



# Eviti Connect® for Autoimmune Diseases Provider Guide

*March 2022*

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## What is Eviti Connect?

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Eviti Connect is an online system that lets you submit treatment plans to payers for preauthorization.

As you enter a treatment plan, we ask you questions and try to match your treatment plan to an evidence-based regimen in our Eviti library.

After you submit the treatment plan, we determine whether to assign it an [Eviti code](#).

## What's an Eviti code?

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An Eviti code means that the treatment plan follows evidence-based guidelines and health plan language, and represents appropriate care for the patient.

- If your treatment plan matches a regimen in our library, we assign it an Eviti code.
- If it *doesn't* match a regimen in our library, our medical team must review it. We may need to set up a peer-to-peer clinical discussion with the treating physician to gather more information.

After we determine whether the treatment plan receives an Eviti code, we send the results to the payer, who makes the final determination and then sends you an authorization or denial letter.

## Register for Eviti Connect for Autoimmune Diseases

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***Note** If you're already registered with Eviti Connect, do not create a new account. Please call NantHealth Support at 1-888-482-8057 to add Autoimmune Diseases to your profile.*

To register for Eviti Connect for Autoimmune Diseases, you need your facility's federal tax identifier (TIN) and business name, and the provider's individual National Provider Identifier (NPI) number. If you're part of a practice, you need the NPIs for all providers whose treatment plans you'll submit through Eviti Connect.

Users who enter the same NPIs and tax IDs can view each other's treatment plans, and can continue each other's unsubmitted treatment plans.

1. Go to <https://autoimmuneconnect.eviti.com>.
2. Click **Provider Login**.
3. On the sign-in screen, click **Create an Account**.

4. Fill in the requested information on all four pages.
  - a. **Login Credentials:** Provide your email address and create a password.
  - b. **Security Information:** Choose two security questions from the **Security Question** menus and provide your answers. Your answers to these questions help you access your account if you forget your password.
  - c. **Account Type:** Choose whether you're a doctor or part of a doctor's administrative team.
  - d. **User Details:** Provide your provider office contact information and IDs. Enter individual NPI numbers; do not enter group NPI numbers. To enter multiple tax IDs or NPIs, enter each one, one at a time, and then click **Add**.
5. Click **Create Account**.

The Eviti Connect home page appears. Click **Enter New Treatment** to start a new treatment plan.

To view or update this information later, click the **My Account** icon (👤) in the upper-right corner of any screen, and then click **Profile**.

