



Horizon Blue Cross Blue Shield of New Jersey

2019 NJ AAHAM Spring Payer Conference

Michelle Merchant, Manager, Network Hospital Relations

Hilary Bodner, Hospital Relations Representative, Network Hospital Relations

Cindy Johnson, Hospital Relations Representative, Network Hospital Relations

Jennifer Mason, Regional Provider Engagement Manager, eviCore Healthcare



Horizon Blue Cross Blue Shield of New Jersey

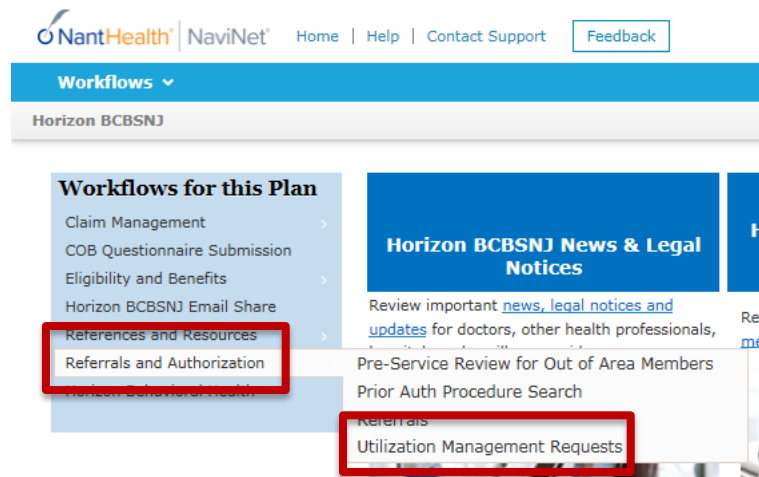
Important Announcements

Michelle Merchant, Manager, Network Hospital Relations
Hilary Bodner, Hospital Relations Representative, Network Hospital Relations

Post-Acute Facility Care Precert/Prior Auth Requests

Beginning **April 1, 2019**, precertification/prior authorization requests for Post-Acute care must be submitted either:

1. Online through our online ***Utilization Management Request*** Tool



2. By calling **1-844-243-3450**, prompt **2**, Monday through Friday, between 8 a.m. and 5 p.m., Eastern Time.

After hours or weekends facilities can call the on-call nurse's line 888-223-3072

Post-Acute Facility Care Precert/Prior Auth Requests

<https://www.horizonblue.com/providers/policies-procedures/utilization-management>

The screenshot displays the Horizon Blue website interface. At the top, a navigation bar includes links for HOME, MEMBERS, PROVIDERS (highlighted with a red box), BROKERS, and EMPLOYERS. To the right of these links are icons for a notification bell, CONTACT US, ABOUT US, CAREERS, and a search icon. Below the navigation bar is the Horizon Blue logo, followed by two buttons: NAVINET SIGN IN and DENTAL SIGN IN. A secondary navigation bar contains dropdown menus for Why Join, Products & Programs, Policies & Procedures (highlighted with a red box), Resources, Forms, and News. Below this is a breadcrumb trail: Home > Providers > Policies & Procedures > Utilization Management. On the left side, there is a list of resources under the heading HEDIS® RESOURCES, including CLAIM SUBMISSION & BILLING, DEMOGRAPHIC UPDATES, INQUIRIES, COMPLAINTS & APPEALS, POLICIES, and UTILIZATION MANAGEMENT (highlighted with a red box). To the right of this list, under the heading Utilization Management, are links for Clinical Practice Guidelines, Physical and Occupational Therapy Authorizations, Services Requiring Prior Authorization, and the Utilization Management Request Tool (highlighted with a red box). A red arrow points from the PROVIDERS link in the top navigation bar to the Utilization Management Request Tool link.

HOME MEMBERS **PROVIDERS** BROKERS EMPLOYERS

CONTACT US ABOUT US CAREERS

Horizon Blue

NAVINET SIGN IN DENTAL SIGN IN

Why Join Products & Programs **Policies & Procedures** Resources Forms News

Home > Providers > Policies & Procedures > Utilization Management

HEDIS® RESOURCES

- CLAIM SUBMISSION & BILLING
- DEMOGRAPHIC UPDATES
- INQUIRIES, COMPLAINTS & APPEALS
- POLICIES
- UTILIZATION MANAGEMENT**

- Clinical Practice Guidelines
- Physical and Occupational Therapy

Utilization Management

- Clinical Practice Guidelines
- Physical and Occupational Therapy Authorizations
- Services Requiring Prior Authorization
- Utilization Management Request Tool**

Turning Point

The Surgical and Implantable Device Management Program began November 1, 2018

For this program Turning Point conducts Prior Authorization and Medical Necessity Determination (PA/MND) reviews of certain orthopedic surgery services (many of which may require the use implantable devices).

Some services include joint reconstruction/fusion surgeries such as:

Joint Reconstructive & Fusion Surgeries (Including all associated revision surgeries)		Sports Medicine Surgeries
• Knee Arthroplasty	• Hip	• ACL Repair
• Hip Arthroplasty	Resurfacing	• Acromioplasty & Rotator Cuff Repair
• Shoulder	• Shoulder	• Femoroacetabular Arthroscopy
Arthroplasty	Fusion	• Knee Arthroscopy
• Elbow Arthroplasty	• Elbow Fusion	• Hip Arthroscopy
• Ankle Arthroplasty	• Ankle Fusion	• Meniscal Repair (with or w/o Allograft)
• Wrist Arthroplasty	• Wrist Fusion	• Osteochondral Defect Repair

A list of the specific procedure codes included as part of this program may be accessed at the Horizon website

<https://www.horizonblue.com/providers/products-programs/turningpoint-healthcare-solutions>

Turning Point

PA/MND applicable to:

- Inpatient
- Outpatient
- Ambulatory Surgical Center
- Physician's Office

TurningPoint will not perform PA/MND for orthopedic services administered in an observation setting or Emergency Room (ER).

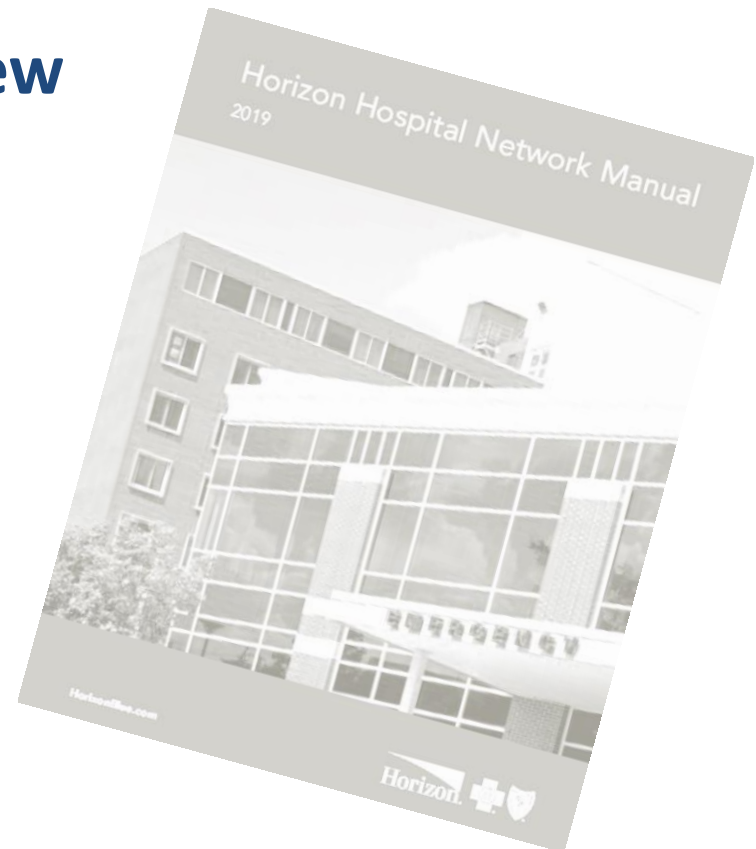
Program expansion to be announced later this year and webinars will be scheduled to update Network Hospitals.

