



Genetic Testing Provider Office Staff Training

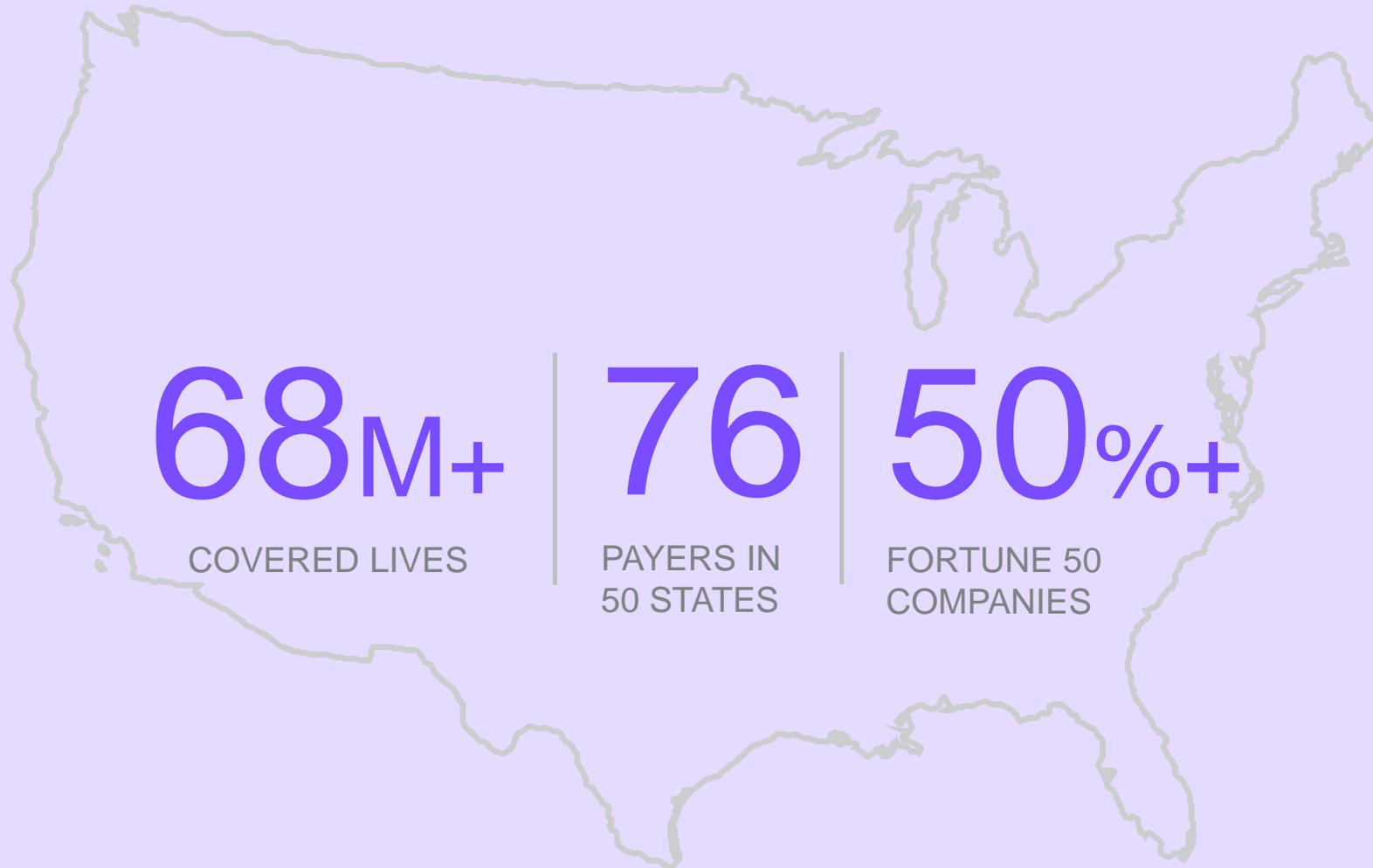
Subtitle line
Date

Agenda

- Introduction to Carelon Medical Benefits Management
- UCare Program Overview
- Preparing for the Program Go-Live
- Carelon provider portal Features
- Carelon provider portal Order Request Demonstration
- Questions



