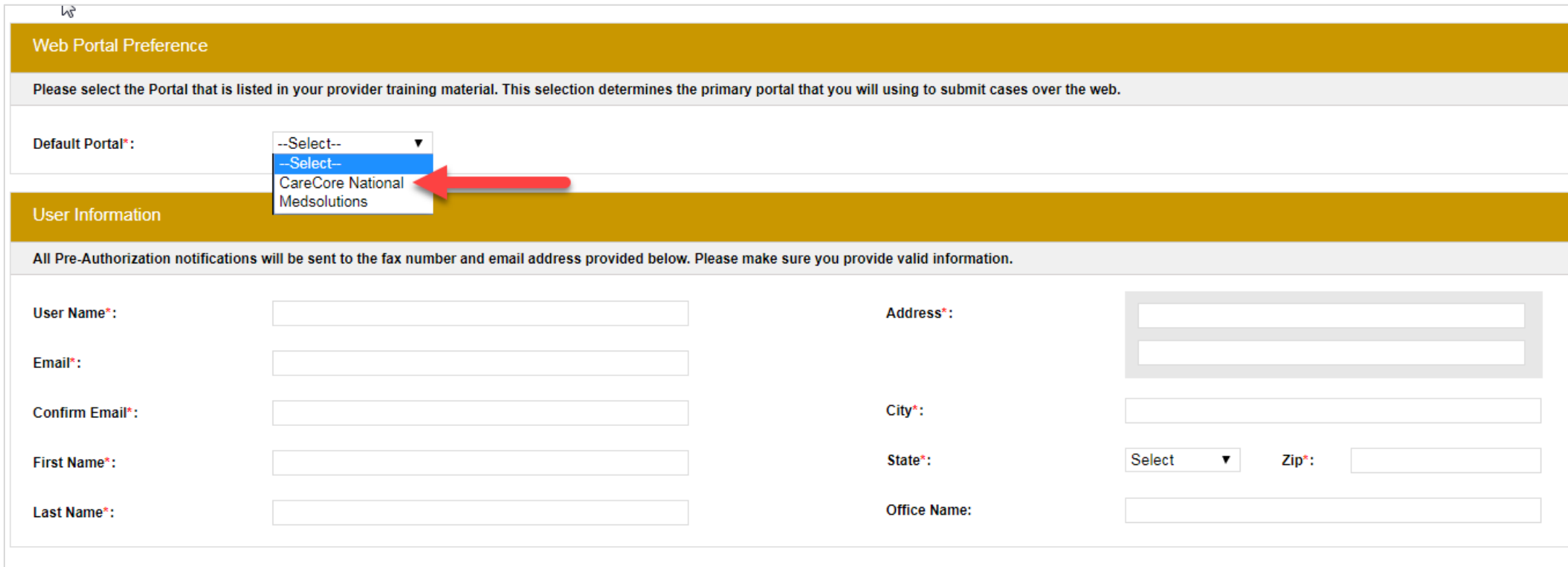
If you already have access to eviCore's online portal, simply log-in with your User ID and Password and begin submitting requests in real-time.

Don't have an account?

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



Creating An Account



The screenshot shows a web form for account creation. The top section is titled "Web Portal Preference" and contains a dropdown menu for "Default Portal*:". The dropdown is open, showing three options: "--Select--", "--Select--", and "CareCore National Medsolutions". A red arrow points to the "CareCore National Medsolutions" option. Below this is the "User Information" section, which includes fields for "User Name*", "Email*", "Confirm Email*", "First Name*", "Last Name*", "Address*", "City*", "State*" (with a "Select" dropdown), "Zip*", and "Office Name".

- 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

The image shows two overlapping web forms. The background form is titled 'Manage Your Account' and contains fields for 'Office Name', 'Address', and 'Primary Contact: Email Address'. It includes buttons for 'CHANGE PASSWORD', 'EDIT ACCOUNT', and 'ADD PROVIDER'. Below these is a table with the text 'No providers on file' and a 'CANCEL' button. The foreground form is titled 'Add Practitioner' and contains instructions: 'Enter Practitioner information and find matches.' and '*If registering as rendering genetic testing Lab site, enter Lab Billing NPI, State and Zip'. It has input fields for 'Practitioner NPI', a dropdown for 'Practitioner State', and an input field for 'Practitioner Zip'. It includes 'FIND MATCHES' and 'CANCEL' buttons.