Resources – Provider Reference Materials

<https://www.horizonblue.com/providers>

<https://navinet.com>

Quarterly News Letter – Blue Review



2019 Horizon Hospital Network Manual

Network Hospital Relations Contact Information

Michelle Merchant, Manager, Network Hospital Relations

Michelle_Merchant@Horizonblue.com

973-466-4048

Hilary Bodner, Hospital Relations Representative, Network Hospital Relations

Hilary_Bodner@Horizonblue.com

201-281-5481

973-466-5498

Cindy Johnson, Hospital Relations Representative, Network Hospital Relations

Cindy_Johnson@Horizonblue.com

973-466-6656

You Ask... We Answer



Medical Necessity Determination of OB U/S & Non OB U/S Services

Provider Orientation Session

Jennifer Mason, Regional Provider Engagement Manager



Program Overview

Medical Necessity Determination reviews will begin through eviCore healthcare on and for dates of service **May 1, 2019 and forward.**

**eviCore MND
applies to services
that are:**

- Outpatient
- Elective / Non-emergent

**eviCore MND
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 MND approval for services. If pre-service MND is not obtained, post-service MND process is applied.

Medical Necessity Determinations

- **Health care professionals should contact eviCore directly for MND requests beginning on or after May 1, 2019.**
- **MND may be obtained pre or post service, but is recommended to be done pre-service.**
- **Ultrasound services for which no pre-service is obtained may cause delays in claim payment.**
- **Post service MND must be in writing by mail.**

Medical Necessity Determination is Required Non OB U/S:

- **Abdomen and retroperitoneum**
- **Arterial and venous**
- **Breast**
- **Gynecological (diagnostic)**
- **Head and neck**
- **Pediatric**

Medical Necessity Determination is Required OB U/S:

- **Obstetrical ultrasounds**
- **Fetal echocardiography**

To find a list of CPT (Current Procedural Terminology) codes that require medical necessity determination through eviCore and clinical guidelines please visit the following web address:

www.horizonblue.com/providers/products-programs/evicore-health-care/radiology-imaging-services

Applicable Membership

MND is required for Horizon BCBSNJ members enrolled in fully insured plans/products to include:

- Advantage EPO
- Direct Access
- EPO
- HMO
- Indemnity
- Medicare Advantage
- OMNIA Health Plans
- POS
- PPO

Non Applicable Membership

MND is not required for Horizon BCBSNJ members enrolled in the following programs:

- Self-Insured ASO (Administrative Services Only) employer groups
- State Health Benefits Program (SHBP) and School Employee's Health Benefits Program (SEHBP)
- Horizon NJ Health
- Horizon NJ TotalCare (HMO SNP)
- Medigap

* Refer to the back of the member's ID card to determine whether the plan is self-insured Administrative Services Only (ASO) or fully insured. A self-insured ASO member ID card will state, "*Horizon BCBSNJ provides administrative services only and doesn't assume any financial risk for claims.*"

Ultrasound codes for program

The below Non-OB Ultrasound and OB Ultrasound codes are subject to Medical Necessity Review:

ULTRASOUND - DIAGNOSTIC						
76506	76770	76870	76978	93893	93970	93990
76536	76775	76872	76979	93922	93971	93998
76604	76776	76881	93880	93923	93975	
76641	76800	76882	93882	93924	93976	
76642	76830	76885	93886	93925	93978	
76700	76831	76886	93888	93926	93979	
76705	76856	76970	93890	93930	93980	
76706	76857	76975	93892	93931	93981	

ULTRASOUND - OBSTETRIC						
76801	76810	76813	76816	76819	76821	76827
76802	76811	76814	76817	76820	76825	76828
76805	76812	76815	76818	76820	76826	

MND required after the 2nd OB U/S.

Provider Privileging/Accreditation

PRACTITIONER SPECIALTY	PROCEDURE CODES	PRACTITIONER ACCREDITATION/CERTIFICATION REQUIREMENT	LABORATORY ACCREDITATION/CERTIFICATION REQUIREMENT
Cardiologists	71045 to 71048***76930, 76932, 93880		
Pediatric Cardiologists	71045 to 71048***, 76825 to 76828, 76930, 76932		
Colon & Rectal Surgeons	76872, 76942	• Certification by the American Board of Colon & Rectal Surgery (ABCRS)	
Endocrinologists	76536, 76942, 77080**, 77081**, 77085**		
Gastroenterologists	76975		
Head and Neck Surgeons (ENT, otolaryngologist)	70210, 70220, 76536, 76942		
Neurologists	93880		
OB/GYN	77063, 77067	• Must be fully compliant with MQSA requirement to perform screening mammography	
	74740, 76376, 77080**, 77081**, 77085 **, 76815, 76816, 76817, 76830 to 76857, 76948, 76970	•	
	76801, 76802, 76805, 76810, 76811, 76812, 76813, 76814, 76818, 76819, 76820, 76821, 76825, 76826, 76827, 76828, 76941, 76945, 76946, 93325	• AIUM accreditation in obstetrics ultrasound, or • ACR accreditation in obstetrical ultrasound	

OB Ultrasound Guidelines

eviCore will allow one Fetal Nuchal Translucency (76813/76814) in all pregnancies if:

- The patient is between 11-13 weeks and 6 days and cell-free DNA (Non-invasive prenatal testing) is not planned/performed.
- 76813/76814 was not already performed for the current pregnancy.

eviCore will allow one Fetal Anatomic ultrasound (76805/76810) in a normal, low risk pregnancy, ideally performed at 18-20 weeks:

- May be performed ≥ 16 weeks, and 76805/76810 has not already been performed for the current pregnancy.

Please Note: All requests for OBUS will be reviewed by the Imaging Guidelines located at www.evicore.com.

OB Ultrasounds High Risk Guidelines

Codes 76811 and 76812

eviCore will allow ONE specialized Fetal Anatomic Examination (76811/76812), which will be approved if the patient meets the following criteria:

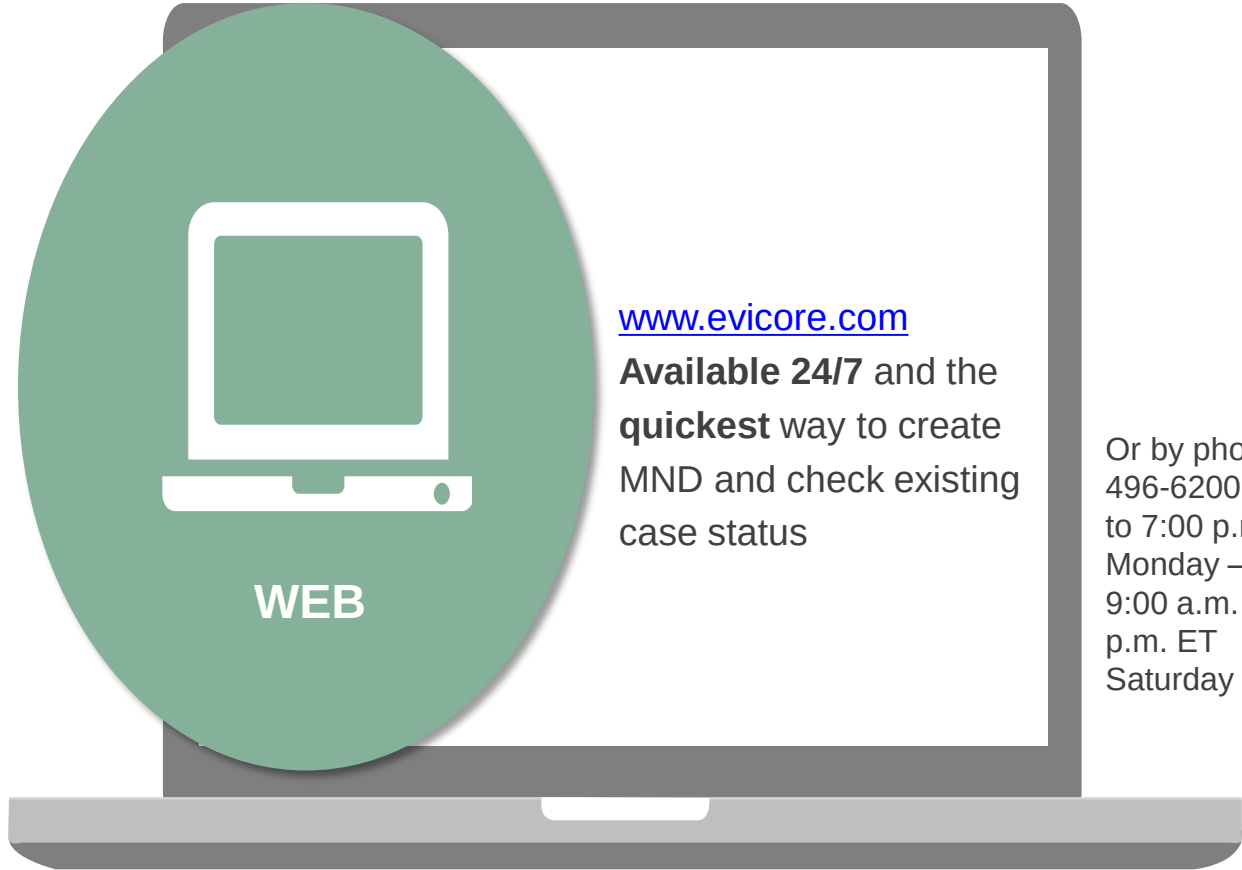
- Patient is high risk
- Gestational age is 16 weeks or greater at the time of service
- Specialist ordering the 76811/76812 OR the practice/facility is American Institute of Ultrasound in Medicine (AIUM), or American Collage of Radiology (ACR) accredited
- 76811/76812 was not already performed for the current pregnancy

