OnePA MDM Migration for Network Health

For the Prior Authorization of non-oncology Medical Drug Management

7/8/2024

Announcement

Network Health medical drug prior authorization requests for <u>non-oncology specialty drugs</u> will undergo a slight process change effective August 5, 2024. Providers will no longer initiate the non-oncology specialty drug requests through ExpressPAth. Instead they will initiate the web request through the EviCore portal which will bridge to Care Continuum (CCUM). This only applies to the ExpressPAth medical drugs prior authorizations.

The prior authorization requests will continue to be managed by CCUM.

Network Health non-oncology specialty drug prior authorization requests can also continue to be phoned into CCUM by calling 877-787-8705 or faxed to 877-860-8866.

Non-oncology specialty drug prior authorization overview

Effective August 5, 2024, Network Health providers will go through www.eviCore.com for medical drug prior authorization case initiation for non-oncology specialty drugs.

- Care Continuum (CCUM) will continue to manage the Specialty Drug program and utilization review.

- EviCore web portal will act as the 'doorway,' a single sign portal, allowing the provider to submit an electronic request to CCUM.

- Web portal issues may be phoned (800) 646-0418 Option 2; or emailed into EviCore's Portal Support team portal.support@eviCore.com.

  o The EviCore web team will triage the issue and guide the caller with technical support issues.

- Phone case initiation will continue to be through CCUM at 877-787-8705 or faxed to 877-860-8866.

- Case status or inquiries will be through the EviCore portal or call CCUM.

- Member eligibility will continue to be through Network Health.

Provider/Prescriber Prior Authorization Submission Options

What do I need?

Where do I go as of 8/5/2024?

|	Electronic	Phone	Fax
Medical Drug PA Non-Oncology (Medical Benefit / Buy & Bill)	EviCore.com Available: 24/7	877-787-8705 (CCUM) Available: 8am-7pm EST, Mon-Fri	877-860-8866 (CCUM)
Pharmacy Drug PA Non-Oncology (Pharmacy Benefit / Retail Pharmacy)	ePA portal of providers choice for example: Cover My Meds Available: 24/7	800-935-6103 (ESI Pharmacy) Available: 24/7	877-251-5896 (ESI Pharmacy)

EviCore By EVERNORTH

network health

EviCore by Evernorth Website

Medical drug prior authorization requests for non-oncology specialty drugs will be initiated through www.EviCore.com