- 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

The screenshot displays the eviCore healthcare website interface. At the top left is the eviCore healthcare logo. Below it is a navigation menu with the following items: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification, Certification Requests In Progress, MSM Practitioner Perf. Summary Portal, Resources, Manage Your Account, MedSolutions Portal, and Help / Contact Us. The 'Authorization Lookup' menu item is highlighted with a red arrow pointing upwards. Below the navigation menu, the date and time 'Wednesday, May 25, 2022 9:52 AM' are displayed. The main content area shows a welcome message: 'Welcome to the CareCore National Web Portal. You are logged in as [redacted]'. Below this message is a vertical list of five buttons: 'REQUEST AN AUTH', 'RESUME IN-PROGRESS REQUEST', 'SUMMARY OF AUTH', 'AUTH LOOKUP', and 'MEMBER ELIGIBILITY'. A red arrow points from the 'AUTH LOOKUP' button to the right. At the bottom left of the page, there is a copyright notice: '© CareCore National, LLC. 2022 All rights reserved.' followed by links for 'Privacy Policy', 'Terms of Use', and 'Contact Us'.

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



Home	Certification Summary	Authorization Lookup	Eligibility Lookup	Clinical Certification	Certification Requests In Progress	MSM Practitioner Perf. Summary Portal	Reso
------	-----------------------	----------------------	--------------------	------------------------	------------------------------------	---------------------------------------	------

Monday, June 06, 2022 9:32 AM

Authorization Lookup

Search by Member Information

Required Fields

Healthplan:

Provider NPI:

Patient ID:

Patient Date of Birth:
MM/DD/YYYY

Optional Fields

Case Number:

or

Authorization Number:

NOTE: Search by Case Number and/or Authorization Number is not an option for ILWU-PMA providers.

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



- Home
- Certification Summary
- Authorization Lookup**
- Eligibility Lookup
- Clinical Certification
- Certification Requests In Progress
- MSM Practitioner Perf. Summary Portal
- Reso

Monday, June 06, 2022 9:32 AM

Authorization Lookup

Search by Claim Number/Health plan

Required Fields

Healthplan:

Claim ID#:

SUBMIT

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.

Authorization Lookup

Authorization Number:

Case Number:

P2P AVAILABILITY

Patient Name:

DOB:

Status: Approved

P2P Status:

Approval Date: 6/7/2023 12:00:00 AM

Visits Approved: 1

Service Description: CHIROPRACTIC

Site Name: BACK TO BALANCE CHIROPRACTIC, BACK TO BALANCE CHIROPRACTIC,

Start Date: 1/5/2023

Expiration Date: 1/5/2023

Date Last Updated: 6/7/2023 10:54:33 AM

Correspondence:

UPLOADS & FAXES

REFRESH

Procedures

Procedure	Description	Qty Requested	Qty Approved	Modifier(s)
97022 CHANGE CODE	Whirlpool, application or use of whirlpool, a large tub that is filled with water to one or more areas of the body	1	1	
97124 CHANGE CODE	Massage, applying pressure, kneading or stroking parts of the body's soft tissues	3	3	
98941 CHANGE CODE	Chiropractic Manipulation, application of pressure to a person's spine allowing the chiropractor to adjust and correct body alignment	1	1	
98943 CHANGE CODE	Chiropractic Manipulation, application of pressure to a person's spine allowing the chiropractor to adjust and correct body alignment	1	1	
99212 CHANGE CODE	OFFICE O/P EST SF 10-19 MIN	1	1	

Upload Clinical Information

Authorization Lookup

Authorization Number: NA

Case Number: [REDACTED]

P2P AVAILABILITY

Status: Additional Information Required

P2P Status:

Approval Date:

Service Code: CHIRO

Service Description: CHIROPRACTIC

Site Name: [REDACTED]

Expiration Date:

Date Last Updated: 5/25/2022 5:25:32 AM

Correspondence:

UPLOADS & FAXES

Clinical Upload:

UPLOAD ADDITIONAL CLINICAL

Run Clinical Questionnaire



Procedures

Details Not Available

PRINT

[Click here for help](#)

- 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):

No file chosen

No file chosen

No file chosen

No file chosen

No file chosen

←

File Upload History

File Name	Submitted Date	Status
No files uploaded.		

- 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](https://www.eviCore.com).

Claim Inquiry

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



Thank You!