When making requests for these codes, please include the patient's gestational age at the time the requested OBUS CPT code(s) will be performed, any prior OBUS that have been done (include the CPT code, date, and results) and the patient's prenatal record.

Web Portal Services

Medical Necessity Determinations:

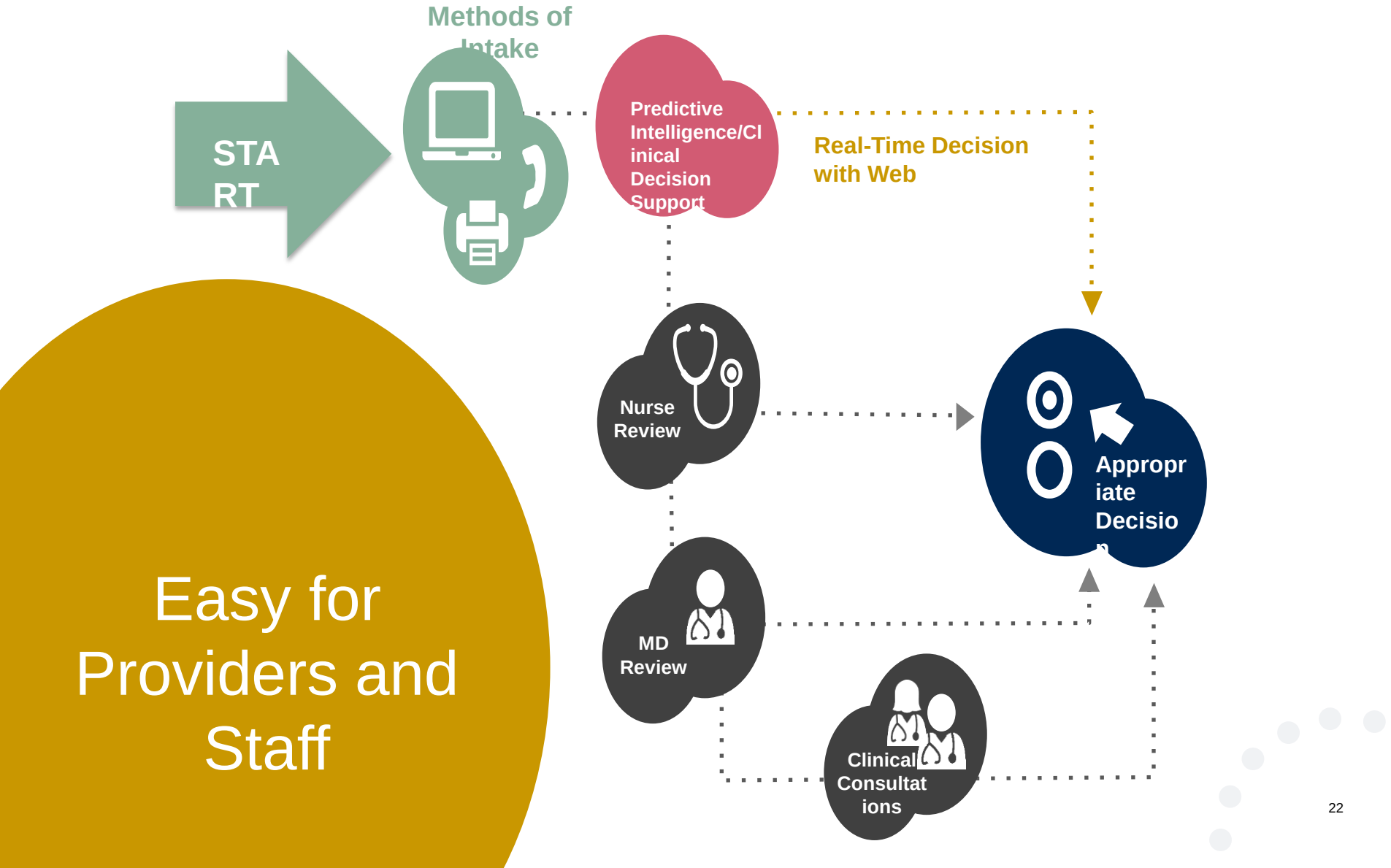
How to request a Medical Necessity Determination:



www.evicore.com
Available 24/7 and the **quickest** way to create MND and check existing case status

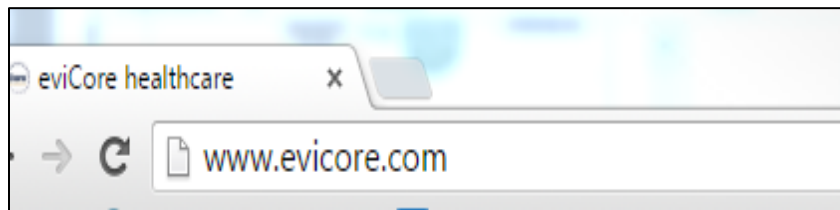
Or by phone: 866-496-6200 7:00 a.m. to 7:00 p.m. ET
Monday – Friday 9:00 a.m. to 5:00 p.m. ET
Saturday - Sunday

Clinical Review Process



eviCore healthcare website

- Point web browser to evicore.com

A screenshot of the 'Portal Login' page on the eviCore healthcare website. The page features a white login form overlaid on a background image of a smiling woman's face. The form includes fields for 'User ID' and 'Password', each with a 'Forgot' link. Below the fields are two checkboxes: 'I agree to HIPAA Disclosure' and 'Remember User ID'. A green 'LOGIN' button is positioned below the checkboxes. At the bottom of the form, there is a link that says 'Don't have an account? Register Now'.

Portal Login

User ID [Forgot User ID?](#)

Password [Forgot Password?](#)

☐ I agree to HIPAA Disclosure

☐ Remember User ID

LOGIN

Don't have an account? [Register Now](#)

Creating An Account



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](#)



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: ~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: Address:
Email: Phone:
Confirm Email: City: Ext:
First Name: State: Zip:
Last Name: Office Name:
Fax:

Next



Select CareCore National as the **Default Portal**, 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 use 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 First Name:	TEST	Physician Last Name:	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 be 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

The screenshot shows a laptop screen with a user registration form. The form is divided into sections: 'Default Portal' (Medsolutions), 'User Registration', and 'Provider Information'. The 'User Registration' section contains fields for Username (MYoder), Email (evicored1234@gmail.com), Account Type (Physician), First Name (Mallory), and Last Name (Yoder). The 'Provider Information' section contains fields for Physician First Name (TEST), Physician Last Name, State (TN), and Tax ID. A modal window titled 'USER REGISTRATION' is open, displaying the 'User Access Agreement' which is marked as '*Required'. The agreement text includes a title, a paragraph about the agreement's purpose, a paragraph about obtaining access, and a numbered list of terms. At the bottom of the modal, there is a checkbox labeled 'Accept Terms and Conditions' which is circled in red. Below the modal, there are 'Submit' and 'Cancel' buttons. The background form also has a 'Please read below to sign up as an appropriate user.' section with a list of user types.