- **Login or Register**
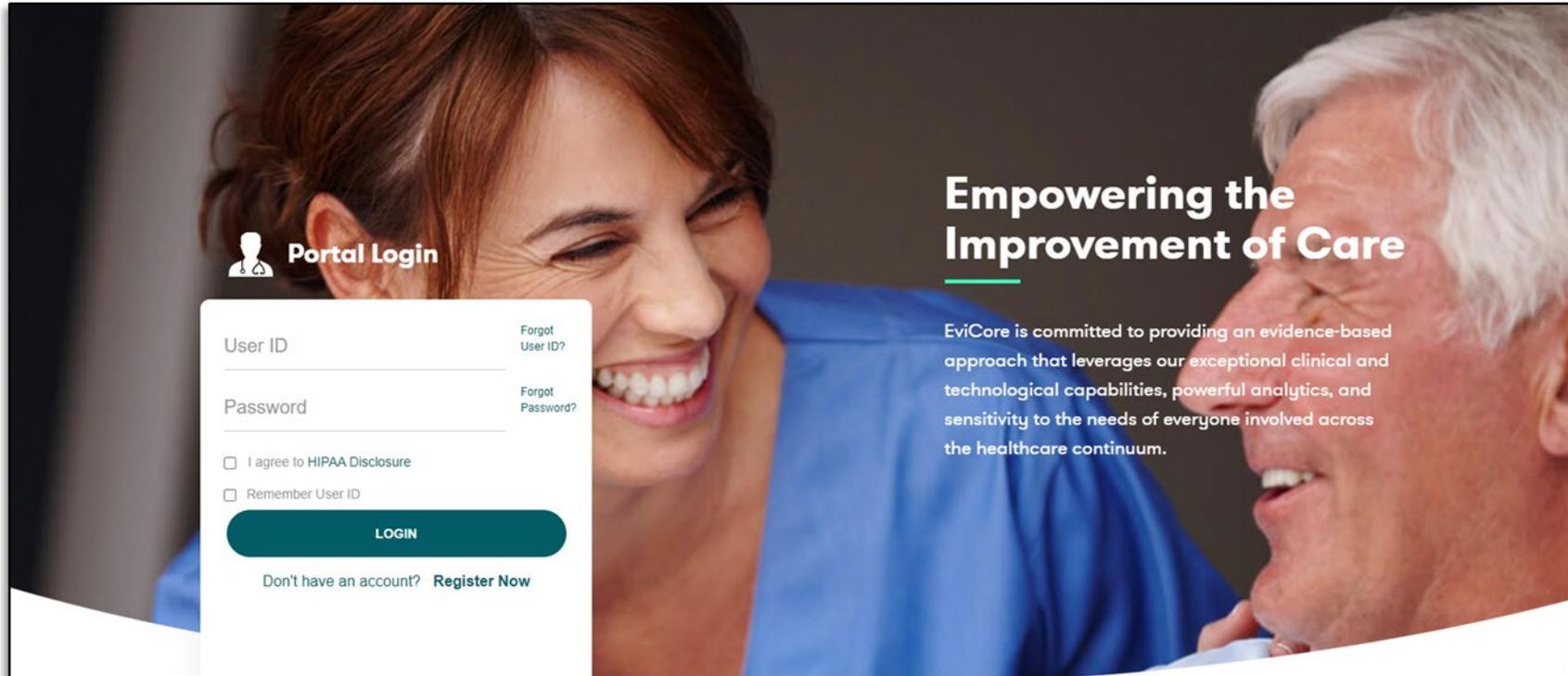
To create a new portal account, select "Register Now".
If already registered, skip to slide 16.

Creating an Account

Under "Default Portal", select "CareCore National" and fill in the user registration form.

User Registration Continued

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

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.
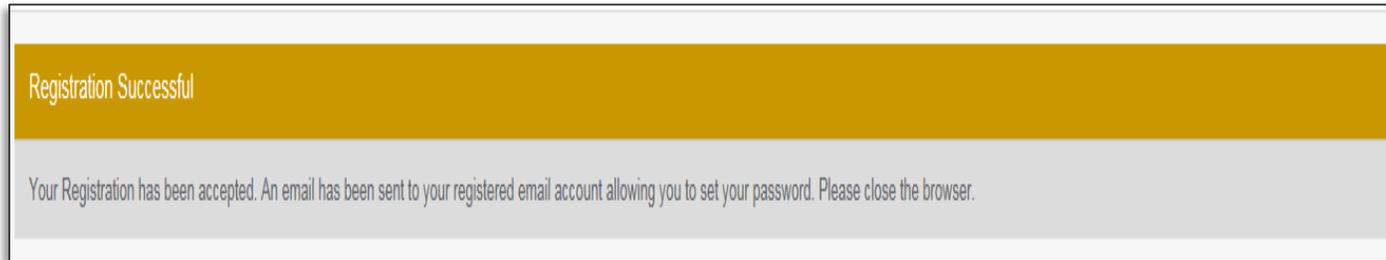
You will receive a message on the screen confirming your registration is successful. An email will be sent to your inbox with instructions on how to create a password.