## Sign in

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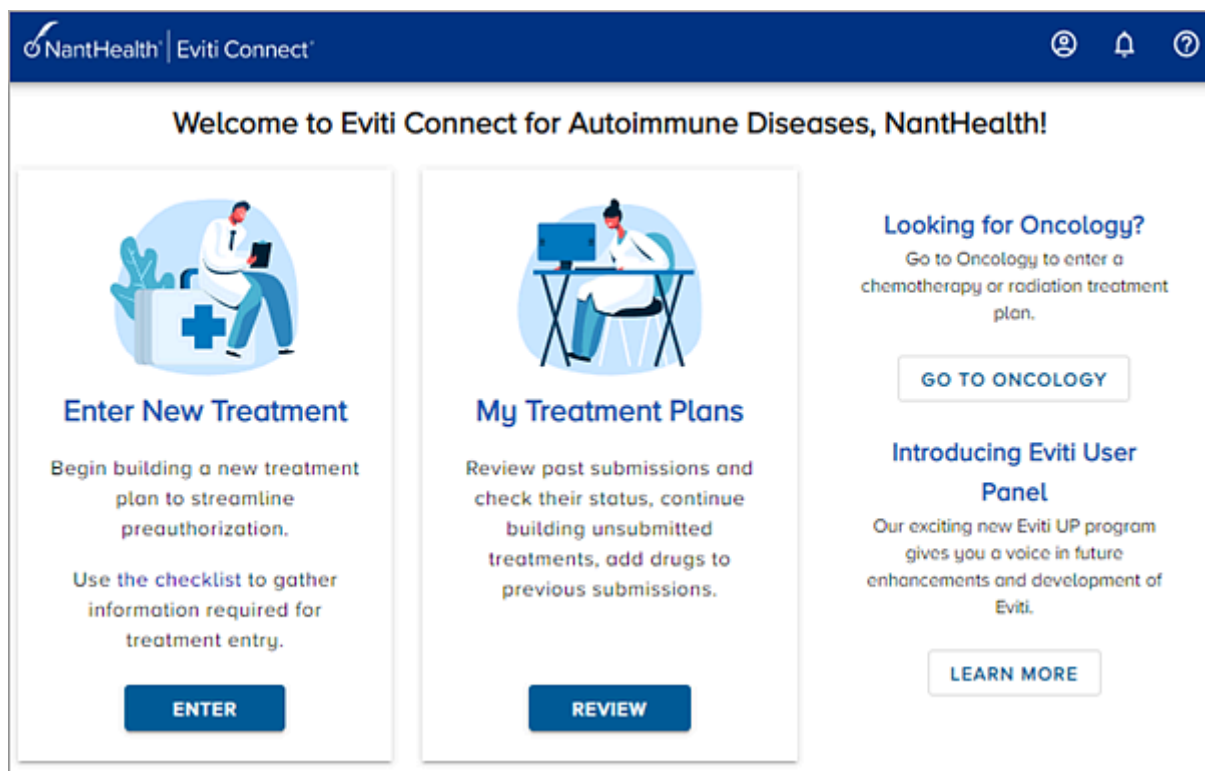
Before you can use Eviti Connect, you must register with us by clicking **Create an Account** on the sign-in screen.

To access Eviti Connect for Autoimmune Diseases, follow these steps:

1. Go to <https://autoimmuneconnect.eviti.com>.
2. Click **Provider Login**.

- On the sign-in screen, type your email address and password, and then click **Sign In**.

The Eviti Connect home page appears:



If you forget your password, click **Forgot Password** on the sign-in screen, and type your email address. If we have your email address on file, we'll send you an email with a new temporary password. If you don't see the email, check your spam or junk mail folders.

If you type your correct email address and password and you still can't sign in, call NantHealth Support at 1-888-482-8057. This may occur if you haven't logged into Eviti Connect within a year. NantHealth must reactivate your account.

## Sign out

To sign out, click the **My Account** icon (👤) in the upper-right corner of any screen, and then click **Sign Out** in the My Account section.

## Enter a treatment plan

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To ensure that you have all the information that you need, print our [autoimmune disease checklist](#) for the doctor or nurse to complete.

*Note* The system automatically saves a draft of your treatment plan if you don't submit it.

1. Go to <https://autoimmuneconnect.eviti.com>.
2. Click **Provider Login**.
3. On the home page, on the Enter New Treatment panel, click **Enter**.
4. On the first three screens, provide the payer, provider, and [patient details](#).
5. On the [Treatment Information screen](#), provide diagnosis, drug, and other treatment information.

If you see the [Select a Disease screen](#), the disease or disease subtype, or patient weight and age that you entered does not match a regimen in the Eviti library.

6. On the [Verify Drug Information screen](#), review the drug details and update them if necessary.
7. On the Treatment Plan Dates screen, review the treatment plan dates and update them if necessary.

After you enter the treatment dates, we analyze the treatment plan.

- If your treatment plan deviates from an evidence-based regimen, you see items in the [Deviations screen](#). From this screen, you can review the deviations and fix any data entry errors.
  - If deviations still exist after your review, you must [send us the required documents](#) so we can review the treatment plan.
8. On the Treatment Summary screen, review the treatment plan details, and then click **Submit Treatment Plan**.

After you submit the treatment plan, we assign it an automatic [Eviti code](#), or we must review it.

- If you have an Eviti code, and you need the authorization right away, please call the payer. Find their number on the patient's member ID card.
- If you do not have an Eviti code, and you need an expedited medical review, call NantHealth Support at 1-888-482-8057.

We send our results to the payer who makes the final determination and then sends you an authorization or denial letter.

