

Prior Authorization Requests for Advanced Imaging

Participating providers with Avera Health Plans will have access to online requests. Visit www.CareCoreNational.com to initiate a prior authorization request.

CareCore website will allow you to submit authorization/notification 24/7.

1. Enter your **User ID** and **Password**.

NOTE: If first time users, select '**Register**' to obtain a User ID and Password.

VERY IMPORTANT: For current users, you will need to request an additional login for new health plan participants: Go to your profile and put a checkmark next to the additional health plan you need access to.

2. Select **Request a Clinical Certification** to start the process.

Medically Urgent Requests
Refer to **PHONE**
Quick Access Guide

Referring Physician Selection

- A. Select the **referring physician** from the list provided
 - Select the physician's **Location**
 - Select the **Insurance Carrier** for the patient
 - Select **Continue**
- B. Enter the **Contact** name
 - Verify Physician's phone and fax numbers and enter extension if applicable
 - Select **Continue**
- C. Select the **Program** for Certification
 - Select **Continue**

Patient Selection

- D. Enter **Patient's ID, Date of Birth, and Last Name**
 - Select **Eligibility Lookup** button
 - Select the appropriate patient from the list provided by clicking **Select**
 - Patient's history appears; review to verify the test has not already been ordered
 - Select **Continue**

Procedure Selection

- E. Enter the **expected procedure date**
 - Enter the **Procedure** by CPT Code or description from the drop down listing
 - Enter the **ICD-9 Code** by code or description and select **Lookup**; select the ICD-9 code
 - Select **Continue**
- F. Verify the information.
 - Select **Continue**

Site Selection

- G. Search for the rendering facility by entering in the site name, address or ZIP code.
 - Select **Lookup Site**
 - Select the appropriate site from the list by clicking the **Select** button next to the choice
 - Verify the selected site. **VERY IMPORTANT:** This is the last chance to confirm the member, physician, procedure and site before selecting "Continue" to enter the clinical collection phase. Once the clinical collection phase has been entered, there is no way to return to make changes after this point.
 - Select **Continue**

NTS-DOC-048 (05/12) MP318

- H. Answer a set of questions prompted by the requested CPT code for your clinical collection.
- Answer each question by selecting the button next to the appropriate choice. (You will be prompted to the next question to complete the clinical collection.)
NOTE: If you select **Exit the review** at anytime during the clinical collection phase, you will stop the process.
 - Check the **Acknowledgement** box stating that the information that you provided is accurate and all the information known has been supplied.
 - Select **Submit Case**

APPROVALS – Authorization Number is Provided

If medical necessity has been determined, an authorization (notification) number will be provided along with the expiration date. The authorization information may be printed for your records.

DENIALS – Case Number is Provided

If not enough information was supplied to determine medical necessity, the case may be required to go to clinical review. There is a text field for providers to enter additional information to be considered for the clinical review. A case number is assigned for reference and the information may be printed for your records.

Modifications to Cases

- The ordering physician is to call CareCore National at 1 (866) 668-8295.
- Supply the **Authorization/Notification Number** or the **Case Number** for reference.

The ordering physician may speak with a medical director at any point during the case management process by calling CareCore National.**

**** Only one of the following may speak to a medical director: physician, physician's assistant or nurse practitioner.*

Visit www.CareCoreNational.com to locate Provider Resources, Provider Tools, Process Tutorials and view any of the Submission Instruction modules.