Our business is national in scale and scope





Our collaborative approach enhances the provider experience

90%

OVERALL SATISFACTION

3-4MIN

AVERAGE INTAKE TIME

94%

SATISFACTION WITH PORTAL EASE OF USE

87%+

OF REQUESTS RESOLVED WITHIN 24 HOURS

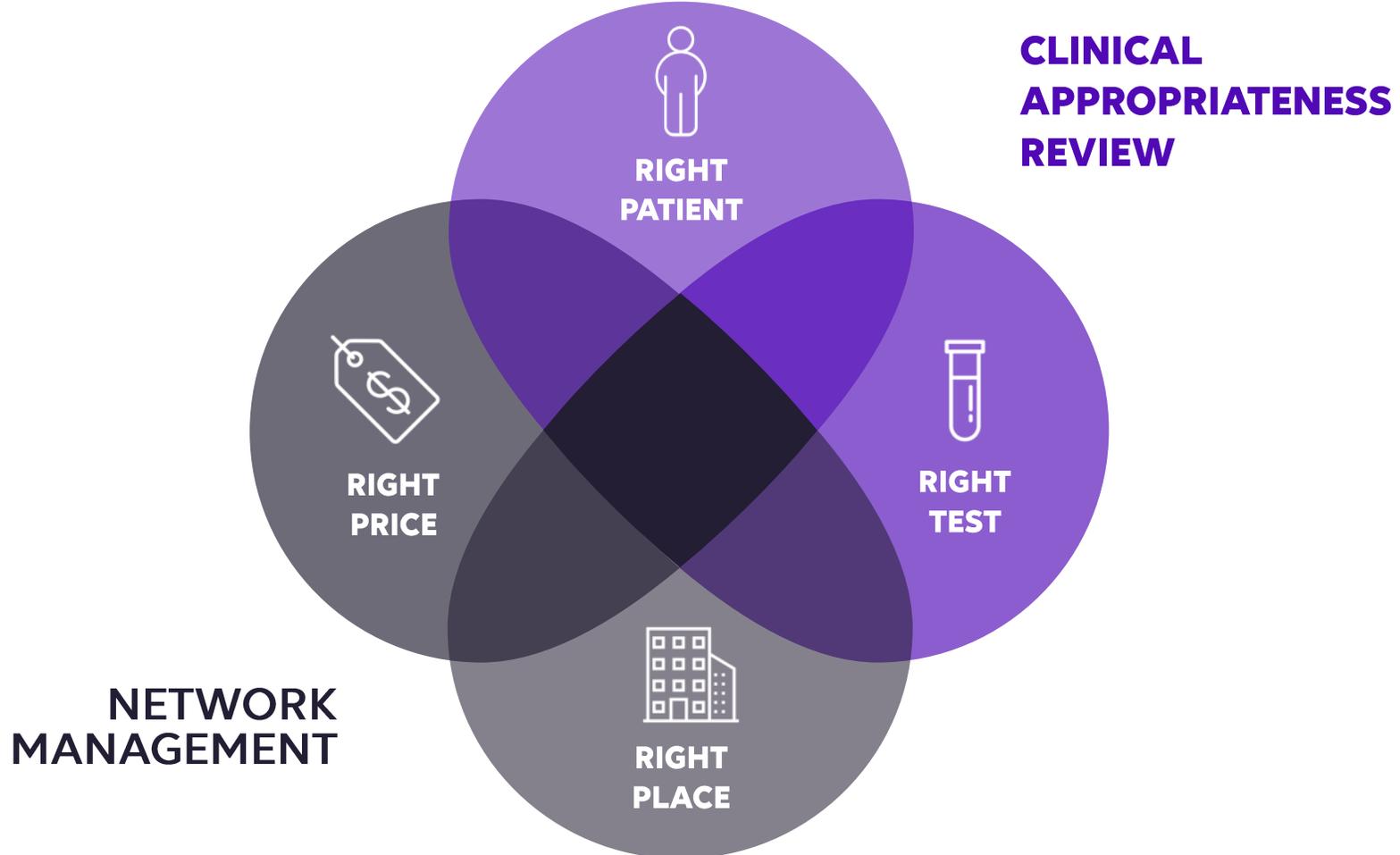


UCare Program Overview

Note: Carelon maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.



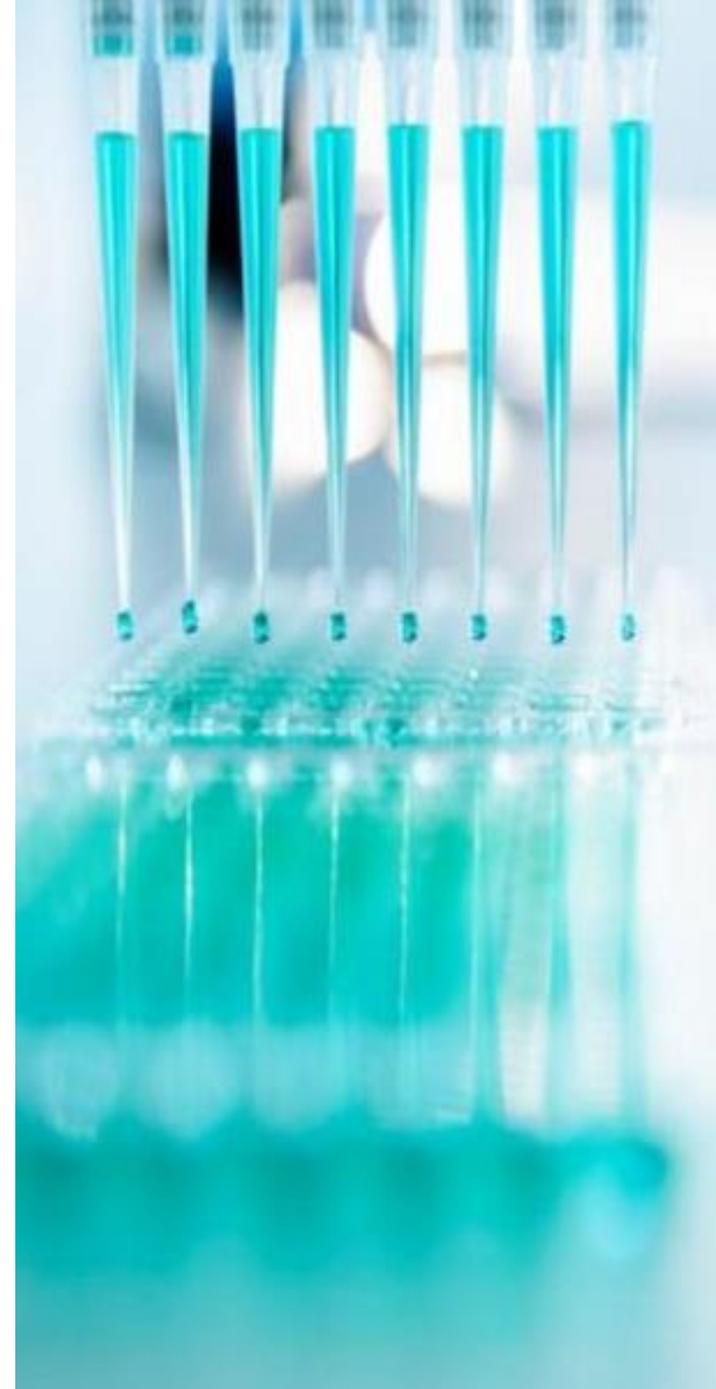
Our solution addresses the medical and business practice complexities of genetic testing



Services requiring preauthorization

Test categories included:

- Reproductive carrier screening
- Prenatal testing
- Preimplantation genetic testing (PGT)
- Rare disease testing
- Whole exome/genome sequencing
- Hereditary cancer testing
- Hereditary cardiac testing
- Tumor testing
- Neurogenetic and neuromuscular testing
- Pharmacogenomics and thrombophilia testing
- Susceptibility testing for common diseases



Settings requiring preauthorization



Included setting:

- Genetic testing laboratories

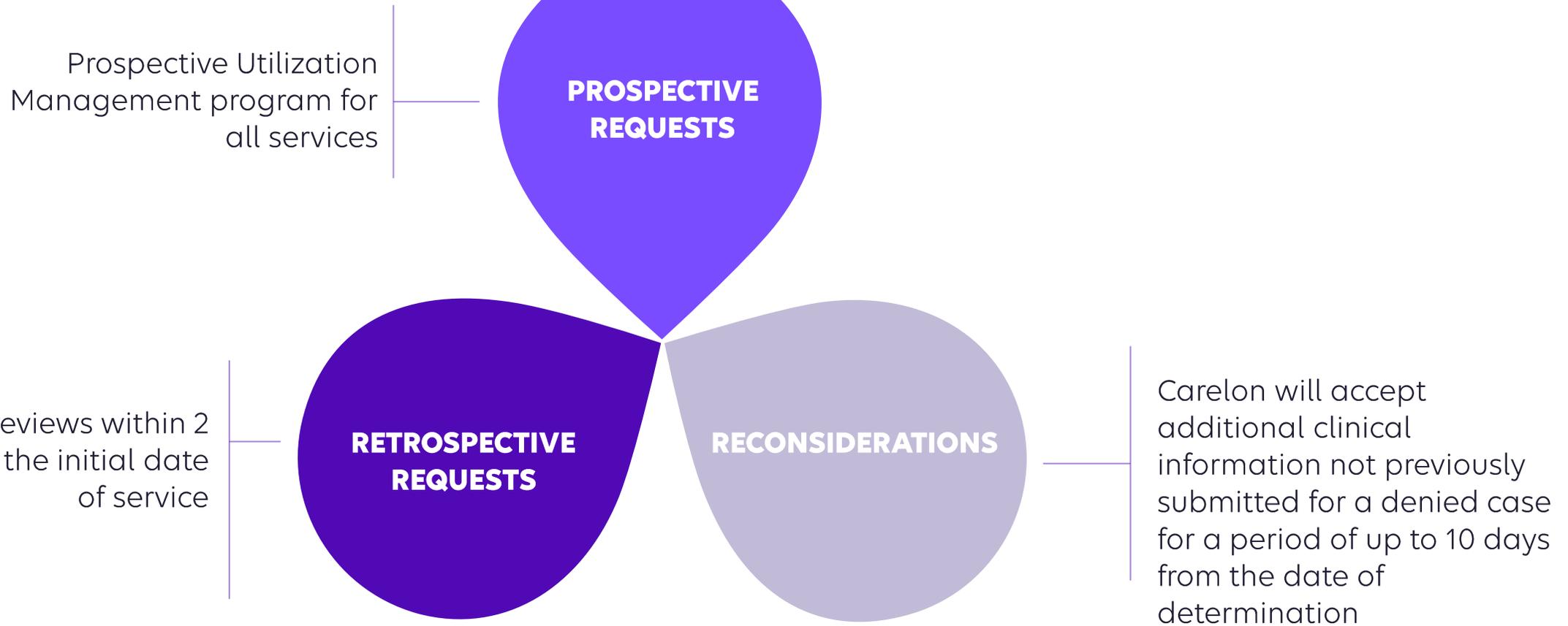


Excluded setting:

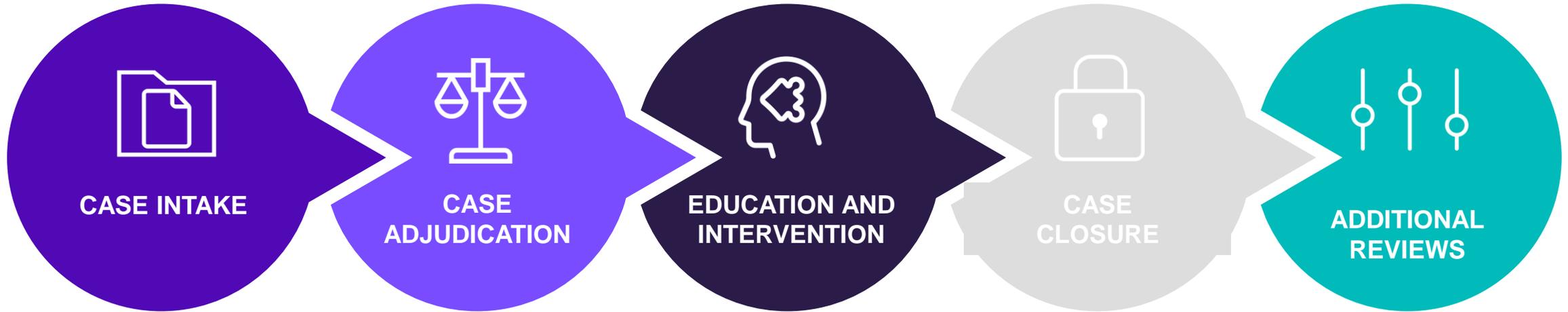
- Inpatient studies
- Studies performed as part of ER/observations visit
- Studies that are a component of outpatient elective surgery



Carelon promotes ordering provider-initiated requests



Key UM elements and clinical review steps



1. Member and ordering provider demographics
2. Test requested and laboratories available
3. Genetic counseling information, if required

1. Clinical appropriateness adjudication using CMS coverage determinations (NCDs/LCDs) and/or Carelon clinical guidelines

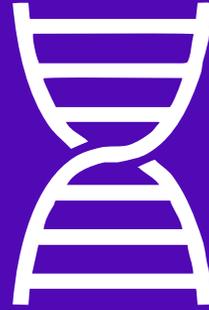
1. Peer-to-peer discussion if previous adjudication indicated that case does not meet clinical criteria

1. Document final review outcome
2. Messaging of final review outcome to provider
3. Case final determination letter generated
4. Extract case information to UCare

1. Pre-service reconsiderations
2. First level provider appeals, and first level member appeals are managed by UCare



How long is a preauthorization valid?



ORDER NUMBER VALID TIMEFRAME IS BASED ON:

The current date + 180 days



Carelon closes most cases within 24 hours



Case turn-around times

- A determination will be made on non-urgent commercial (Individual and Family Plans) requests within 5 business days of receipt of all information necessary to complete the review.
- A determination will be made on urgent commercial (Individual and Family Plans) requests within 48 hours to include one business day
- A determination will be made on non-urgent Medicare Advantage and Medical Assistance (Medicaid) requests within 10 calendar days
- A determination will be made on expedited Medicare Advantage and Medical Assistance (Medicaid) requests within 72 hours





Preparing for the Program Go-Live

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Program start date



Contact center and
provider portal open



Program goes live

Contact center and provider portal will be available beginning on June 16, 2025 for preauthorization requests with dates of service rendered on or after July 1, 2025.



Submitting an order request



Provider portal

- Register at www.providerportal.com
- Available 24 hours/day, 7 days/week except for maintenance on Sundays from 12-6 pm CT
- SSO through EPA for out-of-state providers (Blue plans only)
- Provider portal support team: (800) 252-2021



Carelon contact center

- Dedicated toll-free number: (833) 821-1954
- Contact center hours: 8AM – 5 PM CST
- Voicemail messages received after business hours will be responded to the next business day

* Carelon call center is closed on the following holidays: Thanksgiving Day, the day after Thanksgiving, Christmas Day, New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, and Labor Day.



Which UCare members need preauthorization through Carelon?



Included lines of business (products):

Members in all products except Medicare Supplement



Excluded lines of business (products):

Medicare Supplement

Please contact the health plan to verify preauthorization requirements for members who are not found within the Carelon system.

If the health plan confirms eligibility, they may contact Carelon to have the member manually added into the Carelon system.



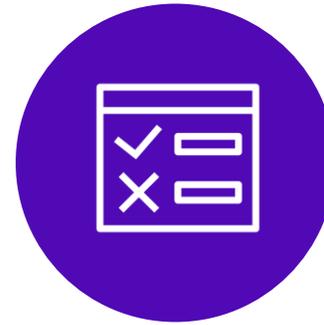
Order request checklist

Gather necessary information prior to logging into the Carelon provider portal



Order demographic requirements:

- Member's first and last name and date of birth
- Ordering provider's first and last name
- Test being requested and laboratory