To [view the status of your submitted treatment plans](#), or to continue a saved one, click **My Treatment Plans** from the Eviti Connect home page.

## Enter patient information

On the Patient Information screen, type the first few letters or numbers of the patient's member ID. We display matching patients that you or others in the practice already entered.

### Patient Information

Please enter the patient's Member ID. If a matching patient exists in our system, they will appear below in the Existing Patients section. If your patient does not appear in the Existing Patients section, select **Add a New Patient**.

Member ID

Enter 3 characters to search by member ID

**Existing Patients** ^

Member ID	Name	Date of Birth	Sex	Address	
1234567890	Test Kearney	04/02/1988	Male	107 Pearl street, Roslindale, MA 02131	>
8881234567	Sample Patient	04/02/1950	Male	100 Birch Street, Boston, MA 02116	>

ADD NEW PATIENT

If you don't see the patient, click **Add New Patient** and provide the required information.

**Note** Some payers implement an automatic eligibility check after you choose a patient. If you see a message that indicates the member is not eligible, please call the payer. Find their phone number on the patient's member ID card.

### *Payer confirmation number*

When you enter the patient's information, we may ask you for their payer's unique confirmation number, such as their Rx group number. The field label varies by payer.

John Blue

Please confirm the information listed for this patient is accurate and up-to-date and add any missing information.

Member ID 123 3 / 50

Rx Group Number 0 / 50

This number ensures that we send the treatment plan to the correct payer.

Each payer has their own confirmation number. You can typically find the number on the patient's insurance card.

If you don't know the payer's confirmation number, call NantHealth Support at 1-888-482-8057.

## Enter treatment information

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On the Treatment Information screen, provide diagnosis, drug, and other treatment information.

Enter *all* drugs that the patient will receive during treatment; even the ones that don't need to be preauthorized. For example, if you receive some clinical trial drugs for free, and they are part of the patient's treatment, you must include them. Our medical office and the payer must review the entire treatment plan to clinically evaluate and preauthorize treatment.



## Treatment Information

Primary ICD10 Code

Q K50.01 Crohn's disease of small intestine with complications X v

Disease

Crohn's disease (CD) v

Sub Disease

Severely active disease v

Secondary ICD10 Code(s) v

Enter all of the drugs that the physician prescribed for the patient, and then select **Save and Continue**.

Drug(s)

Q INFLIXIMAB (J1745) X v

This request is for (choose one)

New therapy  Continuation of therapy

Line of Treatment

Second line X v

**SAVE AND CONTINUE**

If you choose a drug that the payer does not prefer, you can update it to a preferred drug.

In the following example, you chose golimumab, but the payer prefers simponi aria or simponi.

The screenshot shows a 'Treatment Information' form with a modal dialog box. The form includes fields for Primary ICD10 Code (M05.6), Disease (Rheumatoid arthritis (RA)), and Sub Disease (High/Severe disease activity). A modal dialog box is overlaid, stating: 'The drug that you entered is not preferred by the payer. Select an alternative and click Update, or keep the original. Continuing with the original drug may result in a deviation.' Below the text are three buttons: 'GOLIMUMAB' (selected), 'SIMPONI ARIA', and 'SIMPONI'. At the bottom of the dialog are 'KEEP ORIGINAL' and 'UPDATE' buttons. The form also has a 'SAVE AND CONTINUE' button at the bottom right.

To choose a preferred drug, click it, and then click **Update**. To keep the existing drug, click **Keep Original**.

## Select a disease, weight, and age option

If you see the Select a Disease screen, it means that the patient's disease, disease subtype, weight, or age that you entered doesn't match a regimen in the Eviti library.

In the following example, we display three options that match the evidence-based regimen.

### Select a Disease

The disease, sub-type, weight and age range combination you entered did not match any regimens in the Eviti Library. Please select the combination that most closely matches the disease and patient or select **Continue custom treatment plan**.

