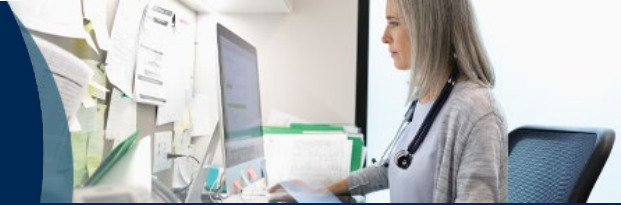




Portal Update



Introducing the CareCore National portal.

Effective May 1, 2024, the management of Cigna Healthcare Medicare Advantage Radiology, Cardiology and Musculoskeletal authorizations through eviCore will transition from the MedSolutions portal to the CareCore National portal. Rest assured, authorizations built prior to May 1, 2024 on the MedSolutions portal will remain there for reference.

While this change will have minimal impact on providers' offices, the steps to submit authorizations online will slightly change. That's why we'd like to invite you to attend one of our upcoming virtual orientation sessions.

Join us for a free virtual training session: Cigna Healthcare Medicare Advantage CareCore National Portal Migration Provider Orientation

What: A 30-minute informational session and demonstration of how to submit prior authorization requests through the new portal platform, including a Q&A period.

Who: Designed specifically for provider office staff

Where: Virtual via Webex

When: Four session options:

| Day | Date | Time (CST) |
|-----------|----------------|------------|
| Thursday | April 18, 2024 | 10:00 am |
| Wednesday | April 24, 2024 | 11:30 am |
| Tuesday | April 30, 2024 | 3:00 pm |

Thursday

May 2, 2024

1:30 pm

Register today

1. Go to evicore.webex.com.
2. Select "Webex Training" from the menu bar on the top left.
3. Click the "Upcoming" tab.
4. Type "**Cigna Healthcare Medicare Advantage CareCore National Portal Migration Provider Orientation**" into the search bar and click "Search"
5. Click "Register" next to the session you wish to attend, and enter your information.

Once you've registered, you will receive a confirmation email. **Please keep the email so you have the Webex link, meeting number, password, and call-in number for the session you will be attending. We recommend that you add the session to your calendar so you receive meeting reminders.**

For inquiries regarding the eviCore web portal, email the Web Support team at portal.support@evicore.com, or call 800.646.0418 (Option 2). For any Client or Provider inquiries not associated with this training, email ClientServices@evicore.com or call 800.646.0418 (Option 4).

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