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

- Uppercase letters
- Lowercase letters
- Numbers
- Characters (e.g., ! ? *)
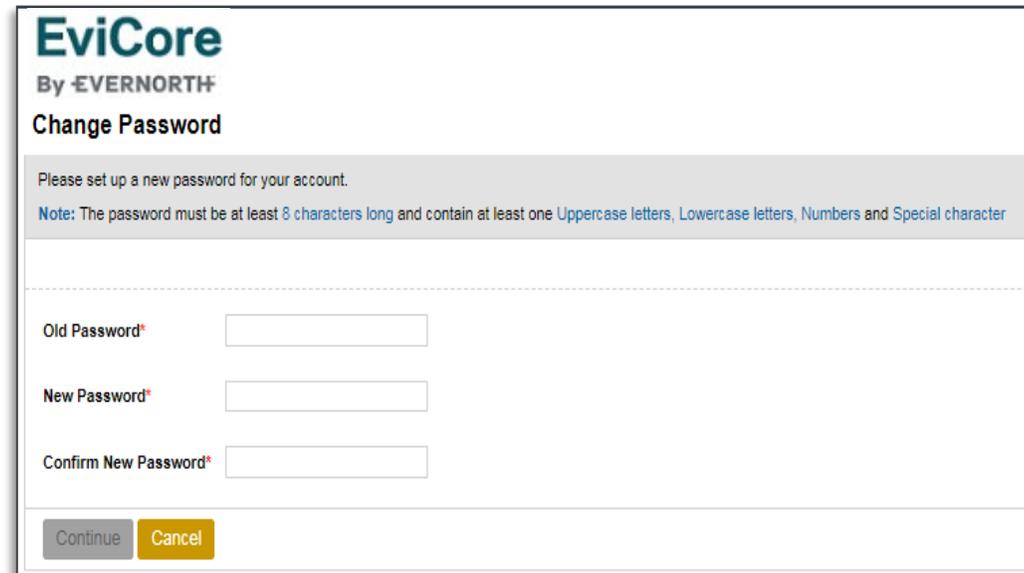
EviCore
By EVERNORTH

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]
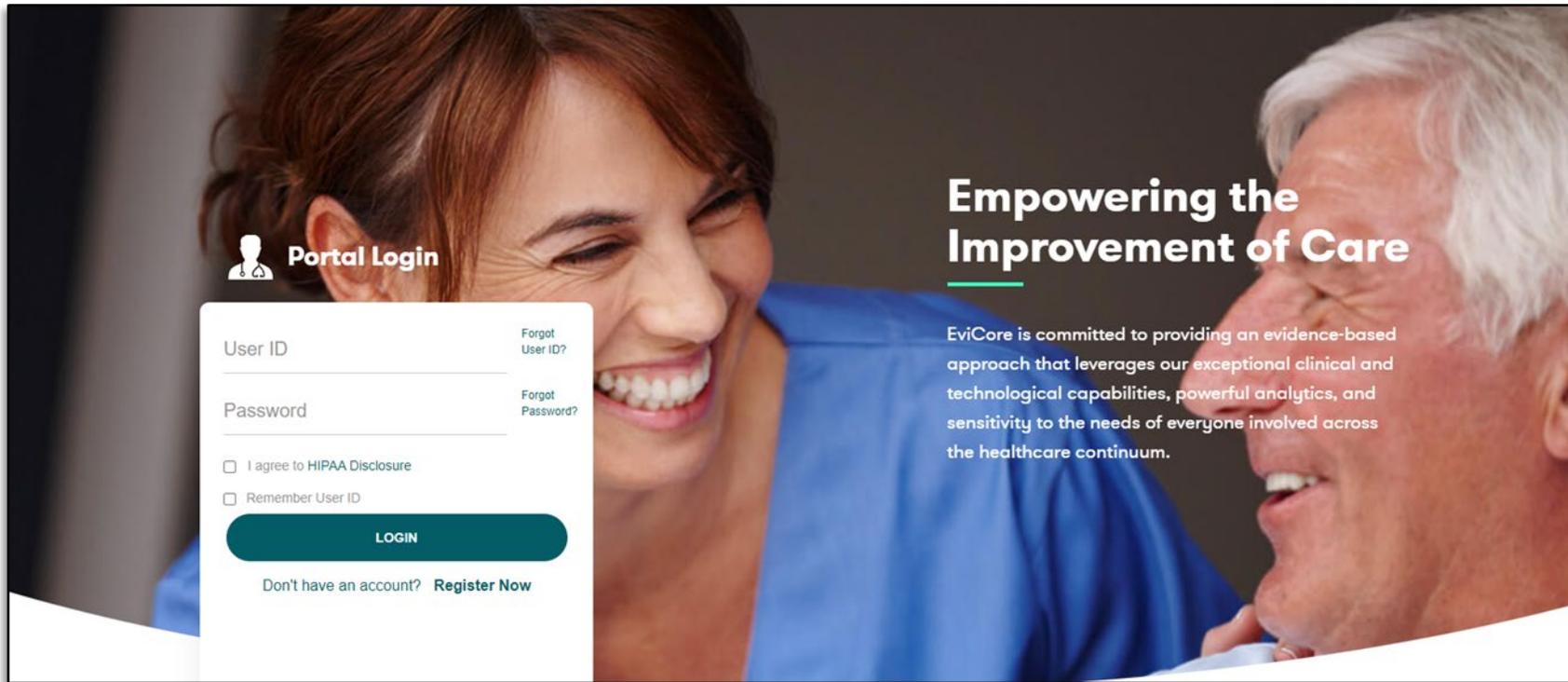
Account Log-In