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: evicored1234@gmail.com

Account Type: Physician

First Name: Mallory

Last Name: Yoder

Provider Information

Physician First Name: TEST Physician Last Name:

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 technological services, whether it is with eviCore directly or said health plan(s)).

☒ 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](#)

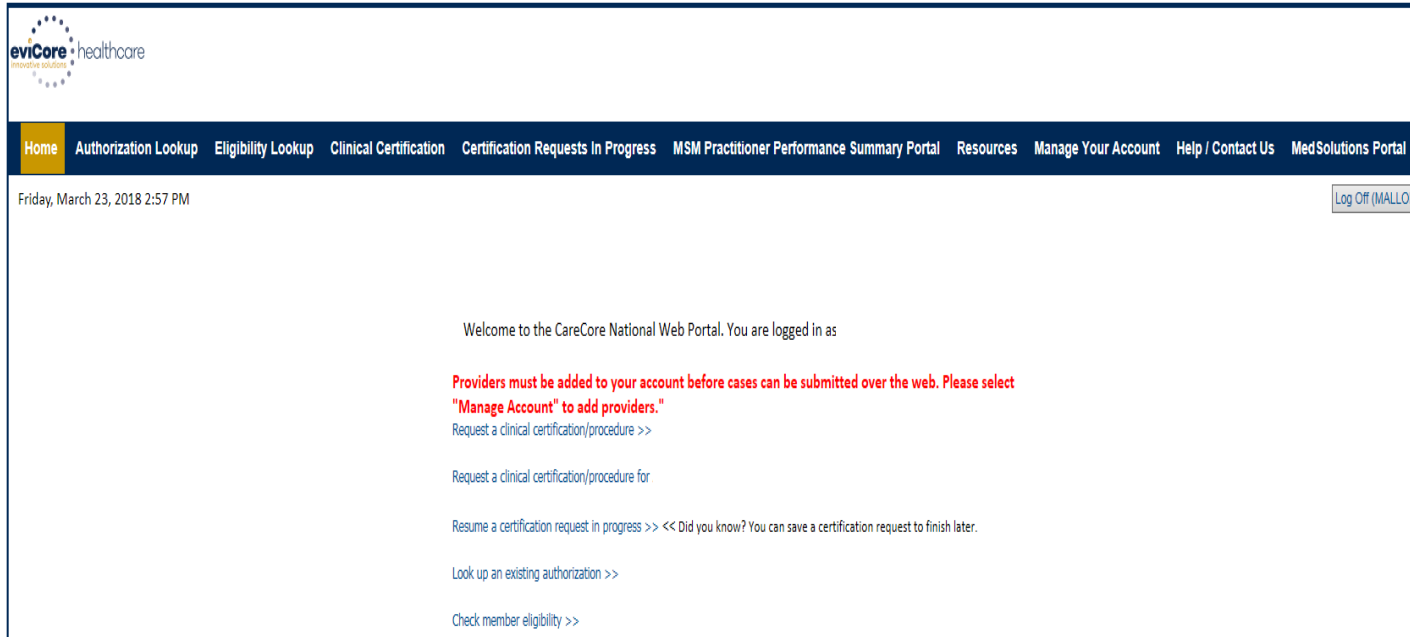
[Forgot Username](#) [Password?](#) [Register](#)

LOGIN



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

Welcome Screen



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

Add Practitioners

Manage Your Account

Office Name:

Change Password

Edit Account

Address: 730 Cool Springs Blvd
Franklin, TN 37067

Primary

Contact: User Account

Email Address: Test@email.com

Add Provider

Click Column Headings to Sort

No providers on file

Cancel

Click the “Add Provider” button.

Add Practitioners

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 Practitioners

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	730 Coolsprings Blvd	Franklin	TN	37067	(615)548-4000	

[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 Performance Summary Portal](#) [Resources](#) **Manage Your Account** [Help / Contact Us](#) [MedSolutions Portal](#)

Wednesday, January 16, 2019 10:48 AM [Log Off](#)

Add Practitioner

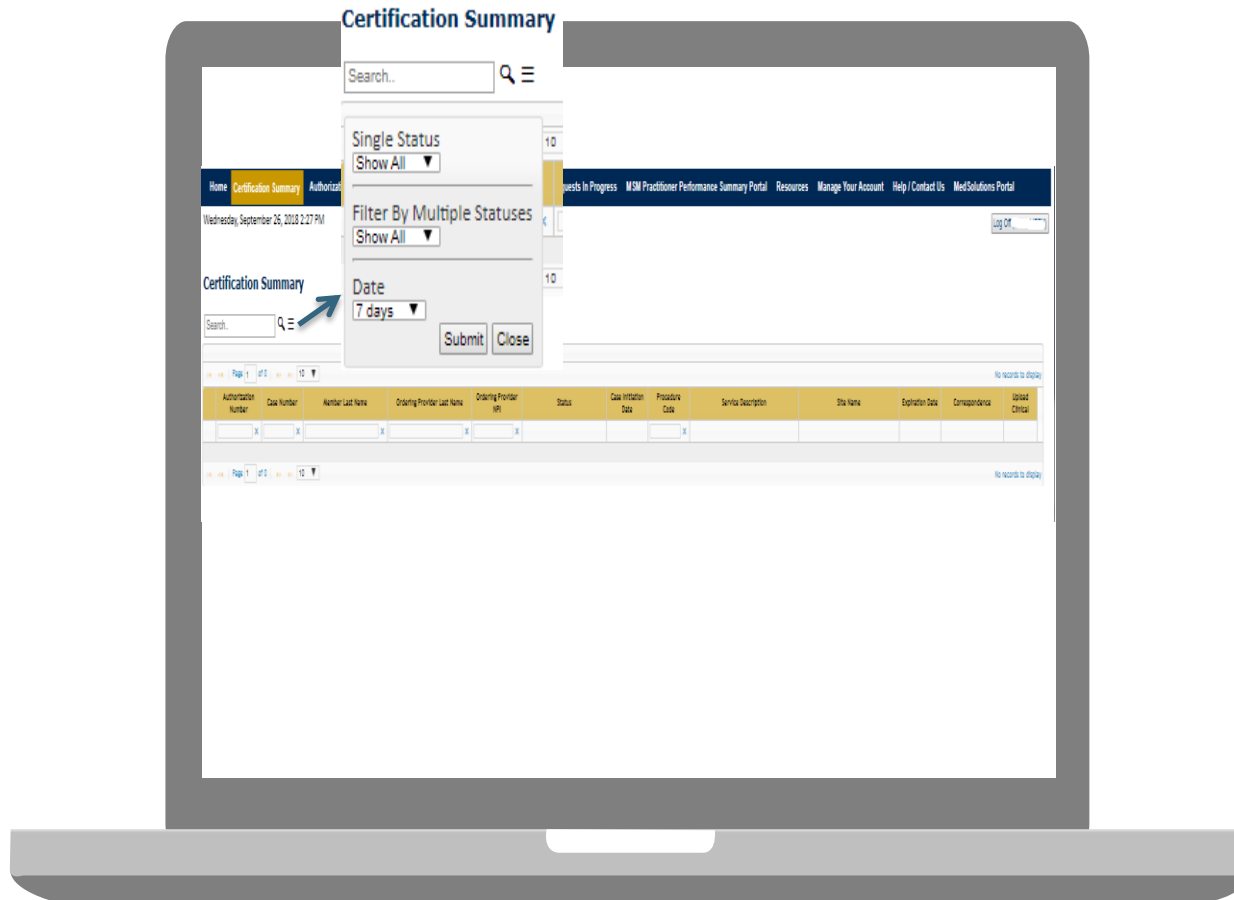
If you wish to add an additional practitioner, click the "Add Another Practitioner" button. If you are finished, click the "Continue" button to return to your account.