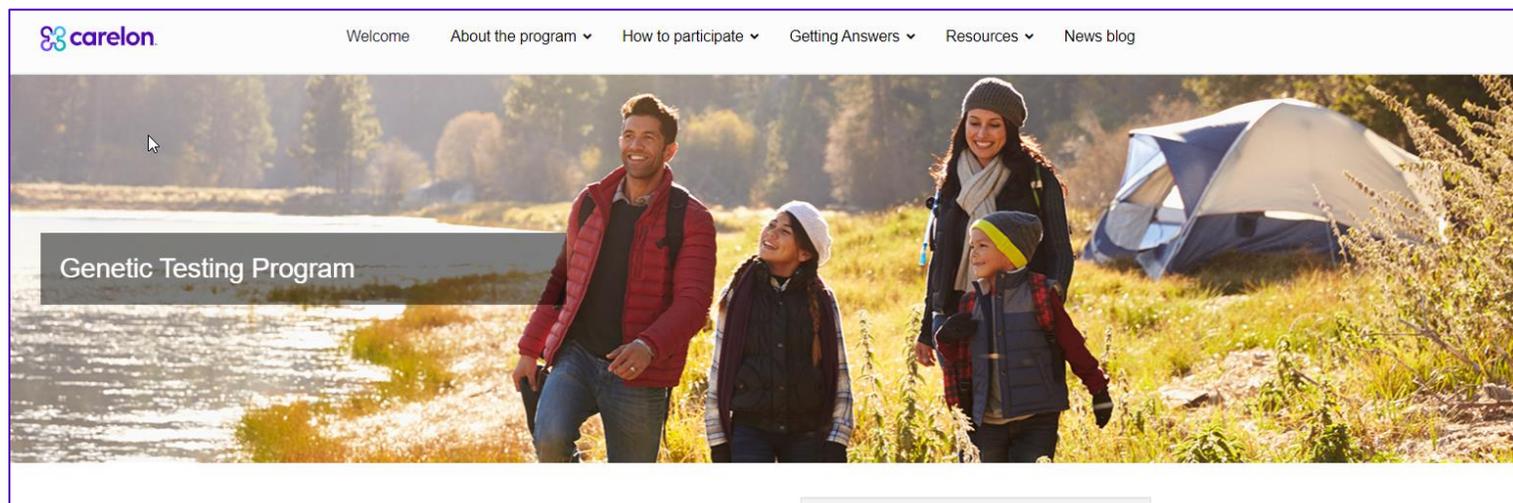


Order clinical requirements:

- Summary of patient's clinical diagnosis
- Clinical summary from genetic counseling appointment
- Pedigree or summary of three-generation maternal and paternal family history
- Maternal and paternal ethnic background/race



Genetic testing provider microsite



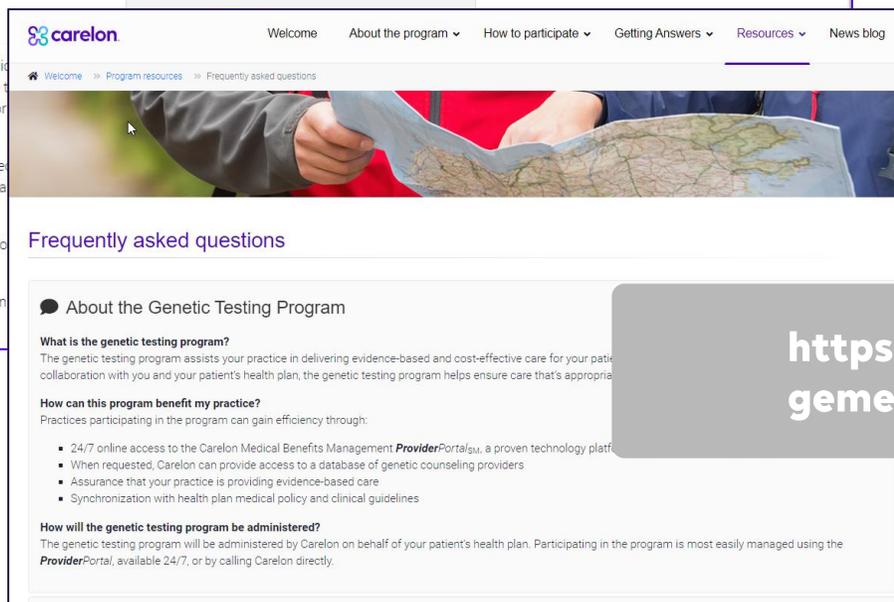
Welcome

We're entering a new era of precision medicine, where treatments can be targeted and disease risks identified for individuals, based on their unique genetic makeup. Today, there are more than 65,000 tests available and the number is growing. Navigating this rapidly advancing area of medicine can be a challenge for you and your patients.

Carelon Medical Benefits Management partners with health plans to help ensure quality care while reducing the costs associated with care that's not evidence-based. In collaboration with you and your patient's health plan, the genetic testing program helps ensure care that's appropriate.

This site will help you understand how the Carelon genetic testing program works, and the benefits for you and your patients.

Program designs vary by health plan. We encourage you to review the FAQs for each patient's plan on the [Resources page](#).



Providers can visit the Genetic Testing Microsite

for:

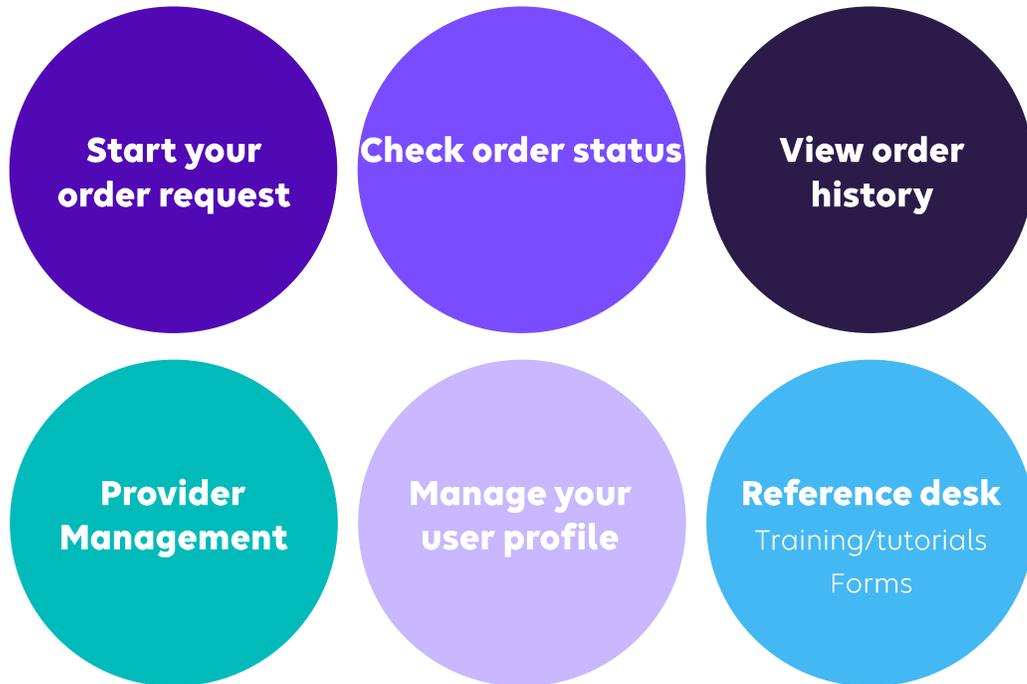
- › Clinical guidelines development process
- › Carelon provider portal registration
- › Entering an order request
- › Order request checklists and FAQs

<https://providers.carelonmedicalbenefitsmanagement.com/genetic-testing/>



Provider portal highlights

Provider portal modules



Provider portal access and registration

- Register at Carelon via www.providerportal.com
- Select your User Role
- Enter Username and Password
- Enter value for unique key (I.e., TIN, NPI)
- Check your inbox for an email from Carelon





Registering with the provider portal

Note: Carelon Medical Benefits Management maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.