Now that you have completed the one time registration for the portal, you are ready to log-in to your account, enter your User ID and Password.
Agree to the HIPAA Disclosure, and click "LOGIN".

Two Factor Authentication

Complete Two Factor Authentication

Registered Email Address

jma****@evicore.com

Send PIN

Please enter PIN sent to your Registered Email Address

PIN

Submit

After entering your login/password, you will be prompted to "Send PIN". The required PIN will be received into your registered email account. Enter the received PIN and submit.

Once logged into the web registration, there will be a five (5) hour window before the authentication process would expire.

Welcome Screen – Add providers to registration
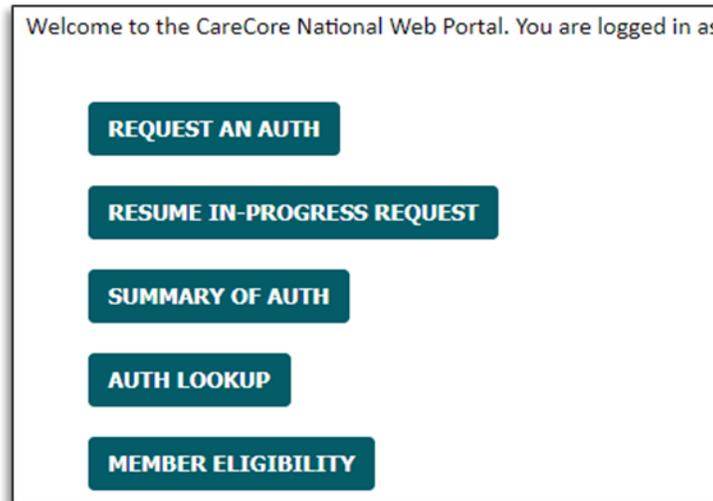
Providers can be added to your account by clicking on the "Manage Your Account" tab.

EviCore By EVERNORTH

network health

© 2024 eviCore healthcare. All Rights Reserved.
This presentation contains CONFIDENTIAL and PROPRIETARY information.

Adding Providers

Click the "Add Provider" button.

Adding Providers

Enter the Provider's NPI, state, and zip code to search for the provider record.
Once entered, click "Find Matches."
Multiple providers can be added 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 | MedSolutions Portal | Help / Contact Us |

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

ADD THIS PRACTITIONER   **CANCEL**

Selecting the matching record based upon your search criteria.

Adding Providers

Once you have selected a practitioner, your registration will be completed and ready for building a case. You can click on "Add Another Practitioner" to add another provider to your account or click "Continue."

Initiating a Case

The requester/user will log into the EviCore portal using their existing login credentials, then select "Request an Auth" or "Clinical Certification."

