

PROVIDER QUICK POINTS

PROVIDER INFORMATION



March 13, 2019

eviCore Post-Acute Care Program for Medicare Advantage Members Helpful Tips and Reminders

As notified through prior Provider Bulletins and Provider Quick Points, Blue Cross and Blue Shield of Minnesota (Blue Cross) has contracted with eviCore Healthcare (eviCore), an independent specialty medical benefits management company, to manage Prior Authorization requests for Post-Acute Care (PAC) services for members enrolled in the Medicare Advantage programs.

Medicare Advantage alpha prefixes that are managed by eviCore:

- QQL – Medicare Advantage Southern Region
- QQN – Blue Cross Strive Medicare Advantage
- QQQ – Group Medicare Advantage
- XZL – Medicare Advantage Metro and West Region (Medicare High Value Network)

Products Not Impacted:

Members who **do not require PAC prior authorizations through eviCore** at this time are:

- Blue Cross Fully Insured Individual, Small Group, & Large Group Members
- Blue Cross Commercial Self-Insured Members
- Blue Cross Federal Employee Program (FEP) Members
- Blue Cross Government Programs (Families and Children (F&C), MinnesotaCare (MNCare), SecureBlue (MSHO), and Minnesota Senior Care Plus (MSC+) health plans)
- Blue Cross Platinum Blue and Senior Gold Members

Please follow Blue Cross Commercial/MN Government Program's Pre-Certification/Pre-Authorization/Notification process/guidelines for the above groups.

eviCore's PAC program is designed to align the member's discharge planning decisions with the facility's clinical team, which ensures our member's safety and helps reduce avoidable readmissions. eviCore will accept initial and extended stay (concurrent) Prior Authorization requests for the following provider types:

- Skilled Nursing Facilities (SNF)
- Long-Term Acute Care Facilities (LTAC)
- Swing Bed
- Home Health Care (HHC)
- Inpatient Rehabilitation Facilities (IRF)

Prior Authorization Requests Submission Responsibilities:

Hospitals:

- Responsible for submitting the **initial** Post-Acute Care Prior Authorization requests for PAC facility services to eviCore for Medicare Advantage members.

Post-Acute Care Facilities:

- Responsible for submitting **concurrent** Prior Authorization requests for PAC facility services to eviCore for Medicare Advantage members.
- Responsible for submitting the **initial** Prior Authorization requests for members **admitting from the community (Emergency Room or outpatient setting) to eviCore**. Please see the Direct Community Admit Onepager posted at: www.evicore.com/healthplan/bluecrossmn for more information.
- Responsible for submitting the **initial** Prior Authorization requests to Blue Cross for all Blue Cross members that **do not have a Medicare Advantage policy**.
- Responsible to verify SNF days used on CMS website for Medicare members.

Home Health Agencies:

- Responsible for submitting **initial** HHC Prior Authorization requests to eviCore for members discharging directly from the hospital or for members with a new community referral from a physician or treating practitioner.
- Responsible for submitting **concurrent** Prior Authorization requests to eviCore for HHC services.

The initial HHC prior authorization request for patients discharging from a PAC facility may be submitted to eviCore by either the admitting HHC Agency, discharging hospital, or PAC facility. **eviCore will accept Prior Authorization requests from providers in any of the following ways:**

- <http://www.availity.com> will be the quickest way to create Prior Authorizations and check existing case status
- Fax – PAC authorizations 888-738-3916, Home Health authorizations: 866-506-3087; DME authorizations 866- 663-7740.
- Telephone – Clinical information can be called in to eviCore at 1-844-224-0494, options 1,8,1,2 for PAC, options 1,8,1,1 for HH or Transitional Care, options 1,8,3 for DME, follow additional appropriate prompts based on inquiry.

Training opportunities and provider resources:

eviCore healthcare has web orientation sessions designed to assist you and your staff with this new program. You will be able to attend the web orientation session that works best for you and your schedule.

The training schedule is posted at: www.evicore.com/healthplan/bluecrossmn/PAC/HHC Online Orientation Training Sessions.

Web Orientation Sessions:

Anyone wishing to attend one of the online web orientation sessions **must register in advance**. Each online web orientation session is free of charge and will last approximately one hour.

How to Register:

Please read the following instructions carefully to register for and participate in a session:

- Once you have selected a provider specific session, please go to <http://eviCore.webex.com/>
- Click on the “Webex Training” link at the bottom left of the page
- Under Live Sessions, click the “Upcoming” tab, then enter the desired topic name exactly as below and Search:
 - Blue Cross and Blue Shield of Minnesota Post-Acute Care Provider Orientation Session
 - Blue Cross and Blue Shield of Minnesota Home Health Care Provider Orientation Session

- Blue Cross and Blue Shield of Minnesota PAC and HHC eviCore Portal Training Session
- Blue Cross and Blue Shield of Minnesota Durable Medical Equipment Provider Orientation Session
- Click “Register” next to the date and time you wish to attend
- Enter the registration information

Additional Information:

Preauthorization forms, training schedules and provider resources are posted at www.evicore.com/healthplan/bluecrossmn