Registering on the provider portal

 **carelon**

User Confirmation

USERNAME

Remember Me

Don't have an account?

Next Register

[Can't access your account?](#)

25.05.30.01 [System Requirements](#) ⓘ

ⓘ The Carelon Medical Benefits Management provider portal will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance. During system maintenance if you have an urgent request, please call the number of the health plan on the back of the member ID card.

NOTICE: Carelon MBM continues to roll out multi-factor authentication (MFA) to all existing portal users. You will be notified when your account needs to be updated. New users will automatically be setup up for MFA when they register. Check our Provider Connection newsletter to find the latest information and important dates for our MFA rollout (see link in bottom right corner).

If you need assistance, please [Click Here](#) or contact Carelon Medical Benefits Management provider portal support at (800) 252-2021.

Access the provider portal at:

<https://providerportal.com>

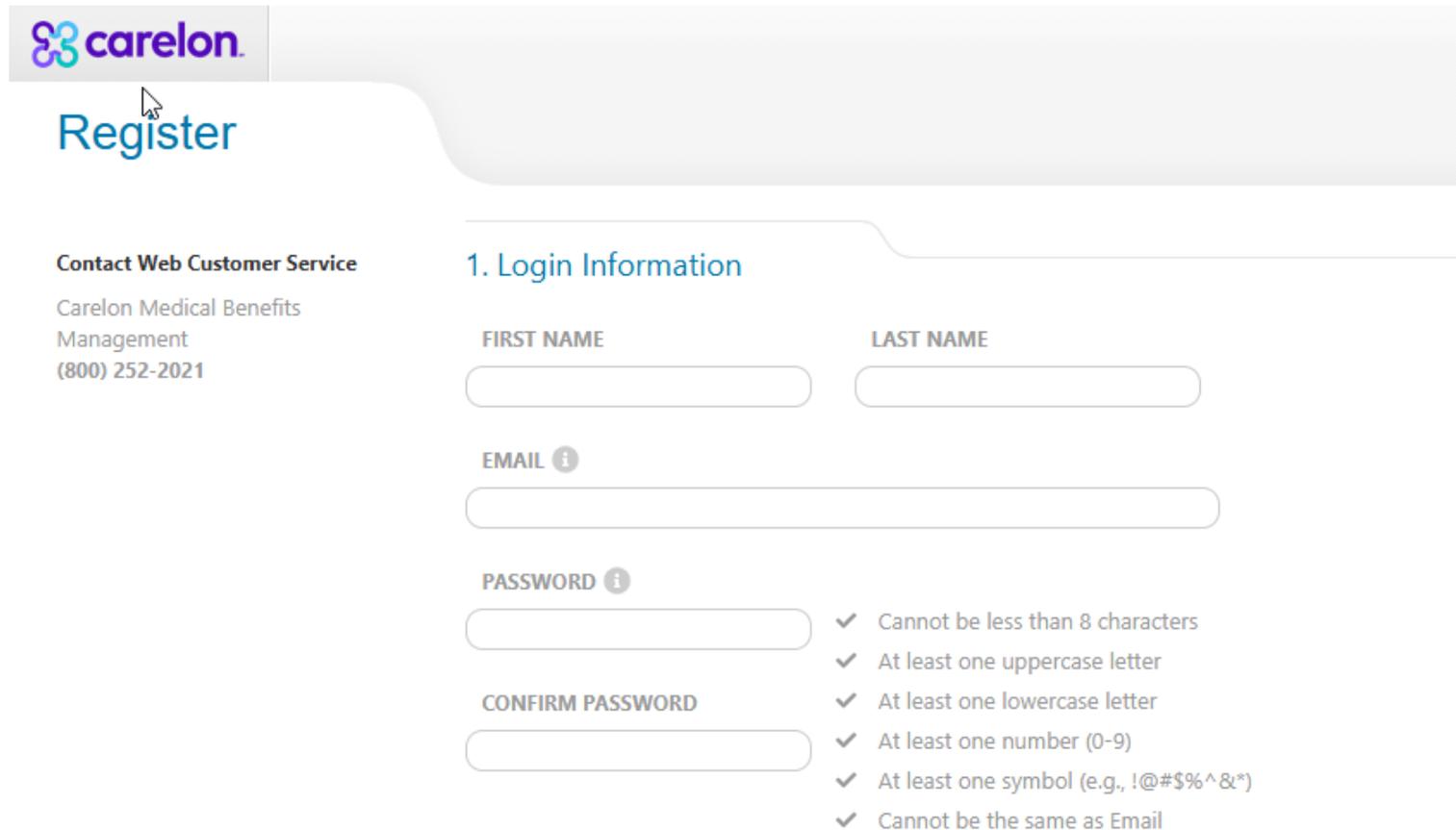
If you are registered with the Carelon *provider portal*, log in with your existing user account

or

Click the “**Register**” button to begin your registration process if you are a new user



Registering via the provider portal



carelon.

Register

Contact Web Customer Service
Carelon Medical Benefits
Management
(800) 252-2021

1. Login Information

FIRST NAME

LAST NAME

EMAIL ⓘ

PASSWORD ⓘ

CONFIRM PASSWORD

- ✓ Cannot be less than 8 characters
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number (0-9)
- ✓ At least one symbol (e.g., !@#\$%^&*)
- ✓ Cannot be the same as Email

Enter your name & practice information to begin registering

Select the applicable user role type, scroll down to continue



Registering via the provider portal

3. Application Selection

Select the applications you will need to access.

Health Plan Utilization Review Programs i

Please enter at least one valid Provider Identifier to associate your account with the available Health Plans. You may enter multiple Provider Identifiers. If your Health Plan is not displayed please contact Web Customer Service at 1-800-252-2021.

PROVIDER IDENTIFIER i

Select

Select

Tax ID (TIN)

Group TIN

NPI

4. Group NPI

Provider ID

I Agree to the Terms of Service

Enter your **practice's Group identifier**. Please utilize NPI to register and link your account to UCare

Then type in the number in the following field.



Finding the Health plan your facility is associated with

After you receive the portal registration confirmation, log in to your account and select **Provider Management**.

Welcome

 Provider Management  Manage Your User Profile  Help Center

 Start Your Order Request Here

 Order Search

 Check Order Status

 View Order History

 Check Member's Eligibility

 Access Your Optinet Registration

Service Date *

Member Details:

First Name *

Last Name *

Member ID *

Date of Birth *

[Hide Search Tips](#) ^

- For all Radiology requests use Date of Service. For Genetic Testing use the testing date. For all other requests, use Service Date.
- The Member ID should match what is on the member's card including Alpha Prefix where applicable.
- In the member's id number entry, do not include the dependent code.
- For Federal Employee (FEP) members, please include the leading "R" in the search. If there is an asterisk as part of the Member ID, do not enter it before searching.
- Member not found? Try entering only one character of the patient's first name and two characters of the last name. If you are still having issues, try removing the prefix from the member's id number (first three characters of the member's ID number) and search again.

