

This communication should be viewed by:
Primary Care Providers
Clinical staff

eviCore Healthcare updates

MVP Health Care® (MVP) delegates responsibility for prospective Utilization Management (UM) review of selected service requests to eviCore Healthcare (eviCore). As previously communicated to our valued Participating Providers, eviCore updated their authorization intake process on November 20, 2023. MVP is sharing this reminder to help our Providers avoid processing errors.

When a Provider creates an authorization through the eviCore portal or via phone, **the system will no longer recognize the 11-digit Member ID.**

When creating an authorization, the system will instead require:

- The first 9-digits of the Member ID
- Member last name
- Member date of birth

The image below illustrates the updated interface:

The screenshot shows the eviCore Healthcare portal interface. At the top, there is a navigation bar with tabs for Home, Certification Summary, Authorization Lookup, Eligibility Lookup, Clinical Certification, and Certification. The 'Eligibility Lookup' tab is currently selected. Below the navigation bar, the date and time are displayed as 'Tuesday, December 05, 2023 3:10 PM'. The main content area is titled 'Patient Eligibility Lookup' and contains three input fields: 'Patient ID:*' (a text box), 'Date Of Birth:*' (a date picker with a 'MM/DD/YYYY' format hint), and 'Patient Last Name Only:*' (a text box with a search icon). Below these fields is a note: 'When entering patient details, please review and confirm the spelling of the patient's name'. There are two buttons: 'ELIGIBILITY LOOKUP' and 'BACK'. At the bottom left, there is a link: 'Click here for help'.

If you experience any issues, please contact your MVP Professional Relations Representative or eviCore Client Services at clientservices@evicore.com.

It's Time to Recertify Your Patients!*

The Families First Coronavirus Response Act has expired. To learn how MVP can help your patients continue their coverage, visit mvphealthcare.com/recertification.

*Applies to Members enrolled in Medicaid, Child Health Plus (CHP), Health and Recovery Plan (HARP), and the Essential Plan (EP).

To view all communications, visit mvphealthcare.com/FastFax

Questions? Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at 1-800-684-9286.