Disease	Sub-Type	Weight Range	Age Range	
Crohn's disease (CD)	Moderately active disease,	any	18 or	>
	Severely active disease	weight	older	
Crohn's disease (CD)	Fistulizing disease	any	18 or	>
Crohn's disease (CD)	Moderately active disease,	any	6-17	>
Crohn's disease (CD)	Severely active disease	weight		>
Custom Treatment Plan				>

#### What should I do?

**If one row matches or closely matches the patient's information...**

choose that one. For example, if you initially entered the wrong weight or age for the patient, or you chose the wrong disease subtype.

**If no row matches or closely matches the patient's information...**

choose **Continue custom treatment plan** at the end of the list to continue your existing treatment plan.

## Verify drug information

On the Verify Drug Information screen, review the drugs and associated dosing and scheduling details. We use the medication and patient information, including height and weight, to calculate dosing and cycle information. If the provider requests something different, click the row to update the details.

If we didn't find a matching regimen, you must click each drug and enter the treatment details that the doctor prescribed.

## Verify Drug Information

Review the following dosing and scheduling information. Click a row to add or edit any details. After you finish, click **Save and Continue**.

- Indicates the value has been updated based on changes made to a drug within the same cycle.

Drug Name	Cycles	Dose	Route	Frequency Per Day	Days of Administration	Cycle Length	
INFLIXIMAB (J1745)	1	306.17 mg	IV	Once Per Day (QD)	1,15,43	98	>
INFLIXIMAB (J1745)	2-7	306.17 mg	IV	Once Per Day (QD)	1	56	>

If you have trouble entering the clinical information, ask a clinician at your practice to help you complete the treatment plan.

If you still need help, call NantHealth Support at 1-888-482-8057 and request clinical assistance. A member of our clinical team will call you to help you complete the treatment plan.

## View treatment plan progress

As you enter the treatment plan, the left panel displays all of the details that you entered so far.

The screenshot shows a split-screen interface. On the left, a sidebar is expanded to show patient and provider details. On the right, the 'Verify Drug Information' panel is visible, showing a table of drug dosing information.

**Left Panel Details:**

- PAYER INFORMATION:** Payer: Test AI Payer
- PROVIDER INFORMATION:** Doctor: Karen Kearney, Business Entity: FakeName
- PATIENT INFORMATION:** Member ID: 8881234567, First Name: Sample, Last Name: Patient, Age: 71

**Right Panel Details:**

**Verify Drug Information**

Review the following dosing and scheduling information. Click **Save and Continue**.

- Indicates the value has been updated based on changes made to a drug within the same cycle.

Drug Name	Cycles	Dose	Route
INFLIXIMAB (J1745)	1	306.17 mg	IV
INFLIXIMAB (J1745)	2-7	306.17 mg	IV

**PREVIOUS**

1. Click the arrow on the right side of a section header to view or hide its details.
2. To maximize the panel to view all details at once, click the **Maximize** icon (☐) in the upper-right corner. Click the **Minimize** icon (≡) to minimize the panel.

## Review and correct deviations

If you see items in the Deviations screen, it means that your treatment plan deviates from evidence-based guidelines.

The goal is to correct any data entry errors so the treatment plan gets an Eviti code and the payer can quickly approve it.

Deviations			
<p>The treatment plan that you entered deviates from evidence-based guidelines. Review the following deviations, and compare the expected response to your response. Click in the link Section column to update your response. If you correctly entered the information that the physician prescribed, click <b>Save and Continue</b>.</p>			
SECTION	ITEM	EXPECTED RESPONSE	YOUR RESPONSE
<a href="#">TREATMENT INFO</a>	The combination of drugs searched for do not match any regimens within the system.		

1. Review each deviation. Compare the expected response to your response. Look for information that you may have missed or entered incorrectly.
2. To update your response to an item, click the link in the Section column.
3. Update the treatment plan with the correct information.

After you update the information, the system reanalyzes the treatment plan for deviations.

If you review the deviations and determine that the treatment plan deviates because the physician prescribed a different treatment, do not update the treatment plan. Leave the treatment plan as-is, provide the required documentation, and submit the treatment plan.