[Find This Member](#)

Message Center

Secure Message (0)

Notifications
The Carelon Medical Benefits Management provider portal will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance.

Provider Resources

[Medical Oncology provider portal submissions overview](#)



Adding associated Health Plan

carelon. Home | Log Out

Provider Management

Health Plan Utilization Review Program

Please enter at least one valid Provider Identifier to associate your account with the available Health Plans. You may enter multiple Provider Identifiers. If your Health Plan is not displayed please contact Web Customer Service at 1-800-252-2021.

PROVIDER IDENTIFIER ⓘ

Tax ID (TIN) 410916626

Confirm the Health Plans your Facility is associated with.
If a Health Plan is not displayed, enter another type of Provider Identifier.

- Anthem BCBS KY
- Anthem BCBS WI
- Amerigroup DC
- Anthem Blue Cross Blue Shield Ohio
- Amerigroup Louisiana

Enter your **practice's Group identifier**. Please utilize NPI for linking your account to UCare

You may need to add the NPI for each physician for whom you will be submitting requests

Then type in the number in the following field.

Select the health plan from the display below and click 'Save'



Finding the Health plan your facility is associated with

After you receive the portal registration confirmation, log in to your account and select **Provider Management**.

The screenshot shows a web portal interface for provider management. At the top, there is a navigation bar with 'Welcome', 'Provider Management', 'Manage Your User Profile', and 'Help Center'. The 'Manage Your User Profile' link is highlighted with a blue box. On the left side, there is a sidebar with several menu items: 'Start Your Order Request Here', 'Order Search', 'Check Order Status', 'View Order History', 'Check Member's Eligibility', and 'Access Your Optinet Registration'. The main content area is divided into several sections. The top section is 'Member Details' with a 'Service Date' field and a 'First Name' field. Below this is a 'Manage My Profile' section with a blue header and a sub-header 'User Role' set to 'Ordering Provider'. A blue box highlights the 'User Role' tab. Below the 'User Role' section, there is a 'Health Plan Utilization Review Programs' section with a green bar indicating 'Enabled'. At the bottom, there is a list of 'Health Plan(s)' including 'AmeriGroup - Texas', 'Anthem CR', 'Arkansas BlueCross BlueShield', 'BCBS National Accounts', 'BCBSIL', 'Healthy Blue Missouri', and 'Healthy Blue Nebraska'. A blue box highlights the 'Add New Health Plan' button. On the right side, there is a 'Message Center' section with a 'Secure Message (0)' and a notification about the Carelon Medical Benefits Management provider portal being unavailable on Sundays. A 'Print Registration Summary' button is also visible.





Provider portal order request demonstration

Note: Carelon Medical Benefits Management maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.

Provider portal Home Page

The screenshot displays the provider portal home page. At the top, there is a navigation bar with a home icon and the text "Order Request". Below this, a welcome message "Welcome PMPHYS RAYA" is followed by four main navigation icons: "Provider Management", "Manage Your User Profile", and "Reference Desk".

The central area features a "Start Your Order Request Here" button and a "Member Search" form. The form includes a "Service Date" field with a date picker, and "Member Details" fields for "First Name", "Last Name", "Member ID", and "Date of Birth". A "Find This Member" button is located at the bottom of the form. Below the form, there are "Hide Search Tips" and a list of instructions for searching members.

On the left side, there is a vertical menu with four items: "Check Order Status", "View Order History", "Check Member's Eligibility", and "Access Your Optinet Registration".

On the right side, there are two sections: "Message Center" with a "Secure Message (0)" indicator and a notification about application availability, and "Provider Resources" with links to "Radiology Tutorial", "Anthem Cancer Care Quality Program", "Genetic Testing Tutorial", and "BCBS of IL, MT, NM, OK and TX Clinical Guidelines and CPT Codes".

To start an order request, enter the “Date of Service” field on the provider portal homepage.

A member search is completed by providing the following:

- Member First Name
- Member Last Name
- Member ID
- Member Date of Birth

Select “Find this member”

You may also:

- Check Order Status
- View Order History
- Check Member’s Eligibility
- Provider Management
- Manage Your User Profile
- Reference Desk



Member search results

Order Request Medicare AUC | Logout

[Back to Homepage](#) [Print Preview](#)

Member Details

SMAC, MARY
DONOT MAIL
HOBART, IN 46342

Date of Birth: 01/01/2002 Age: 20
Female

Member ID: 032T95500 | Alpha Prefix: YZD

Service Date: 2/1/2022 [Edit Service Date](#)

Eligibility Details

Effective: 01/01/2020-12/31/9999 Product Code: PPO | Employer Group ID: WA0543M004

The following solutions for the service date entered require a Pre-Authorization:
To initiate a request, please select the solution and then click the Start Order Request to start your request.

 Diagnostic Imaging View Code List Angiography, Bone Density CT, CTA, MRA, MRI, Nuclear Medicine, PET	 Cardiovascular View Code List Coronary Angiography, Percutaneous Coronary Intervention, Arterial Ultrasound, Physiologic Arterial Study, Cardiac Devices (ICD, CRT, Pacemaker)	 Sleep Management View Code List Diagnostic Sleep Study (home/lab), Titration Study, APAP/BPAP/CPAP, Oral Appliance, MSLT, MWT	 Musculoskeletal View Code List Joint Surgery, Spine Surgery & Interventional Pain Management
 Radiation Therapy View Code List 2D/3D, Brachytherapy, IGRT, IMRT, IORT, Proton, Stereotactic (SRS/SBRT), SIRT	 Chemotherapy and Supportive Drugs View Code List Review of cancer drugs, side effect management and treatment pathways	 Genetic Testing View Code List Laboratory testing for the inheritance or management of genetic conditions	 Other Surgical and Endoscopic Procedures View Code List Site of Care review for certain outpatient surgical & endoscopic procedures

This is an urgent request [Start Order Request](#)

The following solutions for the service date entered do not require Pre-Authorization by AIM. Please contact the health plan using the number on the back of the member's ID card to determine if a Pre-Authorization is required.

 Rehabilitation View Code List Physical Therapy, Occupational Therapy and Speech Therapy

Select your modality by clicking on the eligible solution.

Programs that are currently managed by Carelon for the selected member will display above the programs that do not require a Pre-Authorization from Carelon.



Ordering provider selection

Order Request Logout

Step: 1 2 3 4 5 6

SMAC, MARY [Edit](#) Hide Details

Member #: 032T9550070 Start Date: 2/1/2022

Date of Birth: 1/1/2002 Health Plan:

Ordering Provider:

Step 2: Please select the Ordering Provider from the list below.