[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



- 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.

Needed Information



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

- Prior tests, lab work, and/or ultrasound 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

Initiating A Case



Welcome to the CareCore National Web Portal. You are logged in

[Review a summary of recent certifications >>](#)

[Request a clinical certification/procedure >>](#)

[Resume a certification request in progress >>](#) << Did you know? You can save a certification request to finish later.

[Look up an existing authorization >>](#)

[Check member eligibility >>](#)

[Horizon Pilot Designation Program >>](#)

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Choose **“request a clinical certification/procedure”** to begin a new case request.

Select Program

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

Wednesday, January 16, 2019 11:05 AM [Log Off](#)

Clinical Certification

Please select the program for your certification:

- ☐ Radiology and Cardiology
- ☐ Specialty Drugs
- ☐ Radiation Therapy Management Program (RTMP)
- ☐ Musculoskeletal Management
- ☐ Sleep Management
- ☐ Lab Management Program
- ☐ Durable Medical Equipment(DME)
- ☐ Medical Oncology Pathways

[Cancel](#) [Print](#) [Continue](#)

Click [here](#) for help or technical support

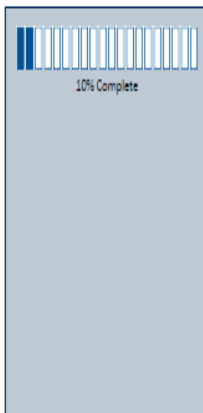
Select the **Program** for your certification.

Select Radiology and Cardiology for OB U/S requests.

Select Provider

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

Wednesday, January 12, 2016 11:02 AM



Clinical Certification

Select the practitioner or group for whom you want to build a case. If the practitioner, group, or lab for whom you wish to build a case is not listed, please visit [Manage Your Account](#) to associate the new practitioner, group, or lab.

Filter Last Name

[FILTER](#) [CLEAR FILTER](#)

or NPI:

Selected Physician:

Provider	
SELECT	
SELECT	
SELECT	
SELECT	
SELECT	
SELECT	
SELECT	
SELECT	
SELECT	
SELECT	
1 2 3	

[Cancel](#) [Back](#) [Print](#) [Continue](#)

[Click here for help or technical support](#)

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Log Off

Friday, March 23, 2018 2:57 PM

20% Complete

You selected

Please Select a Health Plan

Cancel Back Print Continue

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Member/Procedure Information

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

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Attention!

Time: 1/16/2019 11:23 AM

Has this procedure been performed?

Verify if the procedure has already been performed.

Member Information

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

Wednesday, January 16, 2019 11:05 AM [Log Off](#)



40% Complete

Provider and NPI

Clinical Certification

Patient ID:

Date Of Birth:

 MM/DD/YYYY

Patient Last Name Only:

 [?]

[ELIGIBILITY LOOKUP](#)

[Cancel](#)

[Back](#)

[Print](#)

Click [here](#) for help or technical support

Enter the **member information** including the Patient ID number, date of birth, and patient's last name. Click **"Eligibility Lookup."**

Clinical Details

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

Wednesday, January 16, 2019 11:05 AM [Log Off](#)

Clinical Certification

This procedure has not been performed. [CHANGE](#)

Radiology Procedures

Select a Procedure by CPT Code[?] or Description[?]
76805 ▾ OB US >= 14 WKS SNGL FETUS ▾

Diagnosis

Primary Diagnosis Code: **Z34.92**
Description: **Encounter for supervision of normal pregnancy, unspecified, second trimester**
[Change Primary Diagnosis](#)

Select a Secondary Diagnosis Code (Lookup by Code or Description)
Secondary diagnosis is optional for Radiology
 [LOOKUP](#)

[Cancel](#) [Back](#) [Print](#) [Continue](#)

[Click here for help or technical support](#)

Select the **CPT** and **Diagnosis** codes.

Verify Service Selection

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

Wednesday, January 16, 2019 11:05 AM [Log Off](#)

Clinical Certification

Confirm your service selection.

Procedure Date: TBD

CPT Code: 76805

Description: OB US >= 14 WKS SNGL FETUS

Primary Diagnosis Code: Z34.92

Primary Diagnosis: Encounter for supervision of normal pregnancy, unspecified, second trimester

Secondary Diagnosis Code:

Secondary Diagnosis:

[Change Procedure or Primary Diagnosis](#)

[Change Secondary Diagnosis](#)

[Cancel](#) [Back](#) [Print](#) [Continue](#)

Click [here](#) for help or technical support

Click **continue** to confirm your selection.

Site Selection

[Home](#) [Certification Summary](#) [Authorization Lookup](#) [Eligibility Lookup](#) **Clinical Certification** [Certification Requests In Progress](#) [MSM Practitioner Performance Summary Portal](#) [Resources](#) [Manage Your Account](#) [Help / Contact Us](#) [MedSolutions Portal](#)

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80% Complete

Provider and NPI

Patient

Service

73721 MRI LOWER EXTREMITY JOINT W/O
R60.09 Other general symptoms and signs

EDIT

EDIT

Clinical Certification

Specific Site Search

Use the fields below to search for specific sites. For best results, search by NPI or TIN. Other search options are by name plus zip or name plus city. You may search a partial site name by entering some portion of the name and we will provide you the site names that most closely match your entry.

NPI:		Zip Code:		Site Name:	
TIN:		City:		☒ Exact match	
				☐ Starts with	

[LOOKUP SITE](#)

[Cancel](#) [Back](#) [Print](#)

[Click here](#) for help or technical support

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Select the **specific site** where the testing/treatment will be performed.

Site Selection

Clinical Certification

Selected Site:

FIND NEW SITE

Site Email (optional)

Cancel

Back

Print

Continue

Click [here](#) for help or technical support

This page allows you to enter an email address for a facility representative.

Contact Information

Select an Urgency Indicator and Upload your patient's relevant medical records that support your request.

If your request is urgent select No, if the case is standard select Yes.

Clinical Certification

Is this case Routine/Standard?

Yes No



You can upload up to **FIVE documents** in .doc, .docx, or .pdf format. Your case will only be considered Urgent if there is a successful upload.

Clinical Certification

Wednesday, January 16, 2019 11:05 AM

Log Off

Clinical Certification

1 Has there been a prior office visit with this or any provider that confirmed the pregnancy?

☐ Yes ☐ No ☐ Unknown

2 What is the anticipated date of service for this Ultrasound?

3 What is the CURRENT gestational age? [Note: If the date of service is in the future, the gestational age will be automatically calculated for that date of service.]

4 What is the expected date of delivery?

5 How many babies are in this pregnancy?

☐ Unknown

SUBMIT

☐ Finish Later

Did you know?
You can save a certification
request to finish later.

Cancel Print

Click [here](#) for help or technical support

Clinical Certification questions may populate based upon the information provided.

Medical Review

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

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Clinical Certification

Is there any additional information specific to the member's condition you would like to provide?
☒ Yes ☐ No

Enter text in the space provided below or continue.

Additional Information - Notes:

[SUBMIT](#)

☐ Finish Later

Did you know?
You can save a certification
request to finish later.

[Cancel](#) [Print](#)

Click [here](#) for help or technical support

If **additional information** is required, you will have the option to either free hand text in the additional information box, or you can mark Yes to additional info and click submit to bring you to the upload documentation page.
Providing clinical information via the web is the quickest, most efficient method.

Medical Review

Clinical Certification

Clinical Upload

Please upload any additional clinical information that justifies the medical necessity of this request.

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

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

SKIP UPLOAD

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If **additional information** is required, you will have the option to either free hand text in the additional information box, or you can mark Yes to additional info and click submit to bring you to the upload documentation page.

Providing clinical information via the web is the quickest, most efficient method.

Medical Review

Clinical Certification

☐ I acknowledge that the clinical information submitted to support this authorization request is accurate and specific to this member, and that all information has been provided. I have no further information to provide at this time.