Select Medical Drug Management

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

Request an Authorization

To begin, please select a program below:

- ○ Durable Medical Equipment(DME)
- ○ Gastroenterology
- ○ Lab Management Program
- ● Medical Drug Management
- ○ Medical Oncology Pathways
- ○ Musculoskeletal Management
- ○ Pharmacy Drugs (Express Scripts Coverage)
- ○ Radiation Therapy Management Program (RTMP)
- ○ Radiology and Cardiology
- ○ Sleep Management

CONTINUE

Click here for help

For drugs covered under the patient's medical benefits, select "Medical Drug Management" from the program list.

Attention!

The Medical Drug Management program is for non-oncology diagnosis only. If you are requesting review of a Medical Drug Management for the treatment of cancer, please select Medical Oncology Pathways for eviCore manage members or contact the number on the back of the member's ID card for additional information.

OK
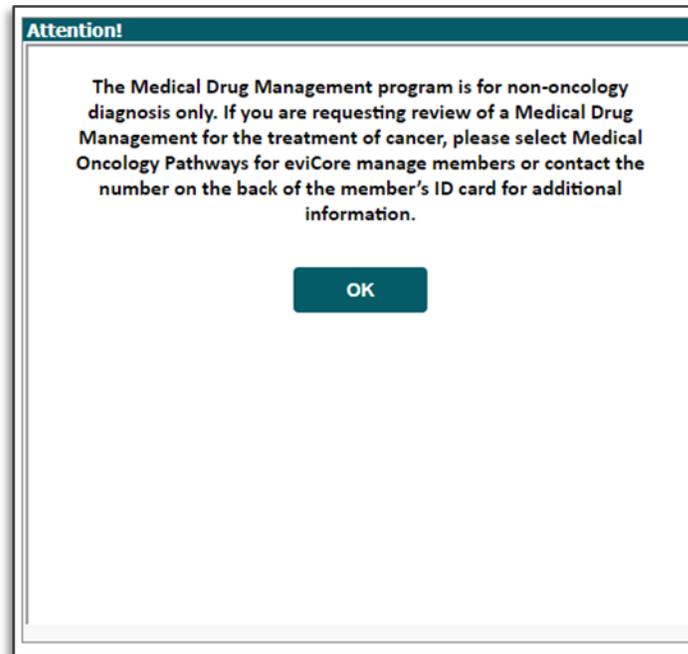
A message will populate advising on the Medical Drug Management program being for non-oncology diagnosis only, directing the user to the Medical Oncology program if the patient is seeking treatment for cancer.

Select Provider

Select the provider who is referring the patient for specialty drug treatment.

Select Health Plan and Provider Address

EviCore
By EVERNORTH

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

Thursday, May 30, 2024 2:24 PM

Choose Your Insurer

Requesting Provider: BLAKE, MATTHEW, NPI 1730396904

Please select the insurer for this authorization request.

← Health plan name

← Referring provider address

BACK   CONTINUE

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 a...

© 2024 eviCore healthcare. All Rights Reserved.
Privacy Policy | Terms of Use | Site Specific Terms | Contact Us

Message from webpage

You are now being transferred to Express Scripts OnePA to complete your request.

OK   CANCEL

Select Network Health from the first drop down menu, and the referring provider address (from the previous screen) from the second drop down menu.

EviCore By EVERNORTH   network health

Case Create

- **Complete Contact information (case urgency), Date of Service and Member information: Search by Member ID, Member Name & DOB or Member Name and Zip.**
- **Fields with * are required fields.**

Case Create

- **Member information search – displays patient information and medical coverage.**
- **Patient contact details: Provide patient phone using alternate patient phone if applicable. If no phone number, select number not provided/verified.**

Case Create

- **Enter Diagnosis information by code or diagnosis description.**
- **Must have primary, can add up to 24 secondary codes, if needed.**

Case Create

- **Drug information can be searched by HCPC, NDC or Drug name.**
- **Select continue to proceed.**