Ordering Provider Search

Search Type:

Name

TIN or NPI

Address

First Name:

Last Name:

State:

[Clear](#)

Recent Favorites Search Results View: Local

Ordering Providers

Favorite	Name	Address	City	Specialty	Health Plan
<input checked="" type="checkbox"/>	KENNEDY, HEATHER	222 PIEDMONT AVE	CINCINNATI	Miscellaneous	

DISPLAYING 1-1 OF 1 RESULTS

Ordering providers that are associated with group identifier (e.g., TIN, NPI, etc.) in the user's registration will be available for selection

For practices with multiple providers, establishing "**Favorites**" will allow for increased intake efficiency.



Ordering provider fax confirmation

Order Request Logout

Step: 1 2 3 4 5 6

SMAC, MARY Edit Hide Details

Member #: 032T9550070 Start Date: 2/1/2022
Date of Birth: 1/1/2002 Health Plan:
Ordering Provider:

Step 2: Please select the Ordering Provider from the list below.

Ordering Provider Search

Search Type:

- Name
- TIN or NPI
- Address

First Name: ROBIN
Last Name: SMAIL
State: Ohio

Search Clear

Ordering Provider List:

Ordering Provider	Address	Specialty	Health Plan
SMAIL, ROBIN	830 BOARDMAN CANFIELD RD	Nurse/ Nurse Practitioner	
SMAIL, ROBIN	6505 MARKET ST BLDG B	Nurse/ Nurse Practitioner	
SMAIL, ROBIN	8740 E MARKET ST STE 2	Nurse/ Nurse Practitioner	
SMAIL, ROBIN	1011 BOARDMAN CANFIELD RD	Nurse/ Nurse Practitioner	

Ordering Provider Fax Number

Please enter or confirm the physician's secure fax number below.

FAX Number

[Why do you need this?](#)

|

DISPLAYING 1-8 OF 8 RESULTS

Enter the fax number to be used when communicating the outcome of an adverse determination (denial) case.

or

If a fax number was previously entered for the provider, confirm the number is correct.

Press the **“Save”** button to continue.



Patient diagnosis and search for test

Patient's Condition or Diagnosis Selection

Provide the patient's primary condition or diagnosis. 

 R69 Illness, unspecified

Provide Genetic Test Information

Enter the test information to search for and select the requested Genetic Test.

 Enter keyword(s) to search here

Select your requested test from any of the following options:

Filter by: Laboratory:

Genetic Tests	Laboratory	Network Status
<input type="radio"/> FETAL ANALYSIS; CYSTIC FIBROSIS (CF), AMNIOTIC FLUID OR CVS, 32 MUTATIONS	LABCORP	IN
<input type="radio"/> INHERITEST CORE PANEL, CYSTIC FIBROSIS (CF), SMA AND FRAGILE X, CARRIER SCREENING	LABCORP	IN
<input type="radio"/> CYSTIC FIBROSIS (CF) PROFILE, 32 MUTATIONS, DNA ANALYSIS, CARRIER	LABCORP	IN
<input checked="" type="radio"/> CYSTIC FIBROSIS (CF): CFTR (FULL GENE SEQUENCING)	LABCORP	IN
<input type="radio"/> CYSTIC FIBROSIS (CF) PROFILE, DNA ANALYSIS AND 5T ALLELE GENOTYPING	LABCORP	IN
<input type="radio"/> CYSTIC FIBROSIS 97, FETAL	LABCORP	IN
<input type="radio"/> CYSTIC FIBROSIS (CF): CFTR DELETION/DUPLICATION ANALYSIS	LABCORP	IN
<input type="radio"/> CYSTIC FIBROSIS DNA ANALYSIS, FETUS	QUEST DIAGNOSTICS	IN
<input type="radio"/> CFTR INTRON 8 POLY-T ANALYSIS	QUEST DIAGNOSTICS	IN
Additional Genetic Tests	Laboratory	Network Status
<input type="radio"/> CYSTIC FIBROSIS GENOTYPING, 39 MUTATIONS (CF39)	PATHOLOGY LABORATORIES	OUT
<input type="radio"/> CYSTIC FIBROSIS GENOTYPE, 139 MUTATIONS	PATHOLOGY LABORATORIES	OUT
<input type="radio"/> CYSTIC FIBROSIS, 165 VARIANTS	INTERMOUNTAIN CENTRAL LAB	UNKNOWN
<input type="radio"/> CYSTIC FIBROSIS (CFTR) 165 PATHOGENIC VARIANTS	ARUP LABORATORIES	OUT
<input type="radio"/> CYSTIC FIBROSIS (CFTR) SEQUENCING	ARUP LABORATORIES	OUT
<input type="radio"/> CYSTIC FIBROSIS (CF) PROFILE, 97 MUTATIONS, CFPLUS, CARRIER SCREENING	LABCORP	IN
<input type="radio"/> CYSTIC FIBROSIS DNA	AMERICAN ESOTERIC LABORATORIES	UNKNOWN
<input type="radio"/> CYSTIC FIBROSIS CARRIER	SUNRISE MEDICAL LABORATORIES	UNKNOWN
<input type="radio"/> ASHKENAZI JEWISH MUTATION ANALYSIS PANEL WITHOUT CYSTIC FIBROSIS (CF)	LEGACY LABORATORY SERVICES LLC	UNKNOWN

Not able to find your test? [Try Manually Adding a Genetic Test](#)

Enter the primary ICD 10 diagnosis code for the patient.

Search for the genetic test you would like to request.

You can search by the name of the test or key words associated with the test. You may also filter by laboratory.

If you are unable to find a test, you may click on “Manually Add a Genetic Test” and follow the instructions given.



Confirm the sample collection date

Genetic Sample Information

Provide the following information for the patient's genetic sample:

When is the sample collection date?

02/01/2022 

*Sample Type

- Amniotic fluid or chorionic villi 
- Blood, saliva, cheek swab 
- Bone marrow 
- Embryo or oocyte 
- Liquid biopsy for cancer 
- Solid tumor tissue 
- Other/unknown

Back

Withdraw this request

Continue

The Sample Collection Date is used to determine the valid authorization period for the request, based on health plan rules.

If the date is not changed, it will default to today's date.

Select "Continue" to proceed to the next step.



Capture clinical information



Clinical Details

TESTING SCENARIO Edit
Please confirm the testing scenario.

Cystic Fibrosis Testing

CLINICAL SCENARIO
Hereditary general conditions

CLINICAL DETAILS
Answer the following questions to provide as much information possible for clinical review.

Select the type of inherited condition.

Cardiac

Neurological

Thrombophilia

Other inherited condition

Has genetic testing for this specific inherited condition ever been performed?

Yes **No**

Select all that apply. *(Select all that apply)*

The individual have a known or suspected genetic condition associated with significant morbidity or mortality based on family history or clinical presentation.

Alternate testing is indeterminate or not available and test is being done at a certified laboratory.

WS

If you have additional files, attach them now otherwise continue. ATTACH FILE

After selecting a test, you will then be asked to select the Testing Scenario, followed by the Clinical Scenario

You will then answer a series of questions until we have enough information to make a determination.

