Overview of the corePath Survey Data Collected by MPTA

Administrative burden persists:

- Logins are not always successful with problems reported 40% of the time
- PT input is required 75% of the time to complete the corePath form
- Perceived duplication in data entry of previously communicated elements
- Majority of auths take 10-20 minutes to complete with some requiring 30 minutes or more
- Majority of providers are and want to continue using a web based platform
- Majority of providers do not find the corePath program to be time efficient

Clinical appropriateness concerns:

- Most post- surgical cases are granted between 0 and 9 visits on the initial auth with about 25% receiving greater than 10
- Majority of non-surgical patients are granted between 0 and 6 visits on the initial auth with about 25% receiving greater than 7
- Majority of non- surgical patient are granted between 0 and 6 visits on the second auth request
- More than half the respondents did not find a difference in the approved visits for surgical vs non-surgical patients
- Around 30% of respondents indicated the second auth was not approved
- Around 30% report receiving initial auth approval within one day with the remainder at one day or more
- Around 13% report receiving the second auth approval in less than one day with more than 80% waiting 1-3 days or longer
- A disproportionate number of providers indicate the outcomes measure does not accurately reflect medical necessity
- Majority did not find the auths under corePath more consistent with the PT's clinical judgement and need for skilled services

Suggested system improvements:

- Improve the authorization turnaround time.
- Reduce redundancies.
- Streamline forms and align the worksheets with online requests.
- Issue paper templates that can be filled out by the therapist and then entered into the computer by support staff.
- Better train eviCore staff so they may answer questions appropriately and accurately
- Improve speed of website login and transactions.
- If a facility has multiple locations, allow ALL locations to submit online.
- Allow providers to go back to screens to change entries or correct errors.
- Eliminate the extra step of going through web-denis to access the eviCore site.
- Ensure consistency in eligibility and need for prior authorization between BCBS and eviCore.