Case Create

- **If all required fields are not populated, will see message "Please correct flagged fields before submitting the form!".**
- **Fields that need data will be highlighted in red.**

Case Create

- **Order Information: Enter height and weight, especially for weight based drugs for dosing and Review Type (Prospective, Retrospective or Concurrent)**
- **Enter Start Date, End Date, Dosage UOM, Frequency UOM, Administrations, NDC/ HCPCS QTY units, HCPCS Modifier (if applicable), Route Description, and Directions. Add additional Doses/Duration, if applicable.**

Case Create

- **Order Information: Populated with data.**
- **Patient BMI information populated when height and weight data provided.**

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 to locate.**

Case Create

- **Prescriber Information: NPI search results.**
- **Select the appropriate address with associated phone/fax.**
- **Add New Location, if applicable.**

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.**

Case Create

- **Provider information: NPI search results.**
- **Select the appropriate address with associated phone/fax.**
- **Add New Location, if applicable.**

Case Create

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

Case Create

- **If this message appears after you click create, this means there is a case for the same patient, drug within the same start and end date. (i.e. duplicate case)**
- **Duplicate cases will display for review.**
- **If additional details are needed, please contact Care Continuum at 800-818-6747.**

Case Processing

- **Case is created and moves into the criteria collection phase. After answering the criteria questions, Select submit.**
- **There is a "save answers" option, if unable to answer criteria question. Choosing this option will allow you to obtain the answers and come back to the question later.**

Case Processing

Criteria completion: Request is submitted, and Case ID referenced documentation can be added or Log Off to exit.

Case Processing

- **Select Add Document, if applicable. Fill out required fields* and browse desktop to attach file. Comments may be entered as well.**
- **Once finished, select submit.**

Case Processing

- **Once document added viewable under User Document Section.**

Case Processing

- **Log off once done and takes user back to EviCore submission page.**

Additional Portal Features

EviCore By EVERNORTH

network health

Access a case via the Authorization Lookup feature on the EviCore portal

- **Select "Authorization Lookup" to search authorization by case ID.**
- **Select "OnePA Prior Authorization Portal for Providers" tab, Choose Health Plan and Provider NPI.**
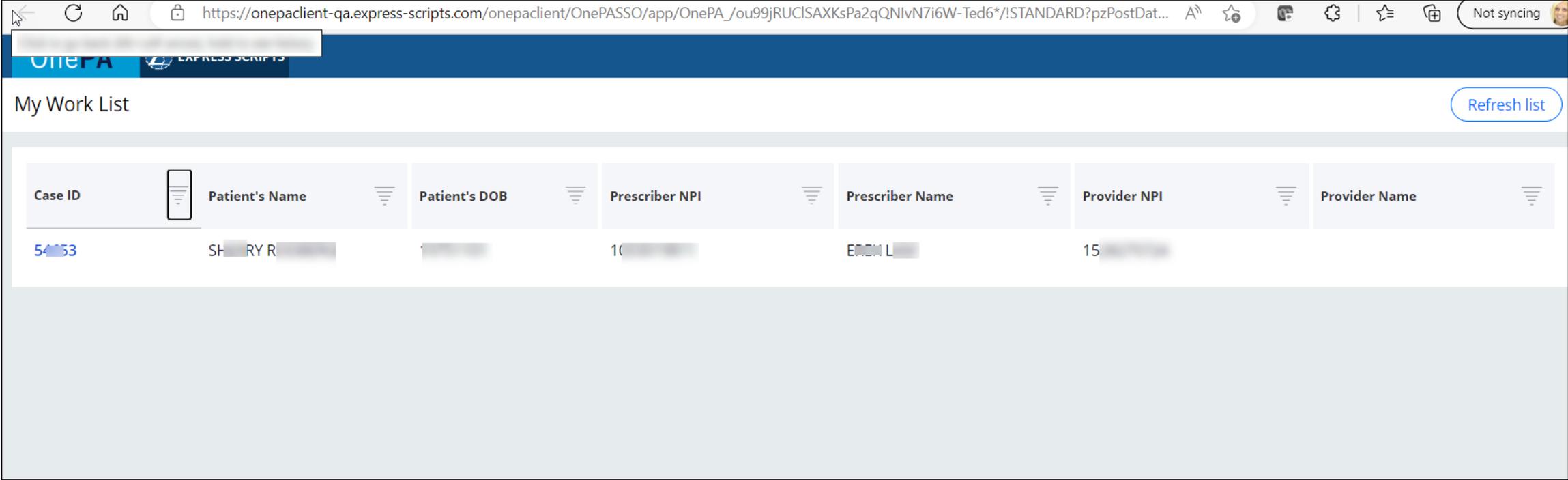- **Click OK to continue**