[Print](#) [SUBMIT CASE](#)

Click [here](#) for help or technical support

Acknowledge the Clinical Certification statements, and hit
“Submit Case.”

Approval

Clinical Certification

Your case has been Approved.

Provider Name:

Contact:

Provider Address:

Phone

Number:

Fax Number:

Patient Name:

Patient Id:

Insurance Carrier:

Site Name:

Site ID:

Site Address:

Primary Diagnosis

Code:

Description:

Secondary Diagnosis

Code:

Description:

Date of Service:

CPT Code:

Description:

Authorization

Number:

Review Date:

Expiration Date:

Status:

Your case has been Approved.

Print Continue

Once the clinical pathway questions are completed and if the answers have met the clinical criteria, an **approval** will be issued.

Print the screen and store in the patient's file.

Medical Necessity Determination Approvals

Approved cases:

Commercial lines of business:

- Non-urgent MND requests are processed within 3 business days after receipt of all necessary clinical information.
- Urgent MND requests are processed within 24 hours after receipt of all necessary clinical information.

Medicare Advantage:

- Non-urgent MND requests are processed within 14 calendar days from receipt of the request.
- Urgent MND requests are processed within 72 hours from receipt of the request.

An approved MND for an Obstetrical Ultrasound is valid for 270 days from the date of approval.

An approved MND for a Non-Obstetrical Ultrasound is valid for 45 days from the date of approval.

Medical Necessity Determination Denials

Denied Requests:

- Communication of denial determination
- Communication of the rationale for the denial
- How to request a clinical consultation

Notification Delivery:

- Faxed to the ordering provider
- Mailed to the member

Peer to Peer Call available:

If the requesting providers would like to discuss the determination with an eviCore Medical Director they may call 866-496-6200.

Medical Necessity Determinations – Clinical Appeal

Clinical Appeals:

- 1st Level Medical Appeals have 1 year following receipt of initial determination letter to request a medical appeal.
- Submission is accepted via the U.S. Postal service, by fax or phone.

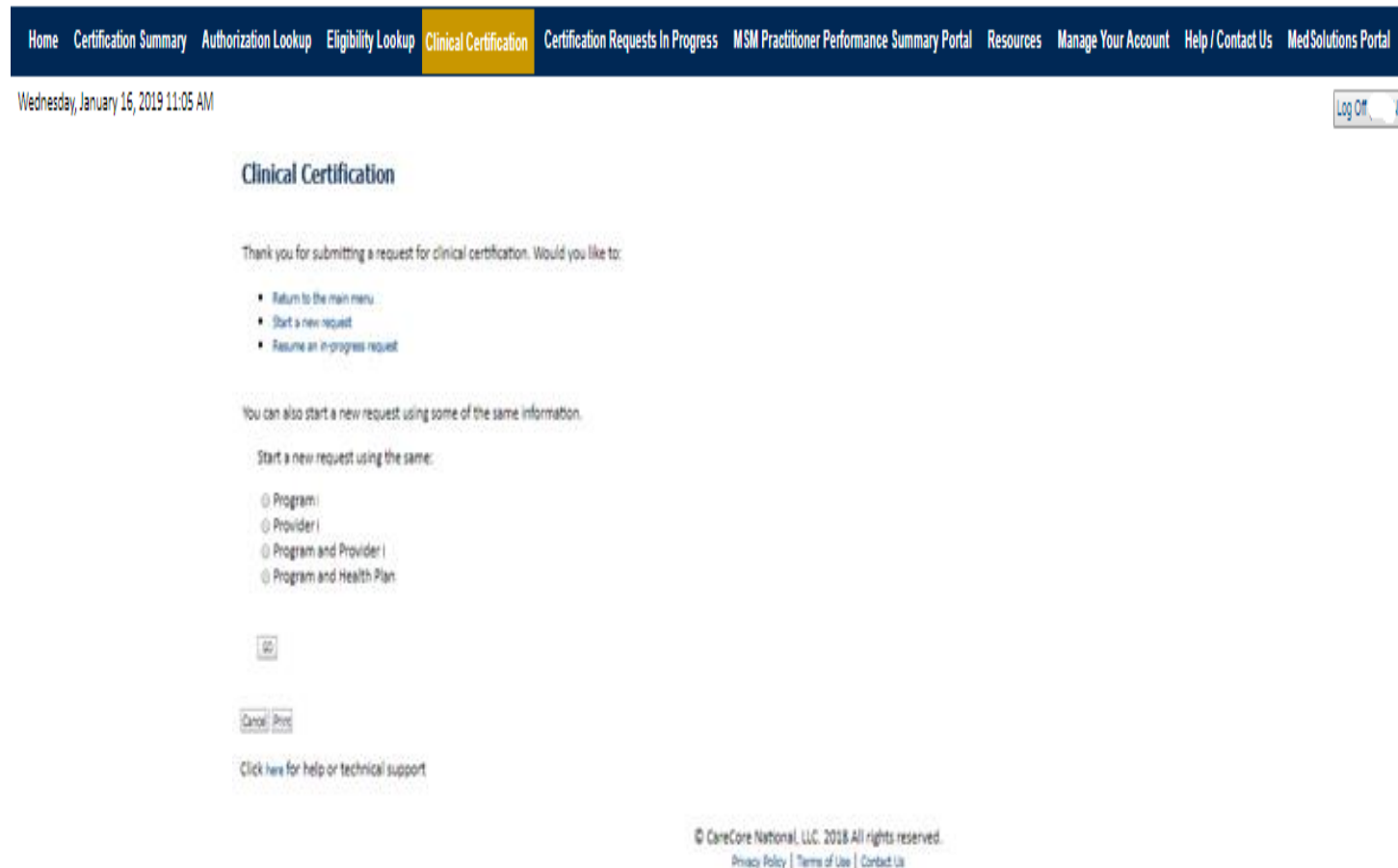
eviCore healthcare
Clinical Appeals, Mail Stop 600
400 Buckwalter Place Blvd
Bluffton, SC 29910

➤ Appeal Fax: 866-699-8128

Be sure to include the following information:

- Member Name and address
- Members Horizon BCBSNJ ID
- Date of service
- Nature and reason behind appeal
- Remedy sought
- Clinical documentation to support appeal

Building Additional Cases



The screenshot shows a web portal interface. At the top is a dark blue navigation bar with white text links: Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification (highlighted in yellow), Certification Requests In Progress, MSM Practitioner Performance Summary Portal, Resources, Manage Your Account, Help / Contact Us, and MedSolutions Portal. Below the navigation bar, on the left, is the date and time: Wednesday, January 16, 2019 11:05 AM. On the right is a 'Log Off' button. The main content area is titled 'Clinical Certification'. It contains a message: 'Thank you for submitting a request for clinical certification. Would you like to:' followed by a bulleted list: 'Return to the main menu', 'Start a new request', and 'Resume an in-progress request'. Below this is another message: 'You can also start a new request using some of the same information.' followed by 'Start a new request using the same:' and a list of radio button options: 'Program', 'Provider', 'Program and Provider', and 'Program and Health Plan'. There are 'Go' and 'Cancel' buttons. At the bottom, there is a link 'Click here for help or technical support' and a footer with copyright information: '© CareCore National, LLC. 2018 All rights reserved. Privacy Policy | Terms of Use | Contact Us'.

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

Wednesday, January 16, 2019 11:05 AM Log Off

Clinical Certification

Thank you for submitting a request for clinical certification. Would you like to:

- Return to the main menu
- Start a new request
- Resume an in-progress request

You can also start a new request using some of the same information.

Start a new request using the same:

- ☐ Program
- ☐ Provider
- ☐ Program and Provider
- ☐ Program and Health Plan

Go Cancel

[Click here for help or technical support](#)

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Once a case has been submitted for clinical certification, you can return to the **Main Menu**, **resume an in-progress request**, or **start a new request**. You can indicate if any of the previous case information will be needed for the new request.