Any questions about genetic counseling are asked AFTER the clinical questions

Document upload is available for all requests that do not automatically approve



Order request preview



Order Request Preview

Case Status:

Has Not Been Submitted

Health Plan:



For institutional billing, please click on the "edit" button to change the servicing provider to your institution

Member Information:



Ordering Provider:



Servicing Provider: [Edit](#) ⓘ



The Clinical Information displayed was obtained by Carelon Medical Benefits Management through the order entry process. The information is being displayed for the convenience of the user and has not been independently verified or clinically reviewed.

REQUESTED TESTS

TEST	REQUEST STATUS	REASON	ACTION
------	----------------	--------	--------

Foresight Cystic Fibrosis

[Hide Details](#)

In-Scope CPT Codes: 81220 (up to 1)

Carelon CPTD

This is a preview of your order prior to submitting the request.

Select **“Submit This Request”** to proceed.

After selecting the **“Submit This Request”** button, you will be able to provide additional information, if necessary.

Order request summary



Order Request Summary

Health Plan:
[Redacted]

Start Date:
03/03/2023

Order ID: **135977363** ✓ Authorized
Valid Date Range: **03/03/2023 - 05/31/2023**

This order is not a guarantee of payment except when required by applicable law. When applicable law allows, payment is subject to the member's active enrollment, benefit limitation and other terms of the member's contract at the time of services provided.

Member Information:

Ordering Provider:

Servicing Provider:



The Clinical Information displayed was obtained by Carelon Medical Benefits Management through the order entry process. The information is being displayed for the convenience of the user and has not been independently verified or clinically reviewed.

Please call 866-789-6254 for all Urgent Requests.

REQUESTED TESTS

TEST	REQUEST STATUS	REASON	ACTION
Foresight Cystic Fibrosis	Authorized	Criteria Met	Hide Details



Once the order request has been submitted, the Order Request Summary will display.

An Order ID, Valid Preauthorization timeframe, and Request Status will be displayed on the summary page within a green box.

The end user may select to **Print** or **Save as PDF** to include in the patient's chart.

Order request summary

REQUESTED TESTS

TEST	REQUEST STATUS	REASON	ACTION
CYSTIC FIBROSIS (CF): CFTR (FULL GENE SEQUENCING)	Authorized	Health Plan Medical Policy	Hide Details

CPT Codes: 81223 (up to 1)
Genes:
Counseling Required: Yes

DIAGNOSIS

Z31.430: Encntr fem test gntc dz carr status

SAMPLE INFORMATION

Sample Type : **Blood, saliva, cheek swab**

CLINICAL INFORMATION[-]

GENETIC COUNSELING:

Has Genetic Counseling Been Performed? **Yes**
When Was Genetic Counseling Performed? **02/01/2022**

JUSTIFICATION QUESTIONS:

Is testing being ordered to determine if the patient is a carrier of cystic fibrosis? **Yes**
Is the patient's reproductive partner a known carrier of cystic fibrosis? **Unknown**
Does the patient have clinical findings consistent with a diagnosis of cystic fibrosis? **Yes**

The requested test, diagnosis, and clinical information will also display on the Order Request Summary screen.





Carelon provider portal Features

Note: Carelon maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.



Manage your user profile

Order Request

Welcome DEMO TRAINING

Manage Your User Profile

Reference Desk

Start Your Order Request Here

Check Order Status

View Order History

Check Member's Eligibility

Access Your Optinet Registration

Access Failed Cases

Service Date * MM/DD/YYYY

Member Details:

First Name *

Last Name *

Manage My Profile

This information is displayed on this tab is for reference purposes only and is non-editable.

Print Registration Summary

User Role

User Information

Account Information

Notification

Change Password

User Role

Health Plan Representative

Health Plan Utilization Review Programs

Enabled

Health Plan(s):

Manage My Groups



Manage Your User Profile

Users can manage their profiles from the home page.

Click on “**Manage Your User Profile**”.

First page displays User Role

From this screen, the user can update their user contact information, security questions, or change password.

Searching for order requests on the Carelon provider portal

Order Search

Home DEMO TRAINING

Provider Management

Manage Your User Profile

Help Center

Start Your Order Request Here

Order Search

Check Order Status

View Order History

Check Member's Eligibility

Check Claim Status

Access Your Optinet Registration

Search by: **Member** | Order ID

Member ID *

Date of Birth *

First Name *

Last Name *

Searching for Orders:

Select the member's health plan (if not pre-populated or if different than the default)

Select the "**Order Type**". E.g., Genetic Testing

Search for the record by either **Order ID or Member Information.**

- Order ID + DOB
- Order ID + Member Name
- Member ID + DOB
- Member ID + Member Name

Select "**Find This Order**" to continue.



Viewing order requests on the Carelon provider portal



ProviderPortal.

Order Request Summary

Health Plan:



Start Date:

03/03/2023

Order ID: 135977363

✓ Authorized

Valid Date Range: 03/03/2023 - 05/31/2023

This order is not a guarantee of payment except when required by applicable law. When applicable law allows, payment is subject to the member's active enrollment, benefit limitation and other terms of the member's contract at the time of services provided.

Member Information:



Ordering Provider:



Servicing Provider:



The Clinical Information displayed was obtained by Carelon Medical Benefits Management through the order entry process. The information is being displayed for the convenience of the user and has not been independently verified or clinically reviewed.

Please call 866-789-6254 for all Urgent Requests.

REQUESTED TESTS

TEST	REQUEST STATUS	REASON	ACTION
Foresight Cystic Fibrosis	Authorized	Criteria Met	Hide Details



Order Information

Order Information displayed included on the order/preauthorization:

- Request Status
- Valid Dates
- Requested tests shows a request status and reason for the test outcome
- When a denial occurs, the clinical rationale statement is included

Reference desk

Welcome PMREP USER

Manage Your User Profile

Reference Desk

Start Your Order Request Here

Check Order Status

View Order History

Check Member's Eligibility

Access Your Optinet Registration

Access Failed Cases

Tutorials
Automated or self driven training modules for the main functional areas of the ProviderPortal. (Adobe Flash Required)

Next Generation Solutions Tutorial

Diagnostic Imaging Clinical Guidelines
Guidelines for imaging modalities, including CT, MRI, MRA, PET, arterial ultrasound, and nuclear scintigraphy.

Diagnostic Imaging CPT Codes
View a list of all of the CPT Codes that are included in the selected health plan's Radiology Benefit Management program.

Cardiovascular Clinical Guidelines
Guidelines for cardiac imaging modalities, including echocardiography, nuclear cardiology, cardiac CT, cardiac MRI, and cardiac PET.

Surgical Procedures CPT Codes
View a list of all of the CPT Codes that are included in the selected health plan's Surgical Procedures program.

Sleep Management Clinical Guidelines
Guidelines for testing and treatment of sleep disorders, including obstructive sleep apnea.

Sleep Management HCPCS Codes
View a list of all the HCPCS Codes that are included in the selected health plan's Sleep Management program.

Musculoskeletal Clinical Guidelines
Guidelines for spine surgeries, joint surgeries, and interventional pain management.

Musculoskeletal Codes

The Reference Desk contains helpful information such as:

- Tutorials
- UM Mailbox with letters
- Carelon Clinical Guidelines



Reference desk

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