Case look up
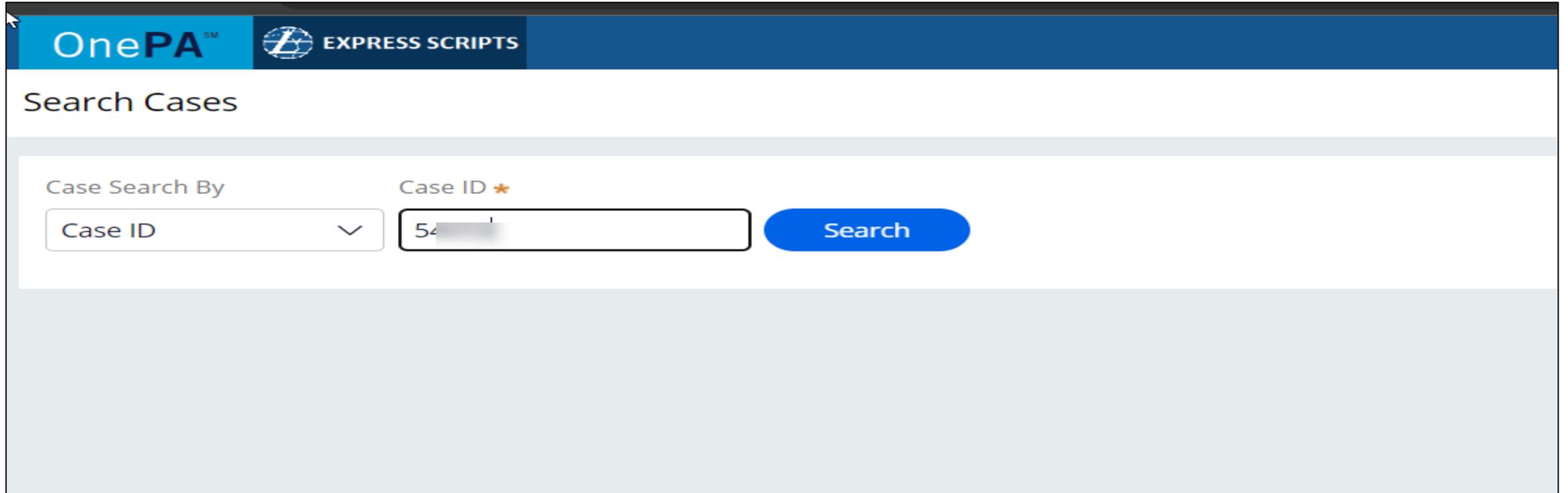
- **Case Search by Case ID: Enter case ID and click Search.**

Case look up

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

Case completion

- **User provided page to complete criteria.**

Web Portal Services

We're here to help

Tech/Web Support

Live chat is available M-F 7AM-7PM EST

START LIVE CHAT

Email: portal.support@evicore.com

Phone: 800-646-0418 option 2

CHAT WITH US

- **Email: portal.support@evicore.com**
- **Call a Web Support Specialist at (800)646-0418 (Option 2)**
- **Connect with us via Live Chat on the EviCore Provider Resource Page at Provider's Hub | EviCore by Evernorth**

EviCore By EVERNORTH

network health

Thank You

EviCore
By EVERNORTH

network health