Authorization look up



Home Certification Summary **Authorization Lookup** Eligibility Lookup Clinical Certification Certification Requests In Progress MSM Practitioner Performance Summary Portal Resources Manage Your Account Help / Contact Us Med Solutions Portal

Authorization Lookup

New Security Features Implemented

☒ 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:

☒ Search by Authorization Number/ NPI

REQUIRED FIELDS

Provider NPI:

Auth/Case Number:

Search

- Select Search by **MND Number/NPI**. Enter the provider's NPI and authorization or case number. Select **Search**.
- You can also search for an authorization by **Member Information**, and enter the health plan, Provider NPI, patient's ID number, and patient's date of birth.

Authorization Status

Authorization Lookup

Authorization Number: :
Case Number: :
Status: Approved
Approval Date: 1/16/2019 11:21:14 AM
Service Code:
Service Description:
Site Name:
Expiration Date: 4/16/2019
Date Last Updated: 1/16/2019 11:21:15 AM
Correspondence: [VIEW CORRESPONDENCE](#)

Procedures

Procedure	Description	Qty Requested	Qty Approved	Modifier(s)
CHANGE SERVICE CODE		1	1	

[Print](#) [Done](#) [Search Again](#)

Click [here](#) for help or technical support

The authorization will then be accessible to review. To print authorization correspondence, select **View Correspondence**.

Eligibility Look Up



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

Thursday, March 15, 2018 4:43 PM

Log Off (INTGTEST)

Eligibility Lookup

New Security Features Implemented

Health Plan:

Patient ID:

Member Code:

Cardiology Eligibility: Medical necessity determination required.

Radiology Eligibility: Precertification is Required

Radiation Therapy Eligibility: Medical necessity determination required.

MSM Pain Mgt Eligibility: Precertification is Required

Sleep Management Eligibility: Medical necessity determination required.

Print Done Search Again

[Click here](#) for help or technical support

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You may also confirm the patient's eligibility by selecting the **Eligibility Lookup** tab.

Provider Resources



Provider Resources: Medical Necessity Determination Call Center



MND
Call Center



Web-Based
Services



Client Provider
Operations



Documents

7:00 AM - 7:00 PM (Local Time): 866-496-6200

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

Provider Resources: Web-Based Services



MND
Call Center



Web-Based
Services



Client Provider
Operations



Documents

www.evicore.com

To speak with a Web Specialist, call (800) 646-0418 (Option #2) or email portal.support@evicore.com.

- Request authorizations and check case status online – 24/7
- Pause/Start feature to complete initiated cases
- Upload electronic PDF/word clinical documents

Provider Resources: Client Provider Operations



MND
Call Center



Web-Based
Services



Client Provider
Operations



Documents

clientservices@evicore.com , Or 800-646-0418

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

Provider Resources: Implementation Site



MND
Call Center



Web-Based
Services



Client Provider
Operations



Documents

For provider enrollment questions, please contact Horizon BCBSNJ
1-800-355-BLUE (2583)

Horizon BCBSNJ products & programs site
includes all implementation documents:

www.horizonblue.com/providers/products-programs/evicore-health-care/ultrasound-services-program

- Provider Orientation presentation
- CPT code list of the procedures that require prior authorization
- Quick reference guide
- eviCore clinical guidelines
- FAQ documents and announcement letters

You can obtain a copy of this presentation on the implementation site listed above. If you are unable to locate a copy of the presentation, please contact your hospital specialist.

Questions?





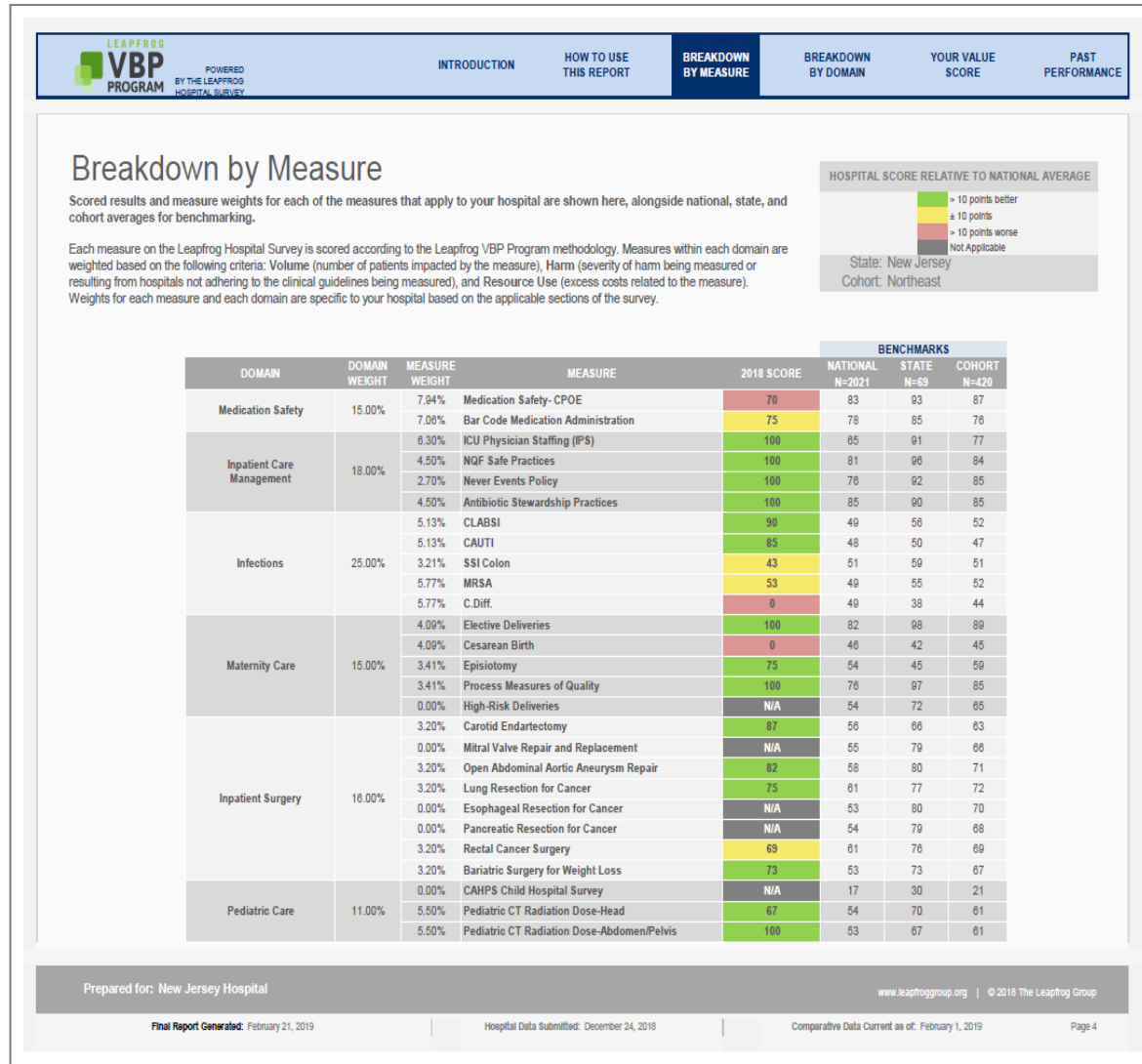
NJ Network Hospitals 2019 Leapfrog Hospital Survey Performance Results

Michelle Merchant, Manager, Network Hospital Relations

The Leapfrog Measures

DOMAIN	MEASURE
Medication Safety	Medication Safety-CPOE Bar Code Medication Administration
Inpatient Care Management	ICU Physician Staffing (IPS) NQF Safe Practices Never Events Policy Antibiotic Stewardship Practices
Infections	CLABSI CAUTI SSI Colon MRSA C.Diff.
Maternity Care	Elective Deliveries Cesarean Birth Episiotomy Process Measures of Quality High-Risk Deliveries
Inpatient Surgery	Carotid Endarterectomy Mitral Valve Repair and Replacement Open Abdominal Aortic Aneurysm Repair Lung Resection for Cancer Esophageal Resection for Cancer Pancreatic Resection for Cancer Rectal Cancer Surgery Bariatric Surgery for Weight Loss
Pediatric Care	CAHPS Child Hospital Survey Pediatric CT Radiation Dose-Head Pediatric CT Radiation Dose-Abdomen/Pelvis