## Send required documentation

If the treatment plan deviates because the physician prescribed a different treatment, you must provide the required documentation so our medical team can review it.

To provide required documentation, attach the files online, or fax or email them to us *within one hour*. If necessary, you can attach some files online now, and then fax or email the remaining files.

## Send Documents

This treatment, as entered, requires medical review. You can review the reasons by viewing the [Deviation Report](#) . You need to send the following documentation to facilitate the medical review:

- Recent Office Notes
- Physician Orders
- Test results (if applicable)
- Lab results (if applicable)

You can attach as many files as needed. Records need to be sent at the time of submission.

**IMPORTANT:** State and Federal Guidelines require rapid turnaround of pre-authorization requests. All records must be attached, emailed or faxed at the time of case submission. Failure to do so may result in a case being closed for a lack of adequate records and will require your resubmission.

[+ ADD FILE](#)

I will email or fax some or all of the documents to the Eviti Medical Office.



**CAUTION:** Due to strict state-mandated turnaround times for preauthorizations (sometimes 24 hours) you must provide the required documentation when you submit the treatment plan, or as soon as possible.

Additionally, we must be able to contact you and the treating physician if we have questions about the treatment plan.

If we do not receive documentation or cannot reach you or the physician in time to meet the mandated deadline, we cannot assign the treatment plan an Eviti code and the payer will deny it.

## Attach the documents online

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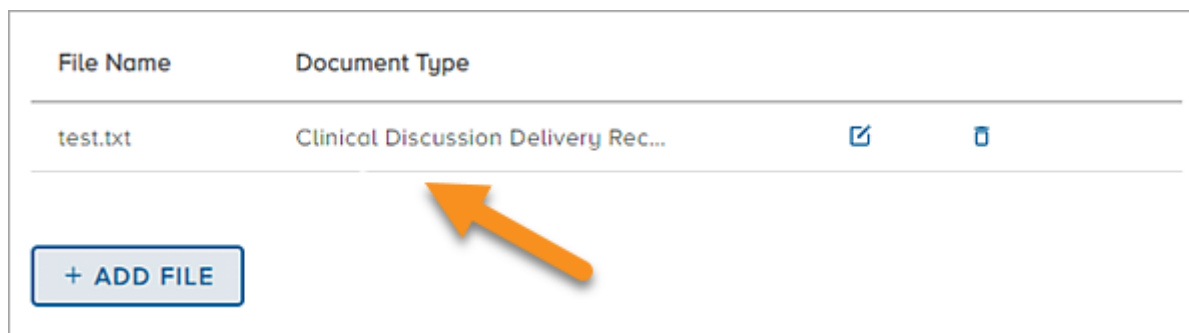
You can upload the following file

types: .xls, .xlsx, .xlsm, .doc, .docx, .pdf, .ppt, .pptx, .csv, .jpg, .gif, .rtf, .bmp, and .txt.

1. On the Send Documents screen, review the required documentation.
2. Click **Add File** to find and choose a file from your computer.

3. In the Document Type window, choose the type of document from the drop-down list, and then click **Upload**. You can choose more than one document type.

The document that you uploaded appears in the list.



Use the icons to the right of the document to edit the document type or remove the document.

4. Click **Add File** to attach more documents if necessary. To fax or email additional documents, select the **I will email or fax some or all of the documents to the Eviti Medical Office** check box to view the email and fax information.
5. When you're done attaching documents, click **Save and Continue**.
6. In the Treatment Summary screen, click **Submit Treatment Plan**.

To send more documents offline, fax the documents to 888-468-1423, or email them to [mr@eviti.com](mailto:mr@eviti.com) *within one hour*.

If you need an expedited medical review, call NantHealth Support at 1-888-482-8057.

After we complete the review, you receive an email that indicates whether we issued an Eviti code to the treatment plan.

To [view the status of your submitted treatment plans](#), click **My Treatment Plans** from the Eviti Connect home page.

