EviCore Portal

Use the time-saving eviCore portal for faster prior authorization decisions. The portal contains clinical pathway logic to save providers time by only requiring answers to questions necessary to demonstrate medical necessity. Starting your requests via fax or phone may result in longer processing times.

Please correctly choose your provider(s) and/or facility when entering your requests. Network Health is seeing an increase in manually created provider entries (which occurs when providers call eviCore) or facilities being used when an individual provider is the appropriate option. Inaccurate provider entries delay your claim(s) processing because it causes re-work on the back end.

For more information on how to create your online account and more, please visit the provider resources page here, https://networkhealth.com/provider-resources/authorization-information.

Exciting News - Provider Portal Enhancement

We are excited to share that we have completed the enhancement to the claim dispute section of our Provider Portal. This enhancement was a request from several of our provider partners during our provider portal demonstrations.

Portal account users registered with the same Tax Identification Number (TIN) and National Provider Identifier (NPI) combination will be able to view the status of each other's submitted disputes.

The user may access this by clicking Claims > Claim Dispute/Medical Record Form > then selecting the tab titled Previous Requests. A list of all disputes submitted with the same TIN

and NPI combination will display. The user may also search in this section by claim ID, patient last name or confirmation number to search for a submitted dispute.

If you have a suggestion on how to make the provider portal more efficient or would like to schedule a portal demonstration for your team, please reach out to your provider operations manager.

NEW Process for Adding Providers to your Practice

Effective March 1, 2023, Network Health is no longer accepting the paper Provider Information Form(s) for adding new providers to your practice. We have enhanced our Provider Portal, allowing providers to add or remove providers 24/7 via the Provider Information Form Quick Link located on the landing page of the provider portal. Please click here to review the form titled *Locating and Submitting Provider, Facility and Termination Forms in the Provider Portal*.* If you would like assistance locating the forms or a tutorial on how to use the forms, please reach out to your provider operations manager.

*Groups with delegated credentialing agreements may continue to submit updates via the roster process

Network Health Subrogation Process

We have noticed an increase in provider calls regarding our subrogation process. We have a Subrogation Policy available on our provider page for reference, and below are some key points that may assist with these claims.

- Providers are required to indicate on the claim if third party liability applies.
- If the claim is identified as subrogation, it is forwarded to our subrogation vendor to review and verify the accountable third party vendor.
- If the claim is denied for third party liability, the <u>provider</u> must contact Network Health's subrogation vendor.
- Timely filing requirements apply as outlined in the provider contract, or Network Health's Claim Submission Policy.
- The provider is responsible for obtaining all prior authorizations prior to rendering services.

When subrogation funds are received from the third party liability carrier, the paid claim is reprocessed, and the subrogation refund is *applied* to the payment of the identified claim. **The provider payment is not being recouped, and remains with the provider.**
The following Remittance Advice Remark Codes (RARC) will be added to the claim:

9033 "*Subrogation Recovery Adjustment*" and 9037 "*A check has been received from Ingenix and applied to these charges. This payment is not being recouped*." If you have questions regarding the subrogation process, please reach out to your provider operations manager.

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