Sample Hospital Report



Congratulations

New Records Set

- Most ever Leapfrog “Top Hospitals”
- Highest number of NJ participants (68)
- Only one hospital non-participant
- NJ beats the national average in 25/27 measures



Leapfrog's "Top Hospitals"

Our Top Twelve



- Bayshore Medical Center
 - CarePoint Health-Bayonne Medical Center
 - Inspira Medical Center Woodbury
 - Jersey Shore University Medical Center
 - Monmouth Medical Center
 - Newark Beth Israel Medical Center
 - Ocean Medical Center
 - Riverview Medical Center
 - Robert Wood Johnson University Hospital at Hamilton
 - Robert Wood Johnson University Hospital Somerset
 - St. Joseph's University Medical Center
 - Virtua Voorhees Hospital
-

Performance by Domain

- Medication Safety
 - Inpatient Care Management
 - Maternity Care
 - Infections
 - Inpatient Surgery
 - Pediatric Care
-

Medication Safety

- Bayshore Medical Center
- Cape Regional Medical Center
- CarePoint Health-Bayonne Medical Center
- CarePoint Health-Christ Hospital
- Chilton Medical Center
- Community Medical Center of Toms River
- Englewood Hospital and Medical Center
- Hackensack University Medical Center at Pascack Valley
- HackensackUMC Palisades
- Hackettstown Regional Medical Center
- Inspira Medical Center Vineland
- Jersey City Medical Center
- JFK Medical Center
- Morristown Medical Center
- Newark Beth Israel Medical Center
- Newton Medical Center
- Ocean Medical Center
- Our Lady of Lourdes Medical Center
- Overlook Medical Center
- Robert Wood Johnson University Hospital at Hamilton
- Robert Wood Johnson University Hospital Somerset
- Saint Barnabas Medical Center
- St. Francis Medical Center of Trenton
- St. Joseph's University Medical Center
- The Valley Hospital
- Trinitas Regional Medical Center
- University Hospital
- Virtua Marlton Hospital
- Virtua Memorial Hospital
- Virtua Voorhees Hospital

Inpatient Care Management

- Bayshore Medical Center
- CarePoint Health-Bayonne Medical Center
- CarePoint Health-Christ Hospital
- Chilton Medical Center
- Englewood Hospital and Medical Center
- Hackensack University Medical Center at Pascack Valley
- Hackettstown Regional Medical Center
- Inspira Medical Center Woodbury
- Jersey Shore University Medical Center
- Morristown Medical Center
- Newark Beth Israel Medical Center
- Newton Medical Center
- Ocean Medical Center
- Our Lady of Lourdes Medical Center
- Riverview Medical Center
- Robert Wood Johnson University Hospital
- Robert Wood Johnson University Hospital at Hamilton
- Robert Wood Johnson University Hospital Somerset
- Saint Barnabas Medical Center
- St. Francis Medical Center of Trenton
- Trinitas Regional Medical Center
- Virtua Marlton Hospital
- Virtua Memorial Hospital
- Virtua Voorhees Hospital

Inpatient Care Management *(continued)*

- Cape Regional Medical Center
- Capital Health Medical Center - Hopewell
- Capital Health Regional Medical Center
- Clara Maass Medical Center
- Community Medical Center of Toms River
- Cooper University Hospital
- Hackensack Meridian Health Mountainside Medical Center
- Hackensack University Medical Center
- HackensackUMC Palisades
- Holy Name Medical Center
- Hudson Regional Hospital
- Hunterdon Medical Center
- Inspira Medical Center Vineland
- Jersey City Medical Center
- JFK Medical Center
- Overlook Medical Center
- Saint Clare's Hospital of Denville
- Saint Clare's Hospital of Dover
- Saint Peter's University Hospital
- Shore Medical Center
- Southern Ocean Medical Center
- St. Joseph's University Medical Center
- St. Mary's General Hospital
- The Valley Hospital
- University Hospital

Maternity

- Capital Health Medical Center - Hopewell
- Cooper University Hospital
- Holy Name Medical Center
- Hunterdon Medical Center
- Inspira Medical Center Vineland
- Inspira Medical Center Woodbury
- Jersey City Medical Center
- Jersey Shore University Medical Center
- Morristown Medical Center
- Newark Beth Israel Medical Center
- Ocean Medical Center
- Our Lady of Lourdes Medical Center
- Robert Wood Johnson University Hospital
- Robert Wood Johnson University Hospital Somerset
- Saint Barnabas Medical Center
- Shore Medical Center
- Trinitas Regional Medical Center
- University Hospital
- Virtua Memorial Hospital
- Virtua Voorhees Hospital

Infections

- Capital Health Medical Center - Hopewell
- CarePoint Health-Bayonne Medical Center
- Hackensack University Medical Center at Pascack Valley
- HackensackUMC Palisades
- Hackettstown Regional Medical Center
- Hudson Regional Hospital
- Jefferson Cherry Hill Hospital
- Lourdes Medical Center of Burlington County
- Monmouth Medical Center
- Ocean Medical Center
- Raritan Bay Medical Center of Perth Amboy
- Riverview Medical Center
- Robert Wood Johnson University Hospital at Hamilton
- Saint Michael's Medical Center
- Saint Peter's University Hospital
- St. Francis Medical Center of Trenton

Inpatient Surgery

- CentraState Medical Center
- Cooper University Hospital
- Deborah Heart and Lung Center
- East Orange General Hospital
- Jefferson Stratford Hospital
- Jefferson Washington Township Hospital
- Jersey Shore University Medical Center
- JFK Medical Center
- Morristown Medical Center
- Penn Medicine Princeton Medical Center
- Riverview Medical Center
- Robert Wood Johnson University Hospital
- Saint Clare's Hospital of Dover
- Virtua Voorhees Hospital

Pediatric Care

- Cape Regional Medical Center
- CentraState Medical Center
- Chilton Medical Center
- Hackensack Meridian Health Mountainside Medical Center
- Hackensack University Medical Center
- Newark Beth Israel Medical Center
- Newton Medical Center
- Robert Wood Johnson University Hospital
- Robert Wood Johnson University Hospital at Hamilton
- Robert Wood Johnson University Hospital Rahway
- Robert Wood Johnson University Hospital Somerset
- St. Francis Medical Center of Trenton
- Trinitas Regional Medical Center
- Virtua Marlton Hospital

Value Score

- Bayshore Medical Center
- CarePoint Health-Bayonne Medical Center
- Englewood Hospital and Medical Center
- Hackensack University Medical Center at Pascack Valley
- Inspira Medical Center Woodbury
- Jefferson Cherry Hill Hospital
- Jersey Shore University Medical Center
- Monmouth Medical Center
- Morristown Medical Center
- Newark Beth Israel Medical Center
- Newton Medical Center
- Ocean Medical Center
- Our Lady of Lourdes Medical Center
- Riverview Medical Center
- Robert Wood Johnson University Hospital at Hamilton
- Robert Wood Johnson University Hospital Somerset
- Robert Wood Johnson University Hospital
- Saint Barnabas Medical Center
- St. Francis Medical Center of Trenton
- Virtua Marlton Hospital
- Virtua Memorial Hospital
- Virtua Voorhees Hospital

Hospitals scoring in the top 20%

Value Score

- CarePoint Health-Bayonne Medical Center
- Hackensack University Medical Center at Pasc
- Monmouth Medical Center
- Morristown Medical Center
- Newark Beth Israel Medical Center
- Ocean Medical Center
- Robert Wood Johnson University Hospital at H
- Robert Wood Johnson University Hospital Son
- St. Francis Medical Center of Trenton
- Virtua Voorhees Hospital



Hospitals scoring in the top 10%

Measures with Significant Improvements

- Bar Code Administration (61 to 85)
- Elective Deliveries (70 to 98)
- ICU Physician Staffing (83 to 91)
- Process Measures of Quality (90 to 97)
- High Risk Deliveries (63 to 72)



Thank You

Michelle Merchant

Manager, Network Hospital Relations
Horizon BCBSNJ

1-973-466-4048

Michelle_Merchant@HorizonBlue.com