## Fax or email documents

1. On the Send Documents screen, review the required documentation.
2. Select the **I will email or fax some or all of the documents to the Eviti Medical Office** check box.
3. Click **Save and Continue**.
4. In the Treatment Summary screen, click **Submit Treatment Plan**.

Fax the documents to 888-468-1423, or email them to [mr@eviti.com](mailto:mr@eviti.com) *within one hour*.

If you need an expedited medical review, call NantHealth Support at 1-888-482-8057.

After we complete the review, you receive an email that indicates whether we issued an Eviti code to the treatment plan.

To [view the status of your submitted treatment plans](#), click **My Treatment Plans** from the Eviti Connect home page.

## Ensure a quick turnaround time





Review these guidelines to help us meet strict state-mandated authorization turnaround times so the patient can begin treatment as soon as possible.


If you don't follow these guidelines, your treatment plan may be denied due to missing documentation or a missed peer-to-peer clinical discussion.

- Submit your treatment plan early in the day. Do not submit the treatment late in the day or right before the weekend or a holiday.
- Submit the required documentation at the same time you submit the treatment plan, or within one hour.
- Ensure that your contact information is up-to-date in Eviti Connect, in My Account. We use this information to contact you to request more documentation or to request the physician's information for a peer-to-peer clinical discussion.
- Ensure that you and the physician are available for us to contact you after you submit the treatment plan. If your state mandates a 24-hour turnaround time, we must be able to reach you within the next 6-10 hours.

## Submit the treatment plan

In the final step, carefully review the treatment plan before you submit it. If necessary, you can revise it.

Treatment Summary		SUBMIT TREATMENT PLAN 
	<b>PAYER INFORMATION</b> Payer	A Sample Payer
	<b>PROVIDER INFORMATION</b> Doctor Business Entity	Sample Provider Sample Business Name
	<b>PATIENT INFORMATION</b> Member ID First Name Last Name Age BSA Sex Height Weight	8881234567 Sample Patient 71 1.61 Male 60 in (152 cm) 135 lb (61 kg)

1. To revise the treatment plan, click the **Minimize** icon () to view the previous page. Then, click **Previous** to go back and edit the treatment plan.
2. To submit the treatment plan, click **Submit Treatment Plan**.
  - If the treatment plan meets evidence-based guidelines, a message indicates that you have successfully generated an Eviti code for the treatment plan.
  - If the treatment plan requires medical review, a message indicates that we sent the treatment plan for review.

To [view the status of your submitted treatment plans](#), click **My Treatment Plans** from the Eviti Connect home page.



## Access your treatment plans

Check the status of submitted treatment plans, or continue entering a saved treatment plan.

You can view all treatment plans that all providers in your practice started and submitted.

Access your treatment plans from the Eviti Connect home page, or from the My Account pane.

1. On the Eviti Connect home page, on the My Treatment Plans panel, click **Review**, or click the **My Account** icon (👤) in the upper-right corner of any screen, and then click **My Treatment Plans**.

The My Treatment Plans Dashboard appears:

### My Treatment Plans Dashboard

Submission ID

Patient Name ▼

Payer ▼

Member ID

Treatment Status ▼

Provider ▼

Start Date  
mm/dd/yyyy

End Date  
mm/dd/yyyy

CLEAR FILTERS
SEARCH

SUBMITTED
UNSUBMITTED

PATIENT NAME AND SUBMISSION ID	PAYER AND MEMBER ID	DIAGNOSIS AND TREATMENT	STATUS AND DATE SUBMITTED	ACTIONS
Bill GTest 20D01F57-31AC-4E6A-8808-0E1A2F11A0D4	AI Implementation Payer TEST123	Psoriatic arthritis (PsA) Etonercept	<span style="background-color: #0070c0; color: white; padding: 2px 5px; border-radius: 3px;">EVAI2110-5988ICCR</span> Mon 10/25/2021 01:03PM	Please contact the payer with any questions. Your eviti code is EVAI2110-5988ICCR.
Bill GTest C8B14F17-7CBB-4700-8C41-0DDBC5456BA6	AI Implementation Payer TEST123	Rheumatoid arthritis (RA) Adalimumab	<span style="background-color: #ffc000; padding: 2px 5px; border-radius: 3px;">Pending Eviti Review</span> Fri 10/22/2021 02:57PM	The Eviti Medical Office team is reviewing your submitted treatment plan. No further action is required at this time.
testing new pt C2D88ECO-C102-464E-AD8B-8E79BDFB7520	AI Implementation Payer 9182730	Rheumatoid arthritis (RA) Golimumab	<span style="background-color: #0070c0; color: white; padding: 2px 5px; border-radius: 3px;">EVAI2110-8638FCAN</span> Fri 10/22/2021 11:48AM	Please contact the payer with any questions. Your eviti code is EVAI2110-8638FCAN.

The **Submitted** tab displays your submitted treatment plans; the **Unsubmitted** tab displays the treatment plans that you started but haven't yet submitted.

Most recently saved or submitted treatment plans appear first.

2. Choose from the following actions:
  - To filter the results, type or change the criteria in the top section, and then click **Search**. Click **Clear Filters** to clear your search criteria.
  - To view the treatment plan details, click any treatment plan.
  - To continue entering a treatment plan that you haven't yet submitted, click the **Unsubmitted** tab, find the treatment plan, and then click **Continue Submission**.

If the treatment start or end date changes after you submit the treatment plan, call the payer to update the treatment dates on the authorization. You can't update the treatment dates in Eviti Connect.

## Treatment plan statuses

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Treatment plans may appear in any of the following statuses. All treatment plans that you started but haven't yet submitted appear in the **Unsubmitted** tab.

### Eviti Code

We issued an Eviti code for the treatment plan, which means it follows evidence-based guidelines and health plan language, and represents appropriate care for the patient.

If you need the authorization right away, please call the payer. Find their number on the patient's member ID card.

### Eviti Code Not Issued

We did not issue an Eviti code for the treatment plan, which means one of the following:

- The treatment plan does not meet evidence-based guidelines or health plan language.
- You didn't supply sufficient medical records for a treatment plan that didn't receive an automatic Eviti code.
- We requested a peer-to-peer clinical discussion with the treating physician, but it did not occur.

To request more information about a rejected treatment plan, call the payer, or call NantHealth Support at 1-888-482-8057.

### Pending Eviti Review

You submitted a treatment plan that our medical office must review, but we have not yet finished the review.

If you need an expedited medical review, call NantHealth Support at 1-888-482-8057.

### Peer to Peer Required

If treatment plan deviations go beyond data entry errors, our physician requests a peer-to-peer clinical discussion with the treating physician to gather information and to ensure that the physician prescribes the appropriate treatment.

If a peer-to-peer clinical discussion has not yet been scheduled, contact NantHealth Support at 1-888-482-8057.

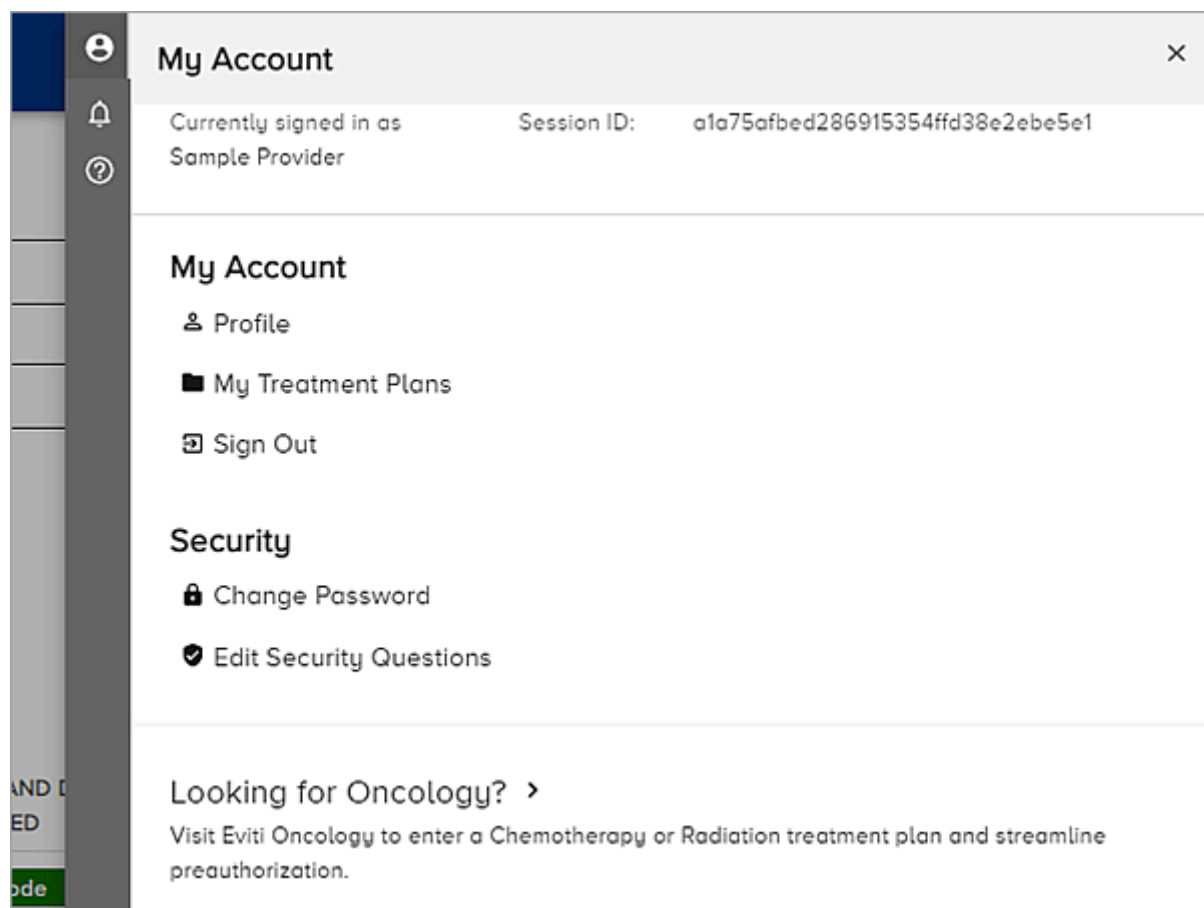
## Manage your account

Review or update your contact information, password, and security questions and answers. You can also update your NPIs, tax IDs, and state licenses.

For security reasons, do not share your password with other users.

To manage your account, click the **My Account** icon (👤) in the upper-right corner of any screen.

The My Account pane appears:



## Update your contact information and provider IDs

Review or update your name, address, and phone number. You can also update your NPIs and tax IDs.

1. Click the **My Account** icon (👤) in the upper-right corner of any screen.
2. On the My Account pane, in the My Account section, click **Profile**.
3. Click **Edit** in the upper-right corner.
4. Update your information, and then click **Save**.

## Change your password

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You can change your password at any time. If you forget your password, click **Forgot Password** on the sign-in screen.

1. Click the **My Account** icon (👤) in the upper-right corner of any screen.
2. On the My Account pane, in the Security section, click **Change Password**.
3. Type your current password in the **Current Password** box.
4. Type your new password in the **New Password** and **Confirm New Password** boxes.
5. Click **Change Password**.

Use your new password the next time you sign in.

## Change your security questions

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Your security questions verify your identity. We ask you to answer your security questions if you forget your password and need to reset it from the sign-in screen.

You must set your security questions when you sign into Eviti Connect for the first time; however, you can change them at any time.

1. Click the **My Account** icon (👤) in the upper-right corner of any screen.
2. On the My Account pane, in the Security section, click **Edit Security Questions**.
3. On the Edit Security Questions screen, update your security questions and answers as needed, and then click **Save Security Questions**.

## Contact us

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NantHealth Support is available 7:30 a.m. to 8 p.m. Eastern Time, Monday through Friday.

For support, call 1-888-482-8057, or send an email to [clientsupport@nanthealth.com](mailto:clientsupport